



OVERVIEW AND SCRUTINY COMMITTEE

Wednesday, 20th June, 2012

7.00 pm

Town Hall, Watford

Publication date: 12 June 2012

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 .

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

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COMMITTEE MEMBERSHIP

Councillor K Collett (Chair)

Councillor A Khan (Vice-Chair)

Councillors J Aron, N Bell, S Greenslade, K Hastrick, M Hofman, R Martins and S Rackett

AGENDA

PART A - OPEN TO THE PUBLIC

1. APOLOGIES FOR ABSENCE/COMMITTEE MEMBERSHIP

2. DISCLOSURE OF INTERESTS (IF ANY)

3. MINUTES

The minutes of the meeting held on 7 March 2012 to be submitted and signed. *(All minutes are available on the Council's website.)*

4. MINUTES - BUDGET PANEL AND COMMUNITY SAFETY PARTNERSHIP TASK GROUP

To note the minutes of the following meeting –

- Community Safety Partnership Task Group 6 March 2012

5. OUTSTANDING ACTIONS AND QUESTIONS (Pages 1 - 4)

The Scrutiny Committee is asked to review the outstanding actions and questions from previous meetings.

6. UPDATE ON THE COUNCIL'S KEY PERFORMANCE INDICATORS AND MEASURES - END OF YEAR (QUARTER 4) 2011/12 (Pages 5 - 34)

This report sets out the end of year performance data.

7. OUTSOURCED SERVICES SCRUTINY PANEL (Pages 35 - 40)

This report sets out the proposed terms of reference and membership for the Scrutiny Panel for approval by Overview and Scrutiny Committee.

8. FORWARD PLAN (Pages 41 - 44)

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. PREVIOUS REVIEW UPDATE: AFFORDABLE HOUSING REVIEW (Pages 45 - 48)

The appendix to this report includes the latest update on recommendations 3 and 4 of the Affordable Housing review.

Task Groups

10. COMMUNITY SAFETY PARTNERSHIP TASK GROUP (Pages 49 - 52)

The Scrutiny Committee is asked to agree the membership of the Task Group and note the work programme.

11. THE WAY AHEAD FOR COUNCIL SERVICES TASK GROUP (Pages 53 - 64)

The Scrutiny Committee is asked

- a) to approve the minutes of the meeting held on 9 February 2012 and;
- b) to review Cabinet's comments and consider when the Task Group's recommendations need to be reviewed.

12. VOLUNTARY AND COMMUNITY SECTOR COMMISSIONING FRAMEWORK TASK GROUP (Pages 65 - 68)

This report provides an update on the Task Group.

13. WORK PROGRAMME (Pages 69 - 76)

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

14. DATES OF NEXT MEETINGS

- Thursday 5 July 2012 (For call-in only)
- Wednesday 25 July 2012
- Wednesday 19 September 2012

Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
Outstanding Actions					
OA 6	An update on the Benefits service to be presented to OSC in the Autumn	Committee and Scrutiny Officer and Head of Revenues and Benefits	2 February 2012	19 September 2012	Added to rolling work programme
Performance Report					
PI 20	List of all PIs to be reviewed at June meeting and Committee to decide which ones to be reported in 2012/13.	Partnerships and Performance Section Head	7 March 2012	20 June 2012	Included on this agenda (Item 7)
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
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.

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Work Programme and Task Groups					
WP 8	Community Safety Partnership Task Group to be asked to review the provision of drug treatment in the borough	Committee and Scrutiny Officer and Committee and Scrutiny Support Officer	24 November 2011	1 December 2011 Revised date TBC	Referred to the Committee and Scrutiny Support Officer supporting the Community Safety Partnership Task Group. Overview and Scrutiny Committee to be informed when the subject is due to be discussed at the Task Group.
WP 11	OSC to examine the long-term impact on the four organisations which would be subject to the largest grant cuts.	Committee and Scrutiny Officer	2 February 2012	To be confirmed	Awaiting advice from Community Services regarding the appropriate timing of the review.
WP 12	To be involved in the development of the new Commissioning Framework	Committee and Scrutiny Officer and Community Services Section Head	2 February 2012	May 2012	Task Group has been set up and is currently involved in the development of the Voluntary and Community Sector Commissioning Framework. The first meeting was held on 24 May 2012. The Task Group's final report to be presented to OSC at its September meeting prior to it being presented to Cabinet in October in conjunction with the officers' final report and feedback from the voluntary and community sector.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
WP 14	<p>Invite Councillors to participate in the Draft Voluntary Sector Commissioning Framework review</p> <p>Inform Head of Legal and Property Services and Chair (Cllr Watkin) and Vice-Chair (Cllr Rackett) of Overview and Scrutiny of those Members interested in taking part.</p>	Committee and Scrutiny Officer	07/03/12	16 April 2012	<p>All non-executive Councillors were informed about the new Task Group and invited to submit an interest in participating in the review.</p> <p>The names of the interested Councillors were provided to the Head of Legal and Property Services, Chair and Vice-Chair of OSC.</p> <p>The Task Group comprises the following Councillors –</p> <p>Jeanette Aron, Ian Brandon, Sue Greenslade, Stephen Johnson, Anne Joynes and Rabi Martins</p>
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		The Head of Legal and Property Services advises that the Draft Commissioning Framework would take into account the policy regarding property leased to the voluntary sector.
Hospital Parking Charges Task Group					
HP 6	Review outcome of report	Committee and Scrutiny Officer	2 February 2012	7 September 2012	Added to rolling work programme

Previous Reviews Updates					
PR 1	<u>Services for the Deceased</u> Contact Community Services to request further information.	Chair of OSC (Cllr Watkin)	2 February 2012	24 February 2012	Still awaiting further information
The Way Ahead for Council Services – Task Group					
FC 3	Committee and Scrutiny Support Officer's original version of the minutes of the meeting held on 9 February 2012 to be circulated to all Task Group Members.	Committee and Scrutiny Support Officer / Committee and Scrutiny Officer	7 March 2012	1 April 2012	The Committee and Scrutiny Support Officer circulated the minutes to all Task Group Members on 8 March 2012, requiring comments by 16 March 2012.
FC 4	Minutes of the 9 February 2012 to be signed at the June Overview and Scrutiny Committee.	Committee and Scrutiny Officer	7 March 2012	8 June 2012	Included on this agenda (Item 12)
FC 5	The Chair to bring Cabinet's attention to paragraph 5.7 of the final report.	Chair of Overview and Scrutiny Committee	7 March 2012	20 March 2012	The Chair attended Cabinet on 20 March and presented the Task Group's final report.

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 20 June 2012
Report of: Partnerships and Performance Section Head
Title: Update on the council's key performance indicators and measures – end of year (quarter 4) 2011/12

1.0 SUMMARY

- 1.1 Watford BC's Corporate Plan 2011-15 set out the eight key performance indicators that the council has selected to measure its key priorities and where it knows it needed 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 reporting for 2011/12. (Appendix B).
This report, therefore, presents an update on the council's key performance indicators (KPIs) as at the end of year 2011/12 (quarter 4 – March 2012)) 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 year 2011/12.
- 2.2 Note and comment on the performance of those additional performance measures identified for Committee's consideration at the end of year 2011/12.
- 2.3 Agree the indicator set to be reported to Overview and Scrutiny Committee for monitoring in 2012/13.

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 (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 reported as part of its quarterly scrutiny of performance and a template reflecting this was developed.

This report presents the updated template that incorporates the changes recommended by Committee, including further additions to the performance measures agreed, as well as the performance of the council's KPIs at the end of the year 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 **End of year report (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 at the end of the year:

- 5 were above target
- 1 was on target
- 4 were below target

Of the remaining performance measure:

- The result for KPI7 - CO2 reductions from local authority operations is not yet available – reporting will be at the end of June 2012. This will be reported as part of the next performance report to Overview and Scrutiny Committee.

3.1.3 KPIs performing above target

The following KPI was reported as performing above target at the end of year 2011/12.

KPI1ii	Time taken to process Housing Benefit/Council Tax Benefit - change of circumstances
KPI2	Residual household waste
KPI3	Household waste recycled and composted
KPI4ii	Improved street and environmental cleanliness (levels of detritus)
KPI4iii	Improved street and environmental cleanliness (levels of graffiti)

3.1.4 KPI on target

The following KPI was reported as performing on target at the end of year 2011/12.

