



OVERVIEW AND SCRUTINY COMMITTEE

Wednesday, 21st September, 2011

7.00 pm

Town Hall, Watford

Publication date: 13 September 2011

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. APOLOGIES FOR ABSENCE/COMMITTEE MEMBERSHIP

2. DISCLOSURE OF INTERESTS (IF ANY)

3. MINUTES (Pages 1 - 8)

The minutes of the meeting held on 26 July 2011 to be submitted and signed.

4. OUTSTANDING ACTIONS (Pages 9 - 20)

The document sets out the update on the outstanding actions which arose at previous meetings.

5. 2011/12 QUARTER 1 PERFORMANCE REPORT (Pages 21 - 42)

This report presents an update on the council's key performance indicators as at the end of quarter 1 (June 2011) as well as other performance measures identified and agreed by Committee for scrutiny during 2011/12.

6. COMMUNITY SAFETY PARTNERSHIP TASK GROUP UPDATE

The Committee and Scrutiny Officer will provide a verbal update on the progress of the Community Safety Partnership Task Group.

7. HOSPITAL PARKING CHARGES TASK GROUP UPDATE

The Committee and Scrutiny Officer will provide a verbal update on the progress of the Hospital Parking Charges Task Group.

8. FORWARD PLAN (Pages 43 - 54)

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.

9. WORK PROGRAMME AND TASK GROUPS (Pages 55 - 66)

The Scrutiny Committee is asked to review the current version of the work programme.

10. DATES OF NEXT MEETINGS

- Wednesday 12 October 2011 (For call-in only)
- Thursday 24 November 2011
- Thursday 22 December 2011 (For call-in only)

Agenda Item 3

OVERVIEW AND SCRUTINY COMMITTEE

26 July 2011

Present: Councillor Watkin (Chair)
Councillor Rackett (Vice-Chair),
Councillors Bell, Greenslade (for minute numbers 15 – 22), Hastrick,
Jeffree, Martins and McLeod

Also present: Councillor Meerabux

Officer: Committee and Scrutiny Officer

12. **APOLOGIES FOR ABSENCE/COMMITTEE MEMBERSHIP**

Apologies for absence were received from Councillor Johnson.

13. **DISCLOSURE OF INTERESTS**

There were no disclosures of interest.

14. **MINUTES**

The minutes of the meeting held on 23 June 2011 were submitted and signed.

15. **UPDATE FROM PREVIOUS MEETING**

The Scrutiny Committee received an update on the actions and questions from the previous meeting. Members noted the actions and responses to the questions. The Committee and Scrutiny Officer apologised for the erratic numbering within the document.

3 and 4 – Fly tipping

The Chair noted the Head of Environmental Services' response to the questions regarding the increase in fly tipping. He did not feel there was sufficient evidence to warrant further investigation at the current time.

A Member commented that there was anecdotal evidence from residents in his ward, Central, that the situation was bad.

The Chair advised that the situation would be monitored through the regular performance reports received by the Scrutiny Committee.

6 and 7 – Communal recycling and new green bins

The Chair suggested that this should be reviewed further at the Scrutiny Committee's November meeting.

A Member noted that the new green bins did not allow residents to put green cuttings into them as the slits were too small.

8 – Town Centre recycling bins

The Chair suggested that this should be further reviewed at the November meeting.

10 – Sickness absence

A report prepared by the Head of Human Resources had been circulated prior to the meeting.

A Member suggested that information regarding long term sickness should be highlighted in the performance report. The Chair suggested that further explanation was required regarding the absence incidents and how the percentage was calculated.

ACTION: Committee and Scrutiny Officer.

A Member noted the reduction in sickness levels and said that he was concerned that staff felt pressurised to attend work even when they were sick in case this affected them losing their job.

The Committee and Scrutiny Officer explained the procedure to be followed when an employee fell ill and the reporting mechanism with First Care.

The Vice-Chair asked if Unison could be asked for their view about sickness levels and any implications for staff.

ACTION: Committee and Scrutiny Officer.

12 – Revenues and Benefits' Shared Services report

The Committee and Scrutiny Officer asked whether the Scrutiny Committee would require copies of the Revenues and Benefits report to the Three Rivers and Watford Shared Services Joint Committee each time they were published.

It was agreed that the reports would be circulated to the Overview and Scrutiny Committee.

15 – SLM statistics

The Vice-Chair referred to comments raised during the debate at Council the previous week about the petition regarding women's swimming sessions. During 2010/11 SLM had been invited to Call-in and Performance Scrutiny Committee to discuss the leisure centres and the service provided. He asked that a written explanation was sought from the company regarding the complaints about staff attitude and the issue of men being present in the changing area when it should be for the exclusive use of the female swimmers and children.

ACTION: Committee and Scrutiny Officer

16 – Affordable housing provision

The Chair asked the Committee and Scrutiny Officer to liaise with the Housing Section Head enquiring when the outcome of the funding bids approved by the Homes and Communities Agency would be known.

ACTION: Committee and Scrutiny Officer.

20 – Mayor's Community Fund

The Committee and Scrutiny Officer informed the Scrutiny Committee that she had received a response from Community Services but had asked for further clarification as it was still not clear whether an application would be accepted from Ward Councillors. She explained that the Grant Officer had advised that an individual would not be able to submit an application and that a group or organisation should complete the application form.

The Vice-Chair commented that there were occasions when there was not a particular group involved in a Neighbourhood forum Project.

ACTION: Committee and Scrutiny Officer to seek further clarification

It was noted that the remaining actions were covered in other reports on the agenda.

16. **CALL-IN**

No Executive decisions had been called in.

17. **AFFORDABLE HOUSING REVIEW**

The Scrutiny Committee received Cabinet's response to the recommendations from the Policy Development Scrutiny Committee's Affordable Housing review, which had been carried out during 2010/11.

The Chair reported that dates for future reviews of the recommendations had been included.

Recommendation 1 – affordable housing threshold

It was noted that the Core Strategy was unlikely to be adopted prior to autumn 2012.

It was agreed that the status of the core strategy would be reviewed in 12 months time.

Recommendation 5 – housing resources

It was agreed that this recommendation should be reviewed at the Scrutiny Committee's November meeting.

Recommendation 6 – Task Group regarding benefit changes

The Vice-chair asked that this be monitored through statistics. The Committee and Scrutiny Officer said that she would amend the date for review to “To be kept under review”.

A Member commented that she was concerned about the standard of private housing that low income families might be advised to rent. She said that the Council should monitor these properties.

The Chair suggested that a letter could be sent to the Head of Environmental Services to ask what procedures were in place to monitor private sector housing. He asked the Councillor to forward an outline of the points she would like the Head of Service to cover.

A Member said that the Housing Section Head should also be asked for her comments.

RESOLVED –

that the actions be noted.

ACTION: Councillor McLeod, Chair and Vice-Chair and Committee and Scrutiny Officer

18. **COMMUNITY SAFETY PARTNERSHIP TASK GROUP**

The Committee and Scrutiny Officer informed the Scrutiny Committee that she had been in contact with the Community Safety Manager. It was proposed that the first meeting would be an introduction to Community Safety, as there were a number of new Members to the task Group. The presentation could also include an explanation about crime statistics which last year’s Task Group had requested. The meeting would be open to all Members and any presentations would be made available to those Members who were unable to attend. The first meeting was likely to be established in early September.

The Committee and Scrutiny Officer outlined a list of items for inclusion in the Task Group’s work programme.

- Introduction to the Community Safety Partnership
- Crime statistics
- Crime levels in Central Ward and the lack of contributions from clubs and pubs towards the high policing costs for the night time economy
- Community probation works procedure
- Recruitment of ex-offenders and disadvantaged youth

ACTION: Committee and Scrutiny Officer

19. **BUDGET PANEL UPDATE**

The Scrutiny Committee was informed that the Budget Panel due to take place in July had been cancelled.

The Scrutiny Committee discussed whether a regular report was required regarding Budget Panel. The Chair said that it was different from Task Groups. Members were advised that recommendations about the draft budget were reported directly to Council and that there was insufficient time to report to Overview and Scrutiny Committee as well.

It was noted that four members of Overview and Scrutiny Committee, including the Chair and Vice-Chair, were members of Budget Panel.

It was agreed that Budget Panel would only report to Overview and Scrutiny Committee when it required this committee to consider recommendations and make a decision.

RESOLVED –

that a report regarding Budget Panel only be included in the agenda when a specific recommendation has been forwarded to Overview and Scrutiny Committee.

20. **FORWARD PLAN**

The Scrutiny Committee received a report of the Head of Legal and Property Services including the latest edition of the Forward Plan and changes since the edition published in June.

Section 106 funding

The Scrutiny Committee discussed Section 106 funding gained through the planning process. Members were unsure whether it was monitored by a committee.

The Committee and Scrutiny Officer advised that she would check whether it was monitored by Budget Panel.

ACTION: Committee and Scrutiny Officer

The Vice-Chair informed the Scrutiny Committee that the Call-in and Performance Scrutiny Committee had considered a recent report regarding the Section 106 funding. He added that the Hertfordshire Highways Watford Joint Member Panel had debated the Section 106 funding allocated to highways projects. The discussion had included how Members were able to influence this area.

The Chair suggested that more training was required for Members and that they should be more alert of new developments in their area.

It was agreed that the Head of Planning would be asked to provide information about the various Sections 106 strands; the amount of funds available in each and any proposed schemes.

ACTION: Committee and Scrutiny Officer

Herts Waste Partnership Agreement

The Vice-Chair asked that Members be informed as soon as officers were aware of the date of this delegated decision. He advised Members that they were able to attend these decisions. He thought it would be good practice if the Chair or Vice-Chair of Overview and Scrutiny Committee attended these decisions. He reminded Members that they were able to call-in Cabinet decisions and those made by Portfolio Holders. He asked whether there was a further list of future decisions to be taken through the year.

The Committee and Scrutiny Officer explained that the Forward Plan was only required to show decisions to be taken within the next four months. Future decisions were added to the Plan as soon as Democratic Services were informed by officers.

The Chair felt that there was insufficient information included in the Plan. He considered the best action would be for Members to call-in decisions they wanted to investigate further.

RESOLVED –

that the Scrutiny Committee's comments be noted.

21. **WORK PROGRAMME AND TASK GROUPS**

The Scrutiny Committee received a report of the Legal and Democratic Section Head setting out information regarding the proposed Task Groups. Preparatory information for the Hospital Parking review had also been included.

Hospital Parking

The Committee and Scrutiny Officer reported that five Councillors had expressed an interest in working on the Hospital Parking Review. It was agreed that these Councillors would form the membership of the Task Group.

The Chair advised that he had drafted the scope and sought the Scrutiny Committee's approval. He had made some changes to the original suggestion to avoid any sense of a pre-determined outcome.

The Associate Director – Strategic Developments from the West Hertfordshire Hospitals NHS Trust had supplied a copy of the hospital's parking policy. The policy would be included in the background information for the Task Group.

The Chair felt that the review should be completed in a reasonably short period of time. The Vice-Chair, however, cautioned about setting time constraints as other issues might arise during the review.

The Committee and Scrutiny Officer asked the Scrutiny Committee for clarification on the area officers were researching regarding other hospitals' parking arrangements. At the previous meeting Members had suggested all hospitals within a 20-mile radius. This radius incorporated approximately 190 hospitals including those in central London. If the radius were limited to a 10-mile radius, the number was reduced to 24. A number of hospitals within Hertfordshire would not be included in this radius.

A Member suggested that the hospitals needed to be in a similar context to Watford General Hospital, but it should not include those hospitals in central London.

Another Member suggested that it was important to include hospitals within Hertfordshire.

The Chair said that it was important the Scrutiny Committee did not limit the work of the Task Group and the Task Group should make the final decision.

RESOLVED –

1. that the following Councillors form the membership for the Hospital Parking Task Group
 - Councillor Karen Collett
 - Councillor Malcolm Meerabux
 - Councillor Peter Jeffree
 - Councillor Kareen Hastrick
 - Councillor Ken Brodhurst
2. that the scope for the Hospital Parking Review be approved.

Review of the Property Policy (Voluntary Sector)

The Committee and Scrutiny Officer informed the Scrutiny Committee that she had contacted the Head of Legal and Property Services and Property Section Head. The officers had advised that they considered it too early to begin to review the property policy, but they would welcome Members' support later in the year.

The Vice-Chair considered that a scope would not be ready until at least September.