KPI6	Number of households in temporary accommodation
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3.1.5 KPI performing below target




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

KPI1i	Time taken to process Housing Benefit/Council Tax Benefit - new claims
KPI4i	Improved street and environmental cleanliness (levels of litter)
KPI5	Number of affordable homes delivered (gross)
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 3 2011/12.

Indicator	Target	Result	Performance against target
Time taken to process Housing Benefit/Council Tax Benefit <i>- new claims</i>	30 days	36.23 days	
Time taken to process Housing Benefit/Council Tax Benefit <i>- change of circumstances</i>	20 days	14.97 days	
Residual household waste	513kg	503.85kg	
Household waste recycled and composted	40.50%	41.18%	
Improved street and environmental cleanliness (levels of litter)	4%	4.78%	
Improved street and environmental cleanliness (levels of detritus)	6%	5.03%	
Improved street and environmental cleanliness (levels of graffiti)	4%	3.72%	
Number of affordable homes delivered (gross)	121	95	
Number of households in temporary accommodation	90	90	
CO2 reductions from local authority operations	7%	n/a	n/a
The average working days lost to sickness per full time equivalent employee	7.6 days	8.65 days	

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

3.2 End of year 2011/12 performance report overview

3.2.1 Watford BC - Measures Of Performance – Progress report as of end of year - 201/12 is attached as Appendix B. Those performance measures that are not performing against target by 10% or more are highlighted with a . This just relates to under performance. Where a measure is performing well (on or above target) it is highlighted with a  even if this is over 10%.

Areas to note from the progress report:

- End of year performance has shown an improvement overall from quarter 3. In particular, benefits performance is beginning to show sustained improvement, with time taken to process change of circumstances performing above target by the end of year. In addition, time taken to process new claims, although still performing below target, is showing marked improvement from the performance levels reported at the beginning of 2011/12. The targets for 2012/13 have been adjusted (25 days for new claims and 15 days for change of circumstances) in recognition of the service's improved performance levels.
- The performance below target for street cleansing (litter) for the year reflects the under performance in quarter 1. Since quarter 1, performance levels have been above target but, as the result is cumulative over the year, the result for quarter 1, when new working patterns were introduced, has impacted throughout the year
- The council's housing performance measures continue to reflect the economic downturn and the issues people are facing in regard to accessing housing. However, through the continued efforts of its staff, the housing service is managing to maintain its level of performance and the council is not seeing a significant increase in either time spent in temporary accommodation and bed and breakfast or numbers being homed in either of these categories. The impact of the economic downturn can also be seen in the supply of affordable housing achieved within the borough, although 95 were delivered overall
- Staff sickness levels have plateaued in recent years at circa 8.5 days. The council's Leadership Team has requested that Human Resources explore a number of measures that might impact on this and have set the organisation a 'stretch target' of 6.5 days for 2012/13
- The fourth quarter data from SLM (CS12 – CS17) continues the trend at Watford Leisure Centre – Central that was identified in previous quarters in relation to reduced take up of swimming but increased take up of gym / other. However, the trend has been reversed at Watford Leisure Centre – Woodside where there has been a year on year increase in swimming as well as an improvement in take up from quarter 3. Overall, Watford Leisure Centre – Woodside continues to perform strongly, whilst Watford Leisure Centre – Central's figures show a very small decline in through put as well as swimming

3.3 **Indicator set for reporting and monitoring by Overview and Scrutiny Committee in 2012/13**

3.3.1 **Key performance indicators for 2012/13**

Council approved the council's corporate plan 2012-16 in March 2012. The plan outlines the council's priority areas for delivery and the associated key performance indicators.

For 2012/13, it was agreed that the current set of key performance indicators be carried forward from 2011/12 – as Appendix A. It is recommended these remain in the indicator set for reporting and monitoring by Overview and Scrutiny Committee in 2012/13.

3.3.2 In addition to the key performance indicators, there are a range of performance measures that Committee might want to consider for inclusion in the indicator set for 2012/13.

The two main options are:

- Retain all those collected in 2011/12 as outlined in Appendix B
- Consider the removal or addition of indicators from those collected in 2011/12. Additional indicators might be identified in Appendix C or Committee might identify other areas that they would want explored. If this is the case, services would need to be advised in order to assess whether the performance information is available.

3.4 **Benchmarking**

3.4.1 Although there is no longer a national requirement for local authorities to collect and report performance information as in the past when best value performance indicators, and subsequently national indicators, were set by government, most local authorities (like Watford) have chosen to continue to do so. This does mean that there is potential to benchmark some of Watford BC's performance indicators, particularly within Hertfordshire. This can be helpful in building understanding of Watford BC's performance where it is felt meaningful and useful to improving service delivery.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that the continuing pressure on homelessness provision means that the council is having to use bed and breakfast accommodation for some households and this does impact on the council's budget. The end of year accounts show this was an estimated additional cost of £150k in 2011/12.

The recycling performance indicator (KPI3) achieved performance of over 40%, which means the council will receive funding from the Hertfordshire Waste Partnership's Alternative Financial Model. This is dependent on the council

achieving performance of at least 40%.

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.

Appendices

Appendix A - Watford BC 2011/12 key performance indicators

Appendix B – Watford BC - Measures of Performance – Progress report as of –end of year 2011/12

Appendix C - Performance indicators 2012.13 as of June 2012

Background papers:

- Quarterly update on service improvement plans for each service
- Corporate Plan 2011-15
- Corporate Plan 2012-16

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Appendix A - Watford BC 2011/12 and 2012/13 key performance indicators

Reference	Definition
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 (i) and change of circumstances (ii)</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 (i-iv). 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

End of year (quarter 4) 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
Environmental Services									
ES1 KPI7	CO2 reductions from local authority operations	7%	-	-	-	-	-	Environmental Services	Result not available. Annual reporting submitted at end of June 2012.
ES2 KPI2	Residual household waste per household	513kg	503.85kg	2%		↑	↑	Environmental Services	Low is good – target exceeded.
ES3 KPI3	Household waste recycled and composted	40.50%	41.18%	2%		↓	↑	Environmental Services	High is good – target exceeded.
ES9	Percentage of the total tonnage of household waste arising which have been recycled	17.38%	16.73%	3.74%		↑	↓	Environmental Services	
ES10	Percentage of waste sent for composting including waste which has been treated through a process of anaerobic digestion	23.81%	24.45%	2.69%		↑	↑	Environmental Services	This is above target and shows an improvement on last year's performance. This is mainly due to seasonal weather conditions and more control on contamination.




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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹		Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
ES4 KPI4i	Improved street and environmental cleanliness (levels of litter)	4	4.78	20%	!	↑	↑	Environmental Services	Low is good – target not met.
ES5 KPI4ii	Improved street and environmental cleanliness (levels of detritus)	6	5.03	16%	😊	↑	↑	Environmental Services	Low is good – target exceeded.
ES6 KPI4iii	Improved street and environmental cleanliness (levels of graffiti)	4	3.72	7%	😊	↑	↑	Environmental Services	Low is good – target exceeded.
ES7	Improved street and environmental cleanliness (levels of fly posting)	0%	0.33%	0%	😞	↓	↑	Environmental Services	
ES8	Improved street and environmental cleanliness (levels of fly tipping)	Effective	Not effective	-	😞	-	↑	Environmental Services	<p>There has been a decrease in the number of flytips with the exception of 'car boot load' size tips which is showing unexpected peaks on a few months..</p> <p>Enforcement actions to deal with flytips have increased, with an increase in the use of FPNs for small flytips, and an</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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
									<p>increase in inspection of businesses to assess their waste disposal arrangements.</p> <p>Despite the reduction in small flytips and increase in enforcement action, the way the indicator is calculated means that the weightings applied lead to a score of Not Effective – this is an improvement from last year.</p> <p>The target for 2012-13 is effective.</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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
Community Services									
CS4 KPI5	Number of affordable homes delivered (gross)	121	95	-27%	!	↑	↓	Community Services	Rainbow House re-profiled to early 2012/13 therefore target not achieved.
CS5 KPI6	Number of households living in temporary accommodation	90	90	0%	😊	↔	↓	Community Services	New build affordable housing completions in quarter 4 have assisted with re-housing. Close monitoring continuing as pressure on the service continues.
CS6	Average length of stay in hostel accommodation (weeks)	24 weeks	22.55 weeks	6%	😊	↓	↓	Community Services	As above
CS7	The number of people sleeping rough on a single night within the area of the local authority	5	5	0%	😊	n/a	n/a	Community Services	Estimate agreed with voluntary sector partners and submitted to CLG November 2011. Multi agency work to be revisited to manage the risk of increased rough sleeping with current economic situation.




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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	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	70	56	20%		↑	↓	Community Services	Apparent reduction in numbers to be reviewed. Reduced capacity to close cases at end of the quarter may result in further cases being included in this figure once caseloads are reviewed.
CS9	Number of new cases on Rent Deposit Scheme	20	21	4.76%		↓	↓	Community Services	Some increased engagement with agents due to HB direct payments being agreed
CS10	The number of households in bed and breakfast accommodation	5	18	260%		↓	-	Community Services	Despite significant pressures in the final quarter the release of new build units for letting enabled control of this indicator.
CS11	The average length of stay in bed and breakfast accommodation (weeks)	6 weeks	4.36 weeks	22.93%		↓	↓	Community Services	Although the figure has increased, the average remained within the target of the statutory requirement as a result of measures taken to ensure move on from B+B.




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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
CS12	Total number of swims at Watford Leisure Centre – CENTRAL	n/a	20,724	-	-	↑	↓	Community Services	Figure for same period 2011 was 23,637 14% fall from 2011.
CS13	Total number of gym usage and group exercise participation at Watford Leisure Centre – CENTRAL	n/a	30,879	-	-	↑	↑	Community Services	Figure for same period 2011 was 28,304. 10% increase from 2011.
CS14	Total number of swims at Watford Leisure Centre – WOODSIDE	n/a	21,716	-	-	↑	↑	Community Services	Figure for same period 2010 was 21,049. 3% increase from 2011.
CS15	Total number of gym usage and group exercise participation at Watford Leisure Centre – WOODSIDE	n/a	74,256	-	-	↑	↑	Community Services	Figure for same period 2010 was 67,013 11% increase from 2011.
CS16	Total throughput for Watford Leisure Centre – CENTRAL	n/a	98,678	-	-	↑	↓	Community Services	Figure for same period 2010 was 104,383 5% fall from 2011.
CS17	Total throughput for Watford Leisure Centre – WOODSIDE	n/a	208,714	-	-	↑	↑	Community Services	Figure for same period 2010 was 204,735 2% increase from 2011.





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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
Planning									
PL1	Processing of planning applications as measured against targets for 'major' applications (% determined within 13 weeks)	85%	71.43%	15.96%	!	↓	↓	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 year was only 14.
PL2	Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)	90%	94.02%	4.47%	😊	↓	↑	Planning	The number of cases in this category for the year was 234.
PL3	Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)	90%	98.84%	9.82%	😊	↑	↑	Planning	The number of cases in this category for the year was 517.

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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
Legal and Property Services									
LP5	Voter registration	95%	96.39%	1.46%		n/a	↑	Legal and Property	This is an annual indicator so only reported in Quarter 3. The result was an improvement on last year and was the best performance in Hertfordshire.

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
Human Resources									
HR1 KPI	Sickness absence (working days lost)	7.6 days	8.52	12%		↓	↓	Human Resources	Sickness absence is higher than target but the actual is similar to the past 2 years' figures. Further work to be conducted to determine what action can be undertaken to reduce sickness absence further.




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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
Revenues and Benefits									
RB1 KPI1i	Av time to process benefits claims	30 days	36.23 days	+21%	!	↓	↑	Revenues and Benefits	Increase in new claims due to high number of moves in month
RB2 KPI1ii	Av time to process change of circs	15 days	4.5 days	0%	😊	↑	↑	Revenues and Benefits	Figure takes into account high number of changes processed in advance of change date (e.g. income increases and annual rent changes wef 010412) as part of year end processes.
RB3	% of applications processed within 3 days (once the client has provided all the necessary information)	15	14.97	-	-	↑	-	Revenues and Benefits	Figures shown as the average time to process the claim once all information is received.
RB4	Accuracy of information which affects the subsidy received by the Council	-	£371,784	-	-	-	-	Revenues and Benefits	Out of Expenditure of £39.2m, 0.94% is calculated as being overpaid as a result of Local Authority error ore delay and as a result no subsidy will be paid on overpayments. Overpayments can be






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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
									recovered from the claimants and our in-year recovery for ALL overpayments was 73.45% thereby mitigating the loss.








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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	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%	99.76%	0.3%		↓	n/a	ICT	The only system downtime experienced at WBC in the last quarter was caused by overrunning backups affecting the availability of the Uni-Form system on 28 and 29 February.
IT2	ICT service availability to users during core working hours <u>WBC P2</u> Touchpaper EROS Gauge Resource Link Intranet	99.5%	100%	+0.5%		↔	n/a	ICT	




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 4 - 2011/12

Ref	Measure	Target for 2011/12	Actual at end of 2011/12 (Quarter 4)	% variance ¹	  	Trend since last period (Q3 2011/12)	Trend since last year (2010/11)	Service Lead	Comments
Corporate									
Co1	CSC service levels - 80% calls answered in 20 secs	80% calls answered in 20 seconds	86%	+8%		↓	↓	Corporate	This result is for March 2012. End of year result currently unavailable due to technical problems with the reporting system.
Co2	CSC service levels - 95% all calls answered	95% all calls answered	98%	+3%		↓	↑	Corporate	As above.
Co3	Calls resolved at first point of contact	90%	99% excl transfers	+24%		↔	↑	Corporate	As above.
Co4	Complaints resolved at stage one	90%	88%	-2%		↑	↓	Corporate	As above.
Co5	% of stage 1 complaints resolved within 10 days	80%	88%	+10%		↑	n/a	Corporate	As above.

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

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.

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WATFORD BC PERFORMANCE INDICATORS 2012.13 AS OF JUNE 2012				
No	Indicator	Service area	Where currently reported	Frequency of collection/ reporting
1	Disposals Programme	Legal and Property	Budget Panel	Monthly
2	Occupancy Rates Market	Legal and Property	Budget Panel	Monthly
3	Rental Income Market	Legal and Property	Budget Panel	Monthly
4	Occupancy Rate Commercial (WBC)	Legal and Property	Budget Panel	Monthly
5	Rental Income Commercial	Legal and Property	Budget Panel	Monthly
6	Repair and Maintenance Programme (cumulative profile and spend)	Legal and Property	Budget Panel	Monthly
7	Revenue budget	Finance	Budget Panel	Monthly
8	Capital Programme-general	Finance	Budget Panel	Monthly
9	Capital programme-Section 106	Finance	Budget Panel	Monthly
10	Investment Performance-cash	Finance	Budget Panel	Monthly
11	Investment Performance-rate	Finance	Budget Panel	Monthly
12	Procurement Efficiencies	Finance	Budget Panel	Monthly
13	General Debtors Raised	Revenues and Benefits	Budget Panel	Monthly
14	General Debtors Collected	Revenues and Benefits	Budget Panel	Monthly
15	% payments made by BACS	Finance	Budget Panel	Monthly
16	Collection rates C Tax	Revenues and Benefits	Budget Panel	Monthly

WATFORD BC PERFORMANCE INDICATORS 2012.13 AS OF JUNE 2012				
No	Indicator	Service area	Where currently reported	Frequency of collection/ reporting
17	Collection rates NNDR	Revenues and Benefits	Budget Panel	Monthly
18	Sickness absence (working days lost)	HR	Overview and Scrutiny	Monthly
19	Appraisals completed on time	HR	-	Monthly
20	Av time to process benefits claims	Revenues and Benefits	Overview and Scrutiny	Monthly
21	Av time to process change of circs	Revenues and Benefits	Overview and Scrutiny	Monthly
22	Creditor payments paid within 30 days	Finance	Budget Panel	Monthly
23	Internal Audit Plan-productive days	Finance	Budget Panel	Monthly
24	CSC service levels 80% calls answered in 20 secs	Environmental	Overview and Scrutiny	Monthly
25	CSC service levels 95% all calls answered	Environmental	Overview and Scrutiny	Monthly
26	Calls resolved at first point of contact	Environmental	Overview and Scrutiny	Monthly
27	Complaints resolved at stage one	Environmental	Overview and Scrutiny	Monthly
28	% of stage 1 complaints resolved within 10 days	Environmental	Overview and Scrutiny	Monthly
29	No. valid missed bins	Environmental	-	Monthly
30	FOI requests (number)	Environmental	-	Quarterly
31	ICT service availability to users during core working hours	ICT	Overview and Scrutiny	Monthly
32	Section 106 – Planned overall spend	Finance	Budget Panel	Quarterly