The Chair asked for suggestions for inclusion in the review. Members put forward the following ideas –

- Affordable housing – land availability, for example allotment land
- Property leasing procedures
- Appeal procedures

RESOLVED –

1. that the Chair and Vice-Chair develop a draft scope for the property policy review for consideration at the September meeting.

ACTION: Committee and Scrutiny Officer / Chair and Vice-Chair

22. **DATES OF NEXT MEETINGS**

- Wednesday 10 August 2011 (For call-in only)
- Wednesday 21 September 2011
- Wednesday 12 October 2011 (For call-in only)

Chair
Overview and Scrutiny Committee

The meeting started at 7.00 p.m.
and finished at 8.20 p.m.

8/8/11

Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Performance Report					
PI 1	Where the Partnerships and Performance Section Head can see areas of concern then more detailed information to be added to the report.	Partnerships and Performance Section Head	23 June 2011	For inclusion in next report to OSC (21 Sept 2011)	Noted for action in September's report. Done, but report is dependent on services adding relevant comments. The report is also a 'trigger' for members to ask the questions needed; it is expected under performance to be handled through a request for additional information. <i>(see agenda item 5)</i>
PI 2	Planning performance statistics PL1 to PL3 to incorporate the number of applications for each type of application.	Partnerships and Performance Section Head	23 June 2011	For inclusion in next report to OSC (21 Sept 2011)	Noted for action in September's report. Done <i>(see agenda item 5)</i>
PI 3	Revenues and Benefits statistics – to incorporate within the performance report statistics relating to the processing of applications within 3 days once the client has provided all the necessary information.	Partnerships and Performance Section Head	23 June 2011	For inclusion in next report to OSC (21 Sept 2011)	Noted for action in September's report. Asked but not available for report.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 4	Future performance reports to incorporate statistics relating to the accuracy of information and the length of time taken to complete benefit assessments, which affect the subsidy received by the Council.	Partnerships and Performance Section Head	23 June 2011	For inclusion in next report to OSC (21 Sept 2011)	Noted for action in September's report Asked but not available for report.
PI 5	Future performance reports to include the 'downtime' of IT services.	Partnerships and Performance Section Head	23 June 2011	For inclusion in next report to OSC (21 Sept 2011)	Noted for action in September's report Done (<i>see agenda item 5</i>)
PI 6	The usage figures for SLM Ltd to be included in future reports	Partnerships and Performance Section Head	23 June 2011	For inclusion in next report to OSC (21 Sept 2011)	Noted for action in September's report Done (<i>see agenda item 5</i>)
PI 7	Bed and breakfast numbers and length of stay to be included in future reports.	Partnerships and Performance Section Head	23 June 2011	For inclusion in next report to OSC (21 Sept 2011)	Noted for action in September's report Done (<i>see agenda item 5</i>)
PI 8	Communal recycling new green bins – review the latest position regarding communal recycling and the new green waste recycling bins	OSC Committee	26 July 2011	11 November 2011	Head of Environmental Services informed that this subject would be further reviewed in November.
PI 9	Town Centre recycling bins – Use of the bins to undergo a further review	OSC Committee	26 July 2011	11 November 2011	Head of Environmental Services informed that this subject would be further reviewed in November.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 10	All Shared Services Joint Committee Revenues and Benefit reports to be circulated to the Members of the Overview and Scrutiny Committee as they occur.	Committee and Scrutiny Officer	26 July 2011	Each time the reports are published	Report and decision list for meeting on 19 July circulated. Report for meeting on 12 September circulated to OSC Members.
PI 11	SLM – Letter to be sent to SLM asking for an explanation regarding the comments raised at Council on 20 July 2011 about staff attitudes and men being allowed to enter the changing area during the women only swimming sessions.	Chair of Overview and Scrutiny Committee	26 July 2011	31 August 2011	It was agreed with the Chair that the Portfolio Holder for Community Services would be asked for an explanation of the events since the July Council meeting. This information had not been sought prior to the resignation of the Portfolio Holder. The appropriate Section Head has been on sick leave. The Committee and Scrutiny Officer is seeking clarification and it is hoped this information will be available for the meeting.
PI 12	Contact the Housing Section Head to enquire when the outcome of the funding bids approved by the Homes and Communities Agency will be known.	Committee and Scrutiny Officer	26 July 2011	15 August 2011	The Housing Section Head has advised the following – There was a HARI partnership meeting at Watford Borough Council on Friday 9 September 2011 attended by the Homes and Communities Agency. The latest position is - the Council does not have details yet of the results of the bids for funding. This will only be known when all the successful housing associations have negotiated a contract with the HCA

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
					<p>as until then the outcome in terms of numbers is subject to change. This is taking some time to achieve as officers understand the legalities of the contracts are proving very detailed and queries are being raised about some of the clauses which providers wish to challenge. The HCA is still hoping to have this work completed in September.</p> <p>It may take some time to identify the full implications for Watford as it is possible the results will be presented for the whole county. There will still be a number of unknowns as exactly what they can develop depends on so many factors including availability of sites and the viability of schemes.</p> <p>In terms of affordable housing for this financial year 2011/12 the current prediction is:</p> <p>98 units at social or affordable rent 23 units shared ownership Total 121 units</p>
Voluntary Sector Task Group					
VS 1	The recommendations to be reviewed once the review of current priorities has been completed.	Committee and Scrutiny Officer	23 June 2011	July 2012	Added to rolling work programme

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
VS 2	Further clarification still required regarding applications to the Mayor's Community Fund	Committee and Scrutiny Officer	26 July 2011	5 September 2011	A meeting took place, attended by officers from Legal and Property Services, Community Services and Internal Audit. An agreed procedure was forwarded to all Members by email on Friday 19 August 2011. A copy of the email is attached as Appendix 1.
Community Safety Partnership Task Group					
CSP 1	The scrutiny proposal 'recruitment of ex-offenders and disadvantaged youth' to be referred to the Community Safety Partnership Task Group for review from a general aspect and not just related to the Council.	Committee and Scrutiny Officer	23 June 2011	For consideration by the Task Group at its first meeting	
CSP 2	Contact the members of the Task Group and Community Safety Manager to identify a date for the first meeting	Committee and Scrutiny Officer	26 July 2011	15 August 2011	The meeting is still being arranged. The Committee and Scrutiny Officer will provide an update under item 6 on the agenda.
CSP 3	Presentation given at the meeting to be supplied to all councillors who did not attend the meeting.	Committee and Scrutiny Officer	26 July 2011	Soon after first meeting	

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Affordable Housing Review					
AHR 1	<u>Recommendation 1 – Affordable Housing threshold</u> – The status of the Core Strategy to be reviewed in 12 months.	OSC Committee	26 July 2011	July 2012	Added to the rolling work programme. (See agenda item 9)
AHR 2	<u>Recommendation 5 – Housing Resources</u> – Overview and Scrutiny Committee to review this recommendation once the Housing Value for Money Phase 2 has been agreed.	OSC Committee	26 July 2011	2 February 2012 <i>Original date 24 November 2011</i>	The Housing Section Head has advised that this will be presented to Cabinet at the December meeting and not in November as previously indicated. Budget Panel will be reviewing the officer's report in October in order to for any comments to be considered prior to its presentation at Cabinet.
AHR 3	<u>Recommendation 6 – benefit changes</u> – the date for review in the original document to be amended to read "To be kept under review".	Committee and Scrutiny Officer	26 July 2011	Immediate	Completed
AHR 4	<u>Recommendation 6</u> – Details to be forwarded to the Chair of Overview and Scrutiny Committee for inclusion in the letter.	Councillor McLeod	26 July 2011	15 August 2011	Received 10 August 2011

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
AHR 5	<u>Recommendation 6</u> – Letter to be sent to the Head of Environmental Services and Housing Section Head to enquire about the procedures for monitoring private sector housing.	Committee and Scrutiny Officer and Chair	26 July 2011	22 August 2011	The Committee and Scrutiny Officer has forwarded the questions to the Heads of Environmental Services and Community Services and the Housing Section Head. The responses will be circulated as soon as possible.
Budget Panel					
BP 1	Budget Panel only to be included on future agendas when a recommendation is forwarded to Overview and Scrutiny Committee for approval.	Committee and Scrutiny Officer	26 July 2011	With immediate effect	Completed; this item does not appear on the current agenda.
Forward Plan					
FP 1	Section 106 funding – Head of Planning to be asked to provide details of each element of the Section 106 funds, including the amount in each pot and any proposed schemes.	Committee and Scrutiny Officer		5 September 2011	The Head of Legal and Property Services and Head of Planning have been contacted for information. A report is to be presented to Cabinet on 26 September setting out the details of Section 106 funds relating to parks and open space and children's play space, including proposed schemes. This report will be circulated to the Overview and Scrutiny Committee. Further information has been requested from Finance.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
FP 2	Herts Waste Partnership decision – All Members to be informed as soon as the date of the decision is known.	Committee and Scrutiny Officer		End of November 2011 <i>Original date September 2011</i>	The Head of Environmental Services has advised that the proposed date of this delegated decision has been amended, as the Herts Waste Partnership will be meeting in October to discuss the agreement. This will be amended on the Forward Plan published on 15 September.
Work Programme and Task Groups					
WP 1	Bin collection service in narrow streets – a representative from Environmental Services to attend the Railway Terrace Residents' Association's meeting to discuss this issue. Members to identify any particular hot spots in their wards to advise Environmental Services.	Committee and Scrutiny Officer OSC Committee	23 June 2011	26 July 2011	
Hospital Parking Charges Task Group					
HP 1	Hospital Parking Task Group membership to be notified	Committee and Scrutiny Officer	26 July 2011	15 August 2011	Email sent 10 August 2011

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
HP 2	First meeting to be arranged.	Committee and Scrutiny Support Officer	26 July 2011	1 September 2011	Meeting was held on 31 August 2011 at 6 pm. The Committee and Scrutiny Officer to provide a verbal update under item 7 on this agenda.
Property Services Leases for Voluntary Sector					
PSL 1	A draft Property Policy review scope to be drawn up.	Chair and Vice-Chair of Overview and Scrutiny	26 July 2011	1 September 2011	

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Mayor's Community Fund email to Members

Members will be aware that the Voluntary Sector Task Group recommended that "each ward should be allocated a nominal £1,000 from the Mayor's Community Fund at the start of the year."

The Task Group's recommendations were then considered at Cabinet on Monday 6 June 2011. At this meeting the Mayor said that she would prefer councillors to encourage local communities to apply themselves. She added that she would rather not set an artificial limit for each ward. This recommendation was therefore not accepted.

The purpose of this e-mail is to provide guidance to members on how they can encourage local communities to access this fund.

Members are advised that if they are aware of a group that requires funding for a project, which would meet the Mayor's Community Fund criteria, they should suggest the group submit an application to that fund. The fund may award sums up to a maximum of £2000, depending upon the Mayor's decision. As a Member, if you wish to endorse a project submitted to the Mayor's Community Fund, please email the Mayor outlining your support and copying in Kim Carroll (email address below) and Democratic Services.

By promoting the Mayor's Community Fund to organisations who meet the criteria, you can make your Neighbourhood Forum funds stretch further. This will enable you to fund projects that might not meet Mayor's Community Fund criteria but would still meet the Neighbourhood Forum criteria or to fund meetings.

Whilst the Mayor's Community Fund is a rolling programme, with decisions made on a monthly basis, we would ask that prospective applicants submit their applications by mid-February 2012, at the latest, for this financial year. This is for both practical reasons, for making payments, and in terms of availability of funds.

I have attached the application form for the Mayor's Community Fund and the guidance notes and frequently asked questions paperwork that accompany it.

If you have any questions about the Mayor's Community Fund please contact Kim Carroll, 01923 278326 or email kim.carroll@watford.gov.uk.

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Agenda Item 5

Report to: Overview and Scrutiny Committee

Date of meeting: 21 September 2011

Report of: Partnerships and Performance Section Head

Title: Update on the council's key performance indicators and measures – first quarter 2011/12

1.0 SUMMARY

- 1.1 Watford BC's Corporate Plan 2011-15 sets out the eight key performance indicators that the council has selected to measure its key priorities and where it knows it needs to improve performance during 2011/12. It was agreed that, for 2011/12, Overview and Scrutiny Committee would scrutinise the performance of these indicators on a quarterly basis.
- 1.2 In June 2011, Committee discussed a proposed template that had been developed for the regular presentation of performance information. Following Committee, the changes requested have been actioned and incorporated into the quarter 1 2011/12 report (Appendix B). This report, therefore, presents an update on the council's key performance indicators (KPIs) as at the end of quarter 1 (June 2011) as well as other performance measures identified and agreed by Committee for scrutiny during 2011/12.