WATFORD BC PERFORMANCE INDICATORS 2012.13 AS OF JUNE 2012				
No	Indicator	Service area	Where currently reported	Frequency of collection/ reporting
33	Section 106 – Planned spend (time limited) 2009/10	Finance	Budget Panel	Quarterly
34	Internal Audit Plans – no. High or Medium priority actions fulfilled	Finance	Audit Committee	Quarterly
35	% Council Tax by direct debit	Revenues and Benefits	Budget Panel	Quarterly
36	% NNDR by direct debit	Revenues and Benefits	Budget Panel	Quarterly
37	Residual household waste per household	Environmental	Overview and Scrutiny	Quarterly
38	Household waste recycled and composted	Environmental	Overview and Scrutiny	Quarterly
39	Improved street and environmental cleanliness (levels of litter)	Environmental	Overview and Scrutiny	Quarterly
40	Improved street and environmental cleanliness (levels of detritus)	Environmental	Overview and Scrutiny	Quarterly
41	Improved street and environmental cleanliness (levels of graffiti)	Environmental	Overview and Scrutiny	Quarterly
42	Number of affordable homes delivered (gross)	Community	Overview and Scrutiny	Quarterly
43	Number of households in temporary accommodation	Community	Overview and Scrutiny	Quarterly
44	ICT user satisfaction	ICT	-	Quarterly
45	<u>ICT service availability to users during core working hours</u> WBC P1		Overview and Scrutiny	Quarterly
46	COA			
47	Academy (Windows)			
48	Uniform			
49	Email			
50	Internet			
51	WBC Website			
52	Lagan			
53	File and Print Server			

WATFORD BC PERFORMANCE INDICATORS 2012.13 AS OF JUNE 2012				
No	Indicator	Service area	Where currently reported	Frequency of collection/ reporting
54	<u>ICT service availability to users during core working hours</u> <u>WBC P2</u>	ICT	Overview and Scrutiny	Quarterly
55	Touchpaper			
56	EROS			
57	Gauge			
58	Resource Link			
59	Intranet			
60	Total No. Grievances on going No. grievances due to allegations of harassment/bullying	HR	-	Quarterly
61	No. vacancies at end of quarter Vacancies filled since last quarter	HR	-	Quarterly
62	CO2 reductions from local authority operations	Environmental	Overview and Scrutiny	Quarterly
63	Improved street and environmental cleanliness (levels of fly posting - %)	Environmental	Overview and Scrutiny	Quarterly
64	Improved street and environmental cleanliness (levels of fly tipping- %)	Environmental	Overview and Scrutiny	Quarterly
65	Percentage of the total tonnage of household waste arising which have been recycled	Environmental	Overview and Scrutiny	Quarterly
66	Percentage of waste sent for composting including waste which has been treated through a process of anaerobic digestion	Environmental	Overview and Scrutiny	Quarterly
67	Cost of waste collection per household	Environmental	-	Quarterly
68	Scores on doors - % reduction in catering premises with zero or one star	Environmental	-	Quarterly
69	Stray dogs	Environmental	-	Quarterly
70	Number of working days/shifts lost due to sickness absence per member of staff	Environmental	-	Quarterly
71	Trade waste recycling - total tonnage (and %)	Environmental	-	Quarterly
72	The number of visits to/usages of museums per 1,000 population	Community	-	Quarterly
73	The number of visits to/usages of museums per 1,000 population	Community	-	Quarterly

WATFORD BC PERFORMANCE INDICATORS 2012.13 AS OF JUNE 2012				
No	Indicator	Service area	Where currently reported	Frequency of collection/ reporting
74	Total number of swims at Watford Leisure Centre – CENTRAL	Community	Overview and Scrutiny	Quarterly
75	Total number of swims at Watford Leisure Centre – WOODSIDE	Community	Overview and Scrutiny	Quarterly
76	Total number of gym usage and group exercise participation at Watford Leisure Centre – CENTRAL	Community	Overview and Scrutiny	Quarterly
77	Total number of gym usage and group exercise participation at Watford Leisure Centre – WOODSIDE	Community	Overview and Scrutiny	Quarterly
78	Total throughput for Watford Leisure Centre – CENTRAL	Community	Overview and Scrutiny	Quarterly
79	Total throughput for Watford Leisure Centre – WOODSIDE	Community	Overview and Scrutiny	Quarterly
80	Attendance at: Harwoods APG	Community	-	Quarterly
81	Attendance at: Harewoods APG	Community	-	Quarterly
82	Attendance at: Play Rangers	Community	-	Quarterly
83	Average length of stay in hostel accommodation (weeks)	Community	Overview and Scrutiny	Quarterly
84	The number of people sleeping rough on a single night within the area of the local authority	Community	Overview and Scrutiny	Quarterly
85	Number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and	Community	Overview and Scrutiny	Quarterly
86	Number of private sector units secured for use under RDGS, HALD or other initiatives	Community	Overview and Scrutiny	Quarterly
87	The number of people in bed and breakfast accommodation	Community	Overview and Scrutiny	Quarterly
88	The average length of stay in bed and breakfast accommodation	Community	Overview and Scrutiny	Quarterly
89	Processing of planning applications as measured against targets for 'major' applications	Planning	Overview and Scrutiny	Quarterly
90	Processing of planning applications as measured against targets for 'minor' applications	Planning	Overview and Scrutiny	Quarterly

WATFORD BC PERFORMANCE INDICATORS 2012.13 AS OF JUNE 2012				
No	Indicator	Service area	Where currently reported	Frequency of collection/ reporting
91	Processing of planning applications as measured against targets for 'other' applications	Planning	Overview and Scrutiny	Quarterly
92	Planning appeals (allowed / dismissed)	Planning	Overview and Scrutiny	Quarterly
93	Ensure Committee Legislation adhered to (exempt information – Part B, Forward Plan publication, Notice of meeting to be circulated)	Legal and Property	-	Quarterly
94	Cabinet decisions published within 3 days	Legal and Property	-	Quarterly
95	Minutes published on web in 7 working days from date of meeting	Legal and Property	-	Quarterly
96	Monitor the amount of case work received by the Mayor	Legal and Property	-	Quarterly
97	Voter registration	Legal and Property	Overview and Scrutiny	Quarterly

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 20 June 2012
Report of: Committee and Scrutiny Officer
Title: Outsourced Services Scrutiny Panel

1.0 SUMMARY

1.1 The Outsourced Services Scrutiny Panel is to be established following the recommendations from The Way Ahead for Council Services – Task Group and consideration by Cabinet.

2.0 RECOMMENDATIONS

2.1 that Overview and Scrutiny Committee agrees the number of Councillors to make-up the Scrutiny Panel, on a politically proportional basis.

2.2 that Overview and Scrutiny Committee agrees the membership of the Outsourced Services Scrutiny Panel.

2.3 That Overview and Scrutiny Committee agree the terms of reference for the Panel as shown at Appendix 1.

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 Task Group, The Way Ahead for Council Services, was established following a scrutiny suggestion put forward by the Managing Director, which was considered by Overview and Scrutiny Committee at its meeting on 24 November 2011.

3.2 The Task Group met on five occasions through January and February 2012. The final report was presented to Overview and Scrutiny Committee for formal approval on 7 March before its presentation to Cabinet on 20 March 2012.

- 3.3 At the meeting on 20 March, Cabinet considered the Task Group's recommendations and agreed to endorse them.
- 3.4 One of the recommendations was to establish a politically balanced panel to scrutinise all outsourced services on a regular basis. The proposed terms of reference are attached as Appendix 1 to this report.
- 3.5 The Committee and Scrutiny Officer emailed all Councillors on 22 May 2012 and invited non-executive Members to express an interest if they wished to participate in the new Scrutiny Panel.
- 3.6 As at 7 June the following non-executive Councillors have expressed an interest in being Members of the Outsourced Services Scrutiny Panel. The names are listed in order of response.
- Councillor Malcolm Meerabux
 - Councillor George Derbyshire
 - Councillor Sue Greenslade
 - Councillor Shirena Counter
 - Councillor Jackie Connal
 - Councillor Anne Joynes
- 3.7 Overview and Scrutiny Committee will need to decide on the number of Councillors to make up the Scrutiny Panel. If it is agreed that the Scrutiny Panel should comprise 5 Councillors, it would need to be on the basis of 3 Liberal Democrats, 1 Labour and 1 other. If it is agreed that the Panel should comprise 7 Councillors, it would need to be on the basis of 4 Liberal Democrats, 2 Labour and 1 other.
- 3.8 Overview and Scrutiny Committee are asked to agree the number of Councillors involved in the Outsourced Services Scrutiny Panel and the membership for 2012/13.
- 3.9 The Chair of the Scrutiny Panel will be elected at the first meeting.