2.0 RECOMMENDATIONS

- 2.1 Note and comment on the performance of the council's key performance indicators for 2011/12 at the end of quarter 1.
- 2.2 Note and comment on the performance of those additional performance measures identified for Committee's consideration at the end of quarter 1.

Contact Officer:

For further information on this report please contact:
Kathryn Robson, Partnerships and Performance Section Head
telephone extension: 8077 email:
kathryn.robson@watford.gov.uk

3.0 **Background information**

Each year, Watford Borough Council's Corporate Plan sets out the key performance indicators (KPIs) that the council has selected to measure its priorities and where it knows it needs to improve performance.

It was agreed that Overview and Scrutiny Committee would scrutinise the council's performance in relation to these key performance indicators on a quarterly basis. At its meeting in June 2011, Committee agreed that additional performance measures be included as part of its quarterly scrutiny of performance and a template reflecting this was developed for discussion.

This report presents the updated template that incorporates the changes recommended by Committee, including further additions to the performance measures included, as well as the performance of the council's KPIs in the first quarter 2011/12.

3.1 **Key performance indicators (KPIs)**

3.1.1 For 2011/12 the council identified eight key performance indicators (KPIs). These are attached as Appendix A.

3.1.2 **Progress report at quarter 1 2011/12 on Watford BC KPIs – performance against target**

Of the 8 KPIs, KPI1 (time taken to process benefit claims) is reported as two indicators as the council monitors it in two parts and KPI4 (street cleansing) as three indicators. This means 11 performance measures are reported in total. In terms of performance against target:

- 3 were above target
- none were on target
- 6 were below target

Of the remaining two performance measures:

- Both are reported at the end of the financial year. Progress is reported throughout the year for comment / discussion.

3.1.3 KPIs performing above target

The following KPIs were reported as performing above target at the end of quarter 1 2011/12.

KPI2	Residual household waste
KPI3	Household waste recycled and composted
KPI4iii	Improved street and environmental cleanliness (levels of graffiti)

3.1.4 KPI on target

No KPIs were reported as performing on target at the end of quarter 1 2011/12.

3.1.5 KPI performing below target

The following KPIs were reported as performing below target at the end of quarter 1 2011/12.

KPI1i	Time taken to process Housing Benefit/Council Tax Benefit - new claims
KPI1ii	Time taken to process Housing Benefit/Council Tax Benefit - change of circumstances
KPI4i	Improved street and environmental cleanliness (levels of litter)
KPI4ii	Improved street and environmental cleanliness (levels of detritus)
KPI6	Number of households in temporary accommodation
KPI8	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 quarter 1 2011/12.

Indicator	Target	Result	Performance against target
Time taken to process Housing Benefit/Council Tax Benefit <i>- new claims</i>	30 days	42.6 days	☹️
Time taken to process Housing Benefit/Council Tax Benefit <i>- change of circumstances</i>	20 days	41.5 days	☹️
Residual household waste	125kg	123.78kg	😊
Household waste recycled and composted	43.12%	44.43%	😊
Improved street and environmental cleanliness (levels of litter)	5%	7.56%	☹️
Improved street and environmental cleanliness (levels of detritus)	6%	6.64%	☹️
Improved street and environmental cleanliness (levels of graffiti)	5%	4.44%	😊
Number of affordable homes delivered (gross)	121	n/a	n/a
Number of households in temporary accommodation	90	93	☹️
CO2 reductions from local authority operations	7%	n/a	n/a
The average working days lost to sickness per full time equivalent employee	1.89 days	1.97 days	☹️

- 😊 = performing above target
 😐 = performance on target
 ☹️ = performing below target

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.

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 2011/12 key performance indicators

Appendix B – Watford BC - Measures of Performance – Progress report as of quarter 1 – 2011/12

Background papers:

- Quarterly update on service improvement plans for each service
- Corporate Plan 2011-15

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Appendix A - Watford BC 2011/12 key performance indicators

<u>Reference</u>	<u>Definition</u>
KPI1	Time taken to process Housing Benefit/Council Tax Benefit new claims and change of events* <i>* This is defined as one indicator although is the council reports it as two parts – new and change of circumstances</i>
KPI2	Residual household waste
KPI3	Household waste recycled and composted
KPI4	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>
KPI5	Number of affordable homes delivered (gross)
KPI6	Number of households in temporary accommodation
KPI7	CO2 reductions from local authority operations
KPI8	The average working days lost to sickness per full time equivalent employee

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WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE

Quarter 1 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
Environmental Services									
ES1 KPI7	CO2 reductions from local authority operations	7%	n/a	n/a	n/a	n/a	↑	Environmental Services	This is an annual indicator. It will be reported at the end of Quarter 4. Local Authority Carbon Management generally on track - some ICT projects might be delayed.
ES2 KPI2	Residual household waste per household	125kg	123.87kg	0.9%		↑	↑	Environmental Services	
ES3 KPI3	Household waste recycled and composted	43.12%	44.43%	3%		↑	↓	Environmental Services	
ES9	Percentage of the total tonnage of household waste arising which have been recycled	21.81%	16.17%	26%		↓	↓	Environmental Services	
ES10	Percentage of waste sent for composting including waste which has been treated through a process of anaerobic digestion	19.98%	28.26%	41%		↑	↑	Environmental Services	




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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
ES4 KPI4i	Improved street and environmental cleanliness (levels of litter)	5%	7.56%	60%	!	n/a	n/a	Environmental Services	<p>No direct comparison from last quarter or last year as the surveying period is now 3 monthly not 4 monthly so that the indicator can be reported quarterly.</p> <p>The result for the first period last year (April – July) was 5%.</p> <p>Quarter 1 Target wards comprised: Woodside, Tudor, Stanborough, Oxhey, Leggatts & Central.</p> <p>63% of the B minus and C graded transects surveyed were on recreational ground (parks and open spaces) and other highways e.g. alleyways.</p> <p>This is now reported to 2 decimal places.</p>