4.0 **IMPLICATIONS**

4.1 **Financial**

- 4.1.1 The Head of Strategic Finance comments that any costs arising from this work can be accommodated within existing budgets.

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.

Appendices

- Appendix 1 – Outsourced Services Scrutiny Panel Terms of Reference

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.

- Overview and Scrutiny Committee minutes 24 November 2011
- The Way Ahead for Council Services – Task Group's final report
- Cabinet minutes 20 March 2012

File Reference

None

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**Outsourced Services Scrutiny Panel
Terms of Reference**

- Politically balanced sub-Panel of Overview and Scrutiny Committee
- Membership to be agreed by Overview and Scrutiny Committee at its first meeting in the Municipal Year
- To meet a maximum of 4 occasions during the Municipal Year
- Chair to be elected at the first meeting of the Scrutiny Panel
- To scrutinise outsourced services
- To monitor performance and outcomes of outsourced services

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*PART A

Report to: Overview and Scrutiny Committee

Date of meeting: 20 June 2012

Report of: Committee and Scrutiny Officer

Title: Forward Plan

1.0 SUMMARY

1.1 This report sets out the changes to the latest Forward Plan when compared to the information presented at the last meeting in March.

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: Jason McKenzie, Legal and Democratic Section Head

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 Forward Plan since the March – June 2012 edition (issued 16 February 2012)

There are six items which have been added to the Forward Plan since the information published in the Scrutiny Committee's report for the meeting on 7 March.

- Charter Place re-development – for consideration by Cabinet in June.
- Compulsory Purchase Order for the Health Campus Review - for consideration by Cabinet in June.
- To agree to set up a Herts Police and Crime Panel – for consideration by Cabinet In June
- Review the outcome of the Sports Facilities Study and agree consultation and feasibility proposals to support the development of a Sports Facilities Strategy –for consideration by Cabinet in June.
- Property Review – for consideration by the Portfolio Holder for Planning and Legal and Property Services in June.
- Approval of procurement tenders for telecoms – for consideration by Cabinet in July.
- Approval of recommendation to allocate £460,000 to relocate CCTV to Shady Lane – for consideration by Cabinet in July
- Service specification, performance standards and evaluation criteria for the service redesign of waste and recycling, street cleansing and parks and open spaces – for consideration by Cabinet in July.
- Approval of the Watford Tenancy Strategy – for consideration by Cabinet in November 2012.

3.4

Amendments to the Forward Plan since the February – May 2012 edition (issued 16 January 2012)

There has been one amendment to an item in the Forward Plan since the information published in the Scrutiny Committee's report for the meeting held on 7 March 2012.

- Adoption of the Framework and 5 year Action Plan for allotments across the Borough – the report has been deferred to June 2012. This item first appeared in the Forward Plan in August 2011 for consideration by Cabinet in November 2011. The item has been deferred on several occasions. The report is due to be presented

to Cabinet at its meeting on 18 June 2012.

3.5 Deletions from the Forward Plan

There have been seven deletions from the Forward Plan since the last meeting.

- Request to amend slightly the outcome of two of the promises in the Council's consultation document on stock transfer – considered by Cabinet at its meeting on 20 March 2012.
- Charter Place re-development – considered by Cabinet at its meeting on 20 March 2012.
- Business Rates and Council Tax write-offs – considered by Cabinet at its meeting on 20 March 2012.
- Outline Business Case for the service redesign of waste and recycling, street cleansing and grounds maintenance – considered by Cabinet at its meeting on 20 March 2012.
- Arrangements for the management and maintenance of Watford Borough Council temporary accommodation and managed properties – considered by Cabinet at its meeting on 20 March 2012.
- Corporate Plan 2012-16 – considered by Cabinet at its meeting on 20 March 2012.
- Agreement of the Council's equalities objectives 2012-15 – considered by Cabinet at its meeting on 20 March 2012.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 Whilst a number of reports considered by the Scrutiny Committee will have had financial implications, the scrutiny role in itself, should result in no additional external costs being incurred.

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 maker's deliberations.

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.

March, April and May 2012 editions of the Watford Borough Council Forward Plan

File Reference

None

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 20 June 2012
Report of: Committee and Scrutiny Officer
Title: Previous Review Update: Affordable Housing Review

1.0 SUMMARY

1.1 This report provides an update on recommendations 3 and 4 of the Affordable Housing Review which were last reviewed by Overview and Scrutiny Committee at its meeting held on 26 July 2012. It was agreed that these recommendations would be reviewed in June 2012.

2.0 RECOMMENDATIONS

2.1 that Overview and Scrutiny Committee notes the latest update and considers whether the Scrutiny Committee's recommendations have been met.

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 Policy Development Scrutiny Committee reviewed Affordable Housing during 2010/11. The final report was agreed at its meeting held on 15 March 2011, which was then forwarded to Cabinet for its consideration on 22 March 2011.

3.2 Overview and Scrutiny Committee reviewed Cabinet's response to the recommendations and agreed to follow up a number of recommendations over a period of time. The reviews have been built into the rolling work programme.

3.3 The Scrutiny Committee requested that a further update on recommendations 3 and 4 were provided at the June meeting in 2012.

3.4 The recommendations and Cabinet's response were forwarded to Community Services and officers were asked to provide an update. The response is shown at Appendix 1.

3.5 Overview and Scrutiny Committee is asked to review the responses and consider whether it wishes to follow up the recommendations at a later date or it considers them to have been completed.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that under the Council's service prioritisation initiative it was agreed that target savings of £200k should be achieved through more effective ways of working. This has largely been achieved (with a slight £20k shortfall) and has proven timely as a further £150k has had to be allocated for additional direct service homelessness costs. The action plan attached to this report seeks to fully complete the review into the housing service.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications in this report.

Appendices

Appendix 1 – Affordable Housing Review (Recommendations 3 and 4) update

Background Papers

Affordable Housing Review final report
Overview and Scrutiny Committee minutes 26 July 2011

File Reference

None

Review Update

Review: Affordable Housing
Committee/Task Group: Policy Development Scrutiny Committee
Final report published: 15 March 2011
Cabinet/Executive response: 22 March 2011
Scrutiny review: 26 July 2011
Chair: Councillor Kelly McLeod

Recommendation	Cabinet/Executive response/decision	Scrutiny follow-up	Latest update	Further review required / completed
<u>Recommendation 3</u> That, subject to the Localism Bill provisions being accepted, the status and number of band E applicants on the housing register should be reviewed to provide an accurate picture of those in most need and to reduce the administration of the register.	This issue will be considered as part of the development of the Tenancy Strategy under the Localism Bill and in the work in progress on the Housing Value for Money Review. Considerations will need to include an analysis of workload set against the impact and risks of a new policy towards Band E applicants.	It was agreed that this recommendation would be reviewed in June 2012.	This will be reviewed when the Nomination Policy is revisited. Work is likely to begin on the review work later this year. HPAG (Housing Policy Advisory Group) has been established, chaired by Mayor Thornhill. This group will consider the emerging recommendations prior to drafting the nomination policy for formal consultation.	

Recommendation	Cabinet/Executive response/decision	Scrutiny follow-up	Latest update	Further review required / completed
<p><u>Recommendation 4</u></p> <p>That the council continues to invest in and develop opportunities for partnership working as exemplified by the HARI partnership. Further investigation should be made into working even more closely with neighbouring boroughs in such areas as pooling assets for joint developments.</p>	<p>We will continue to work with our partners through HARI. We also have good partnership arrangements with other local authorities through various officer forums. If opportunities emerge for partnership working with neighbouring local authorities, we will investigate the benefits these could bring to Watford.</p>	<p>It was agreed that this recommendation would be reviewed in June 2012.</p>	<p>HARI Board on 7 June 2012 resolved to conduct a review of the partnership to respond to the changing environment surrounding housing development. Joint working continues and we will seek opportunities for cross boundary working as appropriate.</p>	

*PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 20 June 2012
Report of: Committee and Scrutiny Officer
Title: Community Safety Partnership Task Group Membership

1.0 SUMMARY

- 1.1 Overview and Scrutiny Committee is required to agree the membership of the Community Safety Partnership Task Group.

2.0 RECOMMENDATIONS

- 2.1 that the Overview and Scrutiny Committee agrees the membership of the 2012/13 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 The Community Safety Partnership Task Group is a permanent Task Group reporting to Overview and Scrutiny Committee. The Task Group's rolling work programme is attached as Appendix 1.
- 3.2 The Overview and Scrutiny Committee is required to agree the membership for this Task Group, which does not have to be politically balanced. No substitutions are permitted.
- 3.3 In 2011/12 the Community Safety Partnership Task Group comprised the following seven non-executive Councillors –
- Councillor Kelly McLeod (Chair)
 - Councillor Karen Collett
 - Councillor Asif Khan

- Councillor Ann Lovejoy
- Councillor Helen Lynch
- Councillor Rabi Martins
- Councillor Malcolm Meerabux

3.4 Committee Membership 2012/13

The Committee and Scrutiny Officer contacted all Councillors by email on Wednesday 9 May 2012 and informed them about the Task Group. Non-executive Members were invited to contact the officer if they were interested in taking part in this Task Group.

3.5 Six 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 Committee and Scrutiny Officer.

- Councillor Malcolm Meerabux
- Councillor Jeanette Aron
- Councillor Ann Lovejoy
- Councillor Kelly McLeod
- Councillor Asif Khan
- Councillor Anne Joynes

3.6 The Task Group's Chair will be elected at the first meeting on Wednesday 11 July 2012.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that it is anticipated that any costs arising out of this study can be accommodated within existing budgets.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications in this report.

Appendices

Appendix 1 – Community Safety Partnership Task Group work programme

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 of the Overview and Scrutiny Committee held on 23 June 2011

File Reference

None

**Community Safety Partnership Task Group
Rolling Work Programme
2012/2013**

Committee Membership

Chair: TBC

Councillors: TBC

Date of Meeting	Item for agenda	Officer
11 July 2012	Election of a Chair	-
	Review of the Community Safety Partnership's priorities and performance in 2011/12	Community Safety Manager/Executive Director- Services
	Invitation to new Chief Inspector to discuss his priorities for the Borough	Chief Inspector Caveney
	Work programme	Committee and Scrutiny Support Officer
	Date of next three meetings	Committee and Scrutiny Support Officer
TBC	<i>Drug and alcohol treatment in Watford</i> (item proposed 2011/12)	Brian Gale, HCC
TBC	<i>The Probation service</i> (item proposed 2011/12)	Probation officers
TBC	<i>Views of Tenants' and Residents' Associations</i> (item proposed 2011/12)	TBC
	<i>The impact of crime on hard-to-reach communities</i> (item proposed 2011/12)	TBC

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PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 20 June 2012
Report of: Committee and Scrutiny Officer
Title: The Way Ahead for Council Services Task Group
– Cabinet Response

1.0 SUMMARY

- 1.1 The Overview and Scrutiny Committee is asked to approve the Task Group's minutes of the meeting held on 9 February 2012, which are attached as Appendix 1 to this report.
- 1.2 The Way Ahead for Council Services Task Group's report was submitted to Cabinet on 20 March 2012. The minutes of the Cabinet meeting are attached as Appendix 2 to this report. Members are asked to review the response and consider whether they require any further review of the recommendations at a later date.

2.0 RECOMMENDATIONS

- 2.1 that the minutes of The Way Ahead for Council Services Task Group held on 9 February 2012 are submitted and signed.
- 2.2 that Overview and Scrutiny Committee reviews Cabinet's response and considers whether the recommendations need to be reviewed at a later date.

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 Minutes

At the last Overview and Scrutiny Committee held on 7 March 2012 Members discussed the Task Group's final report and the minutes of the Task Group's meeting

held on 9 February 2012. It was agreed that the Task Group's final report would be presented at Cabinet's March meeting. With regard to the minutes, however, Members felt that the draft minutes needed to be circulated to all Task Group Members for consultation.

3.2 The Committee and Scrutiny Support Officer forwarded her original draft of the minutes to all Task Group Members on 8 March 2012. Three Councillors responded that they were happy with this version of the minutes and that no changes were required.

3.3 Overview and Scrutiny Committee are asked to approve the minutes attached as Appendix 1 to this report.

3.4 Cabinet's response

Following approval by Overview and Scrutiny Committee at its meeting on 7 March 2012, the Task Group's final report was presented to Cabinet at its meeting on 20 March 2012.

3.5 Cabinet discussed the report and the extract of the minutes is attached as Appendix 2. Cabinet endorsed the Task Group's recommendations.

3.6 Following the recommendations it has been agreed to establish a permanent scrutiny panel to monitor outsourced services. A report is included elsewhere on this agenda.

3.7 Further to the third recommendation, a report has been included on this agenda asking Overview and Scrutiny Committee to review the performance indicators it monitors quarterly.

3.8 Overview and Scrutiny Committee is asked to consider whether it wishes to review any of the recommendations and their outcomes at a later date.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that any financial implications arising from the recommendations of Cabinet and the Task Group can be accommodated within existing budgets..

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications in this report.

Appendices

Appendix 1 – Minutes of The Way Ahead for Council Services Task Group's meeting on 9 February 2012

Appendix 2 – Extract of the minutes of the Cabinet meeting held on 20 March 2012

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 of Overview and Scrutiny Committee dated 7 March 2012

Minutes of Cabinet dated 20 March 2012

File Reference

None

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THE WAY AHEAD FOR COUNCIL SERVICES

TASK GROUP

9 February 2012

Present: Councillor Watkin (Chair)
Councillor Rackett (Vice Chair)
Councillors Bell (for minute numbers 14 to 17), Jeffree, Johnson,
Martins and McLeod

Also present: Councillor Crout

Officers: Committee and Scrutiny Support Officer (JK)

13. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Greenslade and Hastrick.

14. DISCLOSURES OF INTEREST

There were no disclosures of interest.

15. EXPERIENCE OF OTHER LOCAL AUTHORITIES AND DISCUSSION OF SERVICE DELIVERY METHODS

Introduction

The item 'Experience of other local authorities' was carried over from the meeting on 7 February 2012.

The Chair introduced the item and suggested that both items be taken together. This was agreed by the Task Group.

The Task Group asked for some background information on the Association for Public Sector Excellence (APSE) who had written some of the documents under discussion.

ACTION- Committee and Scrutiny Support Officer

Councillor McLeod recommended that the Task Group think strategically about the topic. The Committee and Scrutiny Support Officer responded that the scope referred to the advantages and disadvantages of different methods of service delivery and the discussions would be related to that point.

Discussion of individual services

Councillor Jeffree referred to Appendix 1 of the Executive Director - Services' report from the meeting of 7 February. He noted that this demonstrated that services at the Council were already delivered in a variety of ways. It was not possible to make general statements that services should, or should not, be outsourced. Specific functions had to be considered against performance criteria

and the delivery methods for each could be scored. It was clear that where the Council did not have the specific expertise it made sense to outsource.

The Vice Chair said he was interested to hear Members' views of the documents. He agreed with Councillor Jeffree that the approach needed to be 'horses for courses'; one size did not fit all. He noted that planning was a technical service but in general local authorities delivered it well in-house. He referred to the progress of the Council's own planning department which had improved its performance exponentially over the last ten years.

The Chair highlighted the example of Environmental Services; the documents showed that there was not a lot of competition to deliver this service as it was an expensive market to enter. He noted that in the example there had been a lack of flexibility and commitment to recycling.

Councillor Bell noted that the Portfolio Holder for Finance and Shared Services had been present at the last meeting to discuss the political impact of shared services. Budget Panel had looked at the cost of the planning service compared to other councils in 2010/11.

The Chair added that different service areas had different needs; it was not possible for the Task Group to decide wholly in favour of a particular service delivery method. The Executive Directors had presented the logic behind the decision to outsource and to share services. His view was that it would have to be clear that outsourcing would bring in the required savings and 'tick all the boxes'.

Concerns about outsourcing

The Vice Chair said that Watford was a small council and services could become expensive without economies of scale that other councils and outside companies could have. If a service was put out to competitive tendering it could be cheaper but the risk was that the service provided would be worse.

The Chair agreed but added that the Task Group did need to refer to examples demonstrating the key areas of concern for Members. Financial considerations were only one aspect of the service delivery decision. He asked the Task Group to consider what the concerns were with outsourcing and what the concerns were with more shared services.