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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
ES5 KPI4ii	Improved street and environmental cleanliness (levels of detritus)	6%	6.64%	11%	!	n/a	n/a	Environmental Services	<p>No direct comparison from last quarter or last year as the surveying period is now 3 monthly not 4 monthly so that the indicator can be reported quarterly.</p> <p>The result for the first period last year (April – July) was 9%.</p> <p>This is now reported to 2 decimal places.</p>
ES6 KPI4iii	Improved street and environmental cleanliness (levels of graffiti)	5%	4.44%	11%	😊	n/a	n/a	Environmental Services	<p>No direct comparison from last quarter or last year as the surveying period is now 3 monthly not 4 monthly so that the indicator can be reported quarterly.</p> <p>The result for the first period last year (April – July) was 4%.</p>




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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
									<p>Some resurgence of graffiti activity including return of Esay/Yeti tagging after 2 - 3 year absence.</p> <p>This is now reported to 2 decimal places.</p>
ES7	Improved street and environmental cleanliness (levels of fly posting)	1%	0%	100%		n/a	n/a	Environmental Services	<p>No direct comparison from last quarter or last year as the surveying period is now 3 monthly not 4 monthly so that the indicator can be reported quarterly.</p> <p>The result for the first period last year (April – July) was 1%.</p>
ES8	Improved street and environmental cleanliness (levels of fly tipping)	Effective	n/a	n/a	n/a	n/a	n/a	Environmental Services	<p>This is an annual indicator. It will be reported at the end of Quarter 4.</p> <p>Analysis of performance last year is underway; this is looking at the national trend. In 2010/11 flytips increased but</p>






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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
									<p>enforcement action has also increased. Initial analysis shows that reporting has greatly improved (street care teams etc) and so the service cannot be sure that this reported increase actually represents a true increase. This n year should provide a more representative analysis.</p>






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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
Community Services									
CS4 KPI5	Number of affordable homes delivered (gross)	121 for year	n/a	n/a	n/a	n/a	n/a	Community Services	<p>This indicator is reported for Quarter 2 and Quarter 4.</p> <p>Awaiting outcome of Homes and Community Agency bidding round to give an idea of future schemes.</p>
CS5 KPI6	Number of households living in temporary accommodation	90	93	3%		↓	↓	Community Services	<p>Continuing pressure on temporary accommodation necessitating use of B&B provision – see indicators below.</p> <p>Work continuing to source additional units and private sector alternatives.</p>
CS6	Average length of stay in hostel accommodation (weeks)	24 weeks	21.19 weeks	11.7%		↓	↓	Community Services	<p>This is likely to increase as availability of newbuild reduces.</p>

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






Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
CS7	The number of people sleeping rough on a single night within the area of the local authority	5	n/a	n/a	n/a	n/a	n/a	Community Services	This is an annual indicator so only reported in Quarter 3.
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	70	67	9.29%		↑	↑	Community Services	Percentage necessitating statutory provision out of total clients = 26/241 or 10.7%
CS9	Number of new cases on Rent Deposit Scheme	20	14	30%		↓	↓	Community Services	Housing Benefits change having an impact on properties available within local housing allowance levels. Fewer properties becoming available to rent overall. Investigating additional incentives/services to landlords in partnership with Herts Choice Homes.

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







Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

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Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
CS10	The number of households in bed and breakfast accommodation	15	13	13.3%		n/a	n/a	Community Services	Continuing work to engage private landlords as a preventative measure and commission additional units of TA via other local authorities, vacant council units, voluntary sector.
CS11	The average length of stay in bed and breakfast accommodation (weeks)	6 weeks	3.14 weeks	47.6%		n/a	n/a	Community Services	See above.
CS12	Total number of swims at Watford Leisure Centre – CENTRAL	n/a	22,271	n/a	n/a	n/a	n/a	Community Services	New indicator. Figure for same period 2010 was 30,298.
CS13	Total number of gym usage and group exercise participation at Watford Leisure Centre – CENTRAL	n/a	27,963	n/a	n/a	n/a	n/a	Community Services	New indicator. Figure for same period 2010 was 26,572.
CS14	Total number of swims at Watford Leisure Centre – WOODSIDE	n/a	23,131	n/a	n/a	n/a	n/a	Community Services	New indicator. Figure for same period 2010 was 27,908.
CS15	Total number of gym usage and group exercise participation at Watford Leisure Centre – WOODSIDE	n/a	61,304	n/a	n/a	n/a	n/a	Community Services	New indicator. Figure for same period 2010 was 46,608.

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




Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
Planning									
PL1	Processing of planning applications as measured against targets for 'major' applications (% determined within 13 weeks)	85%	100%	18%		↔	↑	Planning	This is a very volatile result due to the very small number of applications received in this category. The number of cases in this category for the quarter was 4.
PL2	Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)	90%	94.70%	5%		↑	↑	Planning	The number of cases in this category for the quarter was 57.
PL3	Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)	90%	97.06%	8%		↑	↑	Planning	The number of cases in this category for the quarter was 153.





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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12




Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
Legal and Property Services									
LP5	Voter registration	95%	n/a	n/a	n/a	n/a	n/a	Legal and Property	This is an annual indicator so only reported in Quarter 3.

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Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
Human Resources									
HR1 KPI	Sickness absence (working days lost)	1.89 days	1.97 days	4.23%		↓	↑	Human Resources	






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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
Revenues and Benefits									
RB1 KPI1i	Av time to process benefits claims	30 days	42.6 days	42%	!	↓	↓	Revenues and Benefits	
RB2 KPI1ii	Av time to process change of circs	20 days	41.5 days	107.5%	!	↓	↓	Revenues and Benefits	
RB3	% of applications processed within 3 days (once the client has provided all the necessary information)	-	-	-	-	-	-	Revenues and Benefits	Information not available at time of submitting report. It is hoped to have the information available – or an update – by the time of Committee.
RB4	Accuracy of information which affects the subsidy received by the Council	-	-	-	-	-	-	Revenues and Benefits	Information not available at time of submitting report. It is hoped to have the information available – or an update – by the time of Committee.




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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
ICT									
IT1	ICT service availability to users during core working hours <u>WBC P1</u> COA Academy (Windows) Uniform Email Internet Lagan File and Print Server	99.5%	94.54%	- 5.00%		n/a	n/a	ICT	WBC P1 – these are systems/applications that are rated as most business critical. A significant increase in call volumes this period. This is due to a. several large outages such as the thin client issues and b. new procedures ensuring that more calls are logged into touchpaper allowing more accurate measurement of ICT workloads.
IT2	ICT service availability to users during core working hours <u>WBC P2</u> Touchpaper EROS Gauge Resource Link Intranet	99.5%	93.43%	- 6.1%		n/a	n/a	ICT	WBC P2 – these are systems/ applications that are rated as less business critical. A significant increase in call volumes this month. This is due to A, several large outages such as the









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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
									thin client issues and B, new procedures ensuring that more calls are logged into touchpaper allowing more accurate measurement of ICT workloads




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

Appendix B - Watford BC - Measures Of Performance – Progress report as of quarter 1 - 2011/12

Ref	Measure	Target for quarter	Actual at end of Quarter 1	% variance ¹	  	Trend since last period (Q4 2010/11)	Trend since last year	Service Lead	Comments
Corporate									
Co1	CSC service levels - 80% calls answered in 20 secs	80% calls answered in 20 seconds	89%	11.3%		n/a	↓	Corporate	
Co2	CSC service levels - 95% all calls answered	95% all calls answered	99%	4.2%		↑	↔	Corporate	
Co3	Calls resolved at first point of contact	90%	97% exc transfers	7.8%%		↑	↑	Corporate	
Co4	Complaints resolved at stage one	90%	79%	12.2%		↔	↑	Corporate	
Co5	% of stage 1 complaints resolved within 10 days	80%	59%	26.3%		↓	n/a	Corporate	Leadership Team has received the annual complaints report and the issue of responding to complaints within time has been highlighted for action.

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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 profile for quarter as a percentage of the profile.

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 21 September 2011
Report of: Head of Legal and Property Services
Title: Forward Plan

1.0 **SUMMARY**

1.1 This report sets out the changes to the latest Forward Plan when compared to the last edition.

2.0 **RECOMMENDATION**

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 September – December 2011 Forward Plan

There are five new items which have been added to the latest edition of the Forward Plan.

- Approval of the Watford Character of Area Study – to be considered by Cabinet at its meeting on 5 December 2011.
- Adoption of the Framework and 5 year Action Plan for allotments across the Borough – to be considered by Cabinet at its meeting on 7 November 2011.
- Approval of the Revenue and Capital Outturns – to be considered by Cabinet at its meeting on 26 September 2011.
- Approval of the redesign of the play service commencing 1 April 2012 – to be considered by Cabinet at its meeting on 7 November 2011.
- Approval of the voluntary sector funding review for 2012/13 – to be considered by Cabinet at its meeting on 7 November 2011.

3.4 Amendments to the September – December 2011 Forward Plan

There have been no amendments to those items previously listed in the Forward Plan and which have yet to be considered.

3.5 Deletions from the September – December 2011 Forward Plan

There have been no items deleted from the Forward Plan since the previous version was published.

3.6 The next edition of the Forward Plan (October 2011 – January 2012) will be published on 15 September. It will be circulated to the Overview and Scrutiny Committee following publication.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 There are no 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 – September - December 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.

August 2011 edition of the Watford Borough Council Forward Plan

File Reference

None

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Watford Borough Council

FORWARD PLAN

September - December 2011

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

FORWARD PLAN

September - December 2011

- The Forward Plan sets out key decisions the Executive 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 of 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 and Health
Councillor Andrew Forrest	Community Services
Councillor Iain Sharpe	Planning and Legal & Property
Councillor Derek Scudder	Environmental Services
Councillor Andy Wylie	Finance and Shared Services.

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
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Improve the health of the town and enhance its heritage

Approval of the Watford Character of the Area Study	Planning	Philip Bylo Manager, Planning Policy philip.bylo@watford.gov.uk	Cabinet	December 2011	The Watford Character of the Area Study has been through a 6 week internal consultation and a 6 week public consultation. The former included relevant stakeholders, such as the 'Town Centre Coordination Group'. The public consultation included letters/emails being sent out to elected members, residents associations, community groups and heritage groups. A press release was produced and an article on the consultation will be included in the September edition of 'About Watford'.	Watford Character of the Area Study 2011 Watford Character of the Area Study (consultation draft) - representations
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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
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Enhance the town's clean and green environment

Section 106 Spend 2010/11 and future projects for 2011/12	Legal and Property Services	Carol Chen Head of Legal and Property Tel: 01923 278350 carol.chen@watford.gov.uk	Cabinet	September 2011	Asset Management Group	Capital Programme 2010/11
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Adoption of the Framework and 5 year Action Plan for allotments across the borough.	Community Services	Paul Rabbitts paul.rabbitts@watford.gov.uk	Cabinet	November 2011	Consultation on development of the strategy was carried out with over 400 responses (42% response) and the strategy has been passed to all allotment supervisors for all sites and feedback received. Feedback also going to the Equalities Panel in September 2011.	Watford Allotments Strategy - Framework and Action Plan
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Enhance the town's sustainability

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
Approval of the Herts Waste Partnership Agreement	Environmental Services	Alan Gough Head of Environmental Services alan.gough@watford.gov.uk	Portfolio Holder for Environmental Services	September 2011	This will not be a new policy so no new Equality Impact Assessment undertaken.	Herts Waste Partnership Agreement & covering report
<i>Supporting individuals and the community</i>						
Approval of the Private Sector Housing Renewal Policy	Community Services	Rachel Dawson Housing Section Head Rachel.dawson@watford.gov.uk	Cabinet	November 2011	Relevant staff. Equalities Panel and other specific equalities groups. Members and stakeholders.	Private Sector Renewal Policy Equality Impact Assessment Cabinet report & appendices
To decide whether to approve the recommendations of the Housing Value for Money Review Phase 2.	Community Services	Rachel Dawson Housing Section Head Rachel.dawson@watford.gov.uk	Cabinet	November 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
<i>Securing an efficient, effective, value for money council</i>						

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
To approve the Revenue & Capital Outturns for 2010/2011	Finance	Bernard Clarke Head of Strategic Finance bernard.clarke@watford.gov.uk	Cabinet	September 2011	Budget Panel on 20 th September	Detailed report with appendices
To approve the redesign of the play service commencing 1st April 2012	Community Services	Gary Oliver Section Head gary.oliver@watford.gov.uk	Cabinet	November 2011	Staff. Leadership Team. Public Feedback	Play Review 2010 Cabinet report - October 2010
To approve the voluntary sector funding review for 2012/13	Community Services	Lesley Palumbo Head of Community Services lesley.palumbo@watford.gov.uk	Cabinet	November 2011	Leadership Team Existing voluntary sector grants recipients.	Grants criteria and guidance notes Service user and equalities risk assessments Feedback from consultation and consultation documents

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*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 26 July 2011
Report of: Head of Legal and Property Services
Title: Work Programme and Task Groups 2011/12

1.0 SUMMARY

1.1 This report provides an update on the current work programme for 2011/12.

2.0 RECOMMENDATION

2.1 that the latest version of the work programme be noted.