Councillor Bell said that one concern was the level of democratic accountability. He referred to the sale of the housing stock to Watford Community Housing Trust. As a ward councillor he felt he had had a faster response to queries when the service was run by the Council itself.

Councillor Crout felt that when problems arose with a contractor's service it was easier for them to be resolved when the contract was coming up for renewal.

Councillor McLeod expressed her concern that the councillors' leverage with services would be diminished if the service were operated by a contractor. It was important that there were clauses in the contract that ensured there would be a response.

Councillor Johnson said that outsourcing had an effect on staff pensions and

salaries. He asked whether this was an area of concern for the Task Group to consider.

Criteria for service delivery models

The Chair suggested that the Task Group created a matrix to apply tests to each delivery option for each service.

Councillor Martins suggested the Task Group needed to look at the decision criteria for service delivery and not at each individual service. He asked what the driver was for each service option. There may be different weightings for the decision criteria in each service.

Councillor Jeffree listed some criteria that he felt were important in deciding how services would be delivered:

- Customer service - how the service engaged with residents
- Democratic accountability - how Members engaged with the service
- Cost - however this was less of a consideration for the Task Group
- Flexibility for change - how easy it was to change the terms of the contract
- Flexibility for cross-functional working - how easily would the contractor assist with tasks that were not necessarily part of their remit. This was a flexibility more inherent in in-house services
- Performance - the contractor's perception of their performance compared to what the Council expected

Councillor Martins felt that as well as flexibility and accountability the Council needed to be able to influence the service. The provider would need to be agreeable to this kind of working. He noted the lack of community use of the Colosseum as the prices were prohibitively high. The pricing scheme which did not have concessions for local residents affected business.

Councillor Jeffree informed the Task Group that contracts were primarily financial. The more flexibility in the contract, the higher it was priced. He referred to a point that had been raised at the meeting with the Executive Directors; investigating alternative service delivery options forced the Council to consult widely on residents' views of the service. As a result, the service planning was even better than for in-house services. He suggested that this would be a useful exercise for in-house services.

The Vice Chair highlighted the importance of performance indicators which could uncover where inefficiencies were in a service. The problem could be more with management than with delivery.

Councillor McLeod underlined the importance of scrutiny in the process. She said that it was important that services were benchmarked to measure whether a competitor could achieve the same performance.

The Vice Chair said that the Task Group needed to establish principles before looking at individual departments. He noted that the Task Group had raised the issues of democratic accountability, flexibility and value for money. He clarified that by democratic accountability he had meant that there was the ability for councillors to influence the service. This was especially important for public-facing services which affected residents. The Task Group agreed that this was an

important distinction.

The Vice Chair referred to the national framework of performance indicators which had been removed by the current government. It was scrutiny's role to decide which performance indicators should be monitored in each area. All councillors should be invited to this discussion.

The Chair agreed but added that this was a role for the Overview and Scrutiny Committee.

Councillor Jeffree reiterated the importance of performance indicators for assessing the services. He referred to the idea of a matrix to apply different criteria to the services.

The Chair suggested that he and the Committee and Scrutiny Support Officer could put together a draft matrix for the Task Group's comments.

ACTION- The Chair and Committee and Scrutiny Support Officer

Current contracts

The Vice Chair suggested that in any performance indicators customer satisfaction would need to score very highly. He noted that the contract with SLM was included in the performance management regime. Scrutiny had undertaken a review of the contract and had asked for the cleaning to be improved. This ability to address problems was an important part of the scrutiny process.

The Chair drew a contrast between the Colosseum and the leisure centres where the buildings were owned by the Council and the contractor managed the operations and other services such as street cleansing. If street cleansing were to be outsourced the Council would provide the staff and have less control over the investment in capital assets. The Chair added that it was his concern that a contractor would achieve savings through reducing pension contributions and staff salaries. If this needed to be done, it was his preference to keep the service in-house and for the Council to make the cuts. He would want the savings made by a contractor to be impossible to achieve in-house. If a service were to be outsourced the quality and democratic accountability needed to be maintained.

Councillor Crout said that a clause relating to community use could be included in the original contract. He gave the example of Watford Philharmonic Orchestra which received a Council subsidy to use the Colosseum.

The Vice Chair referred to the contract with SLM. Unusually, the Council received money from the contractor while most other councils would pay for the service to be operated. This was due to the amount of equipment available in the centres which increased business.

The Chair noted that SLM specialised in running leisure centres. This was different to refuse collection where the Council would have considerable expertise and experience in running this service. In addition, the Council knew the local roads which a contractor would not.

Councillor Jeffree reiterated that there was not one solution for all services. SLM

and HQ Theatres were delivering well on the whole. Shared Services had also been mostly successful despite problems with ICT. The contracts with SLM and HQ Theatres were for ten years, the Council could not afford to make a mistake with the contracts.

The Task Group discussed SLM's user group meetings and agreed that this did not constitute democratic accountability as it was focused on individual concerns rather than strategic decisions. The user group had existed before the leisure centres were outsourced to SLM.

The Vice Chair suggested that at the next meeting services could be looked at and criteria applied to each one.

Visits to another council

Members discussed which councils they would like to visit as part of the review.

The Vice Chair said that he would be very interested to visit Adur and Worthing to see what could be learnt from their experiences of shared services. Although a radical approach, he felt that there may be lessons that the Council could learn from them.

Councillor Crout highlighted the example of the London Borough of Barnet where there had been strikes. He also asked whether Unison could be contacted to see if there were examples of outsourcing which they considered to be a success. Trade Union endorsement would be encouraging.

The Chair said that he would prefer not to visit Barnet while there were ongoing issues and the situation was polarised.

Councillor Bell referred to the case study on Three Rivers' insourcing of the waste service. He felt this was an interesting example for the Task Group to consider. The Chair agreed and added that it would be interesting to discuss backbenchers' experience of shared services.

The Task Group suggested contacting Councillor Bedford and Councillor White at Three Rivers.

The Chair asked if Members could send any other suggestions to him and the Committee and Scrutiny Support Officer before Monday.

ACTION- Committee and Scrutiny Support Officer

16. REVIEW OF THE PORTFOLIO HOLDER POLICY STATEMENT

It was agreed that this item would be carried over to the next meeting on 22 February 2012.

17. REVIEW OF WORK PROGRAMME

The discussion of the work programme was included in item 14.

18. **DATES OF NEXT MEETINGS**

22 February 2012 7pm

27 February 2012 7pm

The meeting started at 7.00 p.m.
and finished at 8.30 p.m.

Chair
The Way Ahead for Council Services
Task Group

Feedback from Cabinet 20 March 2012**53 THE WAY AHEAD FOR COUNCIL SERVICES TASK GROUP REPORT**

At the meeting of Overview and Scrutiny on 24 November 2011 a request was made by the Managing Director for a scrutiny review to be undertaken to look at future service delivery options and their effect on democratic accountability and the culture of the Council.

The purpose of review would be to assess cultural and governance issues associated with alternative service delivery options and in particular, outsourcing.

It was agreed that the significance of the topic warranted the participation of all the councillors on the Overview and Scrutiny Committee.

The Chair of the Overview & Scrutiny Committee (Councillor Watkin) presented a report on the Task Group's findings and conclusions.

Another member of the Task Group (Conservative) added that some good conclusions had been reached despite the short timescale. He endorsed the view that there was no single solution suitable for all services and each had to be considered on a case by case basis.

The Mayor commented on the need for the democratic process to keep pace with changes in service delivery and to ensure that the structures were fit for purpose. Councillors could feel that if services were outsourced they no longer had a role to play. Their input was, however, still important in terms of commissioning and monitoring. She said it was important that the democratic process did not lag behind.

A Cabinet member concluded by emphasising the fact that different solutions were needed at different times and to balance the needs of budgets and quality. It was good to have options and to explore alternatives.

RESOLVED

That the following recommendations of the Task Group be endorsed:

1. That the service delivery toolkit attached as Appendix A to the report be adopted as part of the process of reviewing options for and deciding on service delivery.
2. That there should be greater non-executive scrutiny of outsourced contracts. A politically balanced panel should be established to scrutinise all outsourced services on a regular basis. The panel would be a sub-group of the Overview and Scrutiny Committee.
3. That the Overview and Scrutiny Committee review the performance indicators that are reported to them and decide whether the Committee should receive any further indicators.