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 The latest version of the Overview and Scrutiny Committee Work Programme is attached for Members' consideration. The Committee and Scrutiny Officer has updated the Programme taking into account Members' comments and decisions at previous meetings.

Appendices

Appendix 1 – Overview and Scrutiny Committee Work Programme 2011/12
(September update)

Background Papers

Minutes of previous meetings

File Reference

None

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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			None
Forward Plan (Committee and Scrutiny Officer)	Review the Executive's Forward Plan		Report including the latest edition of the Forward Plan	None
Budget Panel update (Committee and Scrutiny Officer)	Monitor the work undertaken by the Panel		Report	None
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	The scrutiny suggestions were considered and it was agreed to establish a Task Group to look at the Hospital Parking Charges at Watford General Hospital.
2010/11 Quarter 4 Performance Management Report (Partnerships and Performance Section Head)	Regular review of the Council's performance		Report	Actions to be completed for next meeting report considered

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
Update from previous meeting (Committee and Scrutiny Officer)	To review the update of the actions			Actions agreed for future meetings
Call-in	Consideration of Executive decision(s) called in			None
Affordable Housing review – Cabinet response (Committee and Scrutiny Officer)	Review the Cabinet response and consider any further action.		Report and Cabinet response	Actions agreed and added to the rolling action plan
Community Safety Partnership Task Group (Committee and Scrutiny Officer)	Update on the Task Group			Task Group membership agreed. First meeting to be arranged.
Budget Panel update (Committee and Scrutiny Officer)	Monitor the work undertaken by the Panel		Report	Agreed this item would only be included when a recommendation has been forwarded from the Panel for approval.
Forward Plan (Committee and Scrutiny Officer)	Review the Executive's Forward Plan		Report including the latest edition of the Forward Plan	None
Work Programme and Task Groups (Committee and Scrutiny Officer)	Monitor the rolling work programme and amend as required		Report and latest work programme	Hospital Parking Charges Task Group membership confirmed. First meeting to be arranged. Draft Property Policy review scope to be drawn up.

Meeting 3 – 21 September 2011

Committee Room / 7.00 pm.

AGENDA ITEM AND REPORT PROVIDER	REASONS FOR INCLUSION ON AGENDA	EXPECTED OUTCOMES	REQUIREMENTS	FOLLOW UP / PROGRESS
Outstanding actions (Committee and Scrutiny Officer)	To review the outstanding actions and questions		Updated Outstanding Actions and Questions document.	
2011/12 Quarter 1 Performance Management Report (Partnerships and Performance Section Head)	Regular review of the Council's performance		Report	
Community Safety Partnership Task Group update (Committee and Scrutiny Officer)	To note the progress of the task Group.		Verbal update	
Hospital Parking Task Group update (Committee and Scrutiny Officer)	Monitor the work undertaken by the current Task Group(s)		Verbal update	
Forward Plan (Committee and Scrutiny Officer)	Review the Executive's Forward Plan		Report including the latest edition of the Forward Plan.	
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	

Meeting 4 – 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 5 – 24 November 2011

Committee Room / 7.00 pm.

AGENDA ITEM AND REPORT PROVIDER	REASONS FOR INCLUSION ON AGENDA	EXPECTED OUTCOMES	REQUIREMENTS	FOLLOW UP / PROGRESS
Outstanding actions (Committee and Scrutiny Officer)	To review the outstanding actions and questions		Updated Outstanding Actions and Questions document.	
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	
Hospital Parking Task Group update (Committee and Scrutiny Officer)	Monitor the work undertaken by the current Task Group		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 5 – 24 November 2011

Committee Room / 7.00 pm.

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	
Community Safety Partnership Task Group update (Committee and Scrutiny Officer)	Monitor the work undertaken by the Task Group			

Meeting 6 – 22 December 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 7 – 2 February 2011

Committee Room / 7.00 pm.

AGENDA ITEM AND REPORT PROVIDER	REASONS FOR INCLUSION ON AGENDA	EXPECTED OUTCOMES	REQUIREMENTS	FOLLOW UP / PROGRESS
Outstanding actions (Committee and Scrutiny Officer)	To review the outstanding actions and questions		Updated Outstanding Actions and Questions document.	
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	
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 7 – 2 February 2011

Committee Room / 7.00 pm.

AGENDA ITEM AND REPORT PROVIDER	REASONS FOR INCLUSION ON AGENDA	EXPECTED OUTCOMES	REQUIREMENTS	FOLLOW UP / PROGRESS
Community Safety Partnership Task Group update (Committee and Scrutiny Officer)	Monitor the work undertaken by the Task Group			

Meeting 8 – 7 March 2012

Committee Room / 7.00 pm.

AGENDA ITEM AND REPORT PROVIDER	REASONS FOR INCLUSION ON AGENDA	EXPECTED OUTCOMES	REQUIREMENTS	FOLLOW UP / PROGRESS
Outstanding actions (Committee and Scrutiny Officer)	To review the outstanding actions and questions		Updated Outstanding Actions and Questions document.	
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	
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 8 – 7 March 2012 <i>Committee Room / 7.00 pm.</i>				
AGENDA ITEM AND REPORT PROVIDER	REASONS FOR INCLUSION ON AGENDA	EXPECTED OUTCOMES	REQUIREMENTS	FOLLOW UP / PROGRESS
Community Safety Partnership Task Group update (Committee and Scrutiny Officer)	Monitor the work undertaken by the Task Group			

Meeting 10 – 29 March 2012 <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			

Items for consideration in 2012/13

20011/12 Quarter 4 Performance report (June)

Voluntary Sector Task Group recommendations to be reviewed (July)

Affordable Housing Review – Status of Core Strategy to be reviewed (July)