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PART A

Report to: Overview and Scrutiny Committee
Date of meeting: 20 June 2012
Report of: Committee and Scrutiny Officer
Title: Voluntary and Community Sector Commissioning Framework Task Group

1.0 SUMMARY

1.1 Overview and Scrutiny Committee is asked to note the latest update on the Voluntary and Community Sector Commissioning Framework Task Group.

2.0 RECOMMENDATIONS

2.1 that Overview and Scrutiny Committee notes the latest update for the Voluntary and Community Sector Commissioning Framework 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 At the last meeting of Overview and Scrutiny Committee held on 7 March 2012, Members agreed to the establishment of a Task Group to review the draft Voluntary and Community Sector Commissioning Framework prior to public consultation.
- 3.2 The Task Group was to be established in response to a resolution agreed at the Overview and Scrutiny Committee held in December 2011.
- 3.3 It was agreed that the all non-executive Members would be asked if they wished to take part in the review. As there were no further Overview and Scrutiny Committees programmed into the timetable prior to the purdah period, it was agreed that the

appointment of the Task Group membership would be delegated to the Head of Legal and Property Services in consultation with the Chair and Vice-Chair of Overview and Scrutiny Committee.

3.4 The Committee and Scrutiny Officer emailed all Councillors on 21 March inviting Members to contact her if they wished to be considered for membership of the Task Group. In response to this email seven Councillors responded that they were interested in taking part. Due to the subject matter all Members were reminded that it was necessary to consider whether they had any interests in voluntary or community sector groups.

3.5 Following a further email to all Councillors the Head of Legal and Property Services agreed the following membership in consultation with the Chair and Vice-Chair of Overview and Scrutiny Committee –

- Councillor Jeanette Aron
- Councillor Ian Brandon
- Councillor Sue Greenslade
- Councillor Stephen Johnson
- Councillor Anne Joynes
- Councillor Rabi Martins

Councillor Jeanette Aron was elected Chair at the first meeting.

3.6 Initially it was envisaged that the Task Group would be during May following the elections and prior to the public consultation. However, officers needed time to prepare the initial paperwork for the Task Group and the first meeting was held on 24 May.

3.7 The Task Group agreed that in order to ensure the review was given the appropriate consideration it warranted, the Task Group would continue until September. Its final report would be presented to Overview and Scrutiny Committee at its meeting on Wednesday 19 September. It would then be presented to Cabinet in October as part of the overall report from Community Services.

3.8 Two further meetings have been arranged for 19 June and 11 July and a further update will be given at Overview and Scrutiny Committee's meeting in July.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that any costs arising from this work can be accommodated within existing budgets..

4.2 **Legal Issues (Monitoring Officer)**

4.2.1 The Head of Legal and Property Services comments that there were no legal implications in this report.

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 of Overview and Scrutiny Committee 7 March 2012

File Reference

None

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PART A

Report to: Overview and Scrutiny Committee

Date of meeting: 20 June 2012

Report of: Committee and Scrutiny Officer

Title: Work Programme 2012/13

1.0 **SUMMARY**

1.1 This report provides the latest version of the latest draft of the rolling work programme for 2012/13.

2.0 **RECOMMENDATION**

2.1 that the rolling work programme for 2012/13 be noted and amended as requested by Overview and Scrutiny Committee.

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: Legal and Democratic Section Head

3.0 **DETAILED PROPOSAL**

3.1 The latest version of the 2012/13 Overview and Scrutiny Committee Work Programme is attached at Appendix 1 for Members' consideration. The Scrutiny Committee is asked to review the work programme and consider whether there are any amendments required.

3.2 Scrutiny Suggestions

There are currently no scrutiny suggestions for Task Groups. The Committee and Scrutiny Officer will review the annual scrutiny survey and note whether there are any suggestions. If there are any suggestions the proposer will be forwarded the scrutiny proposal form for completion.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that the implications of any detailed scrutiny review would need to be considered on an individual basis. It is unlikely however that any incidental expenditure could not be contained within existing estimates.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications in this report.

Appendix

Appendix 1 –Overview and Scrutiny Committee Rolling Work Programme effective from May 2012

Background Papers

Minutes of previous meetings

File Reference

None

**Overview and Scrutiny Committee
Rolling Work Programme**

2012/2013

Committee Membership:

Chair **Councillor Karen Collett**
Vice-Chair **Councillor Asif Khan**
Councillors **Jeanette Aron, Nigel Bell, Sue Greenslade, Kareen Hastrick, Mark Hofman, Rabi Martins, Steve Rackett**

Date of Meeting	Item for agenda	Officer
20 June 2012	Outstanding actions and questions	Committee and Scrutiny Officer
	Affordable Housing Review – recommendations 3 (Band E applicants) and 4 (partnership working)	Committee and Scrutiny Officer
	Quarter 4 2011/12 Performance report	Partnerships and Performance Section Head
	Performance Indicators – Review of all performance indicators for Watford Borough Council	Partnerships and Performance Section Head
	Community Safety Partnership Task Group – to agree the Task Group’s membership	Committee and Scrutiny Officer
	Outsourced Services Scrutiny Panel – to agree the Panel’s membership	Committee and Scrutiny Officer
	The Way Ahead for Council Services – Task Group – 1) Approve the minutes of the Task Group meeting held on 9 February 2012 2) Review Cabinet’s comments and consider when the recommendations need to be reviewed	Committee and Scrutiny Officer
	Draft Voluntary Sector Commissioning Framework Task Group – update on the Task Group during May	Committee and Scrutiny Officer
5 July 2012	For Call-in only	

6 June 2012

Date of Meeting	Item for agenda	Officer
25 July 2012	Outstanding actions and questions	Committee and Scrutiny Officer
	Progress of Voluntary Sector Task Group	Committee and Scrutiny Officer
	Affordable Housing Review – status of core strategy	Committee and Scrutiny Officer
	Update on Task Groups	Committee and Scrutiny Officer
	Previous Review Update: Neighbourhood Forums	Committee and Scrutiny Officer
	Call-in	
	Previous Review Update: Choice Based Lettings	Committee and Scrutiny Officer
19 September 2012	Benefits Service – update on the service	Committee and Scrutiny Officer and Head of Revenues and Benefits
	Outstanding actions and questions	Committee and Scrutiny Officer
	Update on Task Groups	Committee and Scrutiny Officer
	Hospital Parking Charges Task Group – review outcome of report	Committee and Scrutiny Officer
	Quarter 1 2012/13 Performance report	Partnerships and Performance Section Head
3 October 2012	For Call-in only	
18 October 2012	For Call-in only	

Date of Meeting	Item for agenda	Officer
21 November 2012	Outstanding actions and questions	Committee and Scrutiny Officer
	Affordable Housing Review – recommendation 2 (piecemeal development policy)	Committee and Scrutiny Officer
	Quarter 2 2012/13 Performance Report	Partnerships and Performance Section Head
20 December 2012	For Call-in only	
23 January 2013	Task Group updates	
	Annual Report preparation	
7 February 2013	For Call-in only	
7 March 2013	Outstanding actions and questions	Committee and Scrutiny Officer
	Quarter 3 2012/13 Performance report	Partnerships and Performance Section Head
	Annual report contribution	
27 March 2013	For Call-in only	

2013/14

Date of Meeting	Item for agenda	Officer
To be decided	Affordable Housing Review – recommendation 6 (benefit changes impact)	Committee and Scrutiny Officer
June 2013	Call-in	
	Outstanding actions and questions	Committee and Scrutiny Officer
	Quarter 4 2012/13 Performance report	Partnerships and Performance Section Head
July 2013	Call-in	
	Outstanding actions and questions	Committee and Scrutiny Officer
September 2013	Call-in	
	Outstanding actions and questions	Committee and Scrutiny Officer
	Quarter 1 2013/14 Performance report	Partnerships and Performance Section Head
November 2013	Call-in	
	Outstanding actions and questions	Committee and Scrutiny Officer
	Quarter 2 2013/14 Performance report	Partnerships and Performance Section Head
January 2014	Call-in	
	Outstanding actions and questions	Committee and Scrutiny Officer

6 June 2012

March 2014	Call-in	
	Outstanding actions and questions	Committee and Scrutiny Officer
	Affordable Housing Review – recommendation 1 (affordable housing units)	Committee and Scrutiny Officer
	Quarter 4 2011/12 Performance report	Partnerships and Performance Section Head

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