Overview and Scrutiny Committee - Outstanding Actions and questions

| Action to be carried out | | Responsibility | Committee Date | Deadline | Comments/officer | | | |
|--------------------------|---|---|----------------------|----------------------|---|--|--|--|
| Performance Report | | | | | | | | |
| PI 39 | CCS12 – Complaints resolved at Stage 1 and CCS13 – complaints resolved within 10 days | Partnerships and Performance Section Head | 6 March 2014 | June 2014 | Of the 15 unresolved 14 were Revenues and Benefits and 1 was Planning. | | | |
| | The Scrutiny Committee to be provided with details of the 15 unresolved complaints, including which services they related to. | | | | | | | |
| | Detailed response to be circulated as soon as the information can be downloaded. | | 25 June 2014 | As soon as available | | | | |
| | (For 2014/15 these are now indicators CS13 and CS14 respectively) | | | | | | | |
| | Provide Members with details of the reasons for the most recent unresolved complaints at stage 1. | | 17 September 2014 | As soon as available | Not available (February 2015) | | | |
| | Information about complaints to be circulated as soon as available | | 24 September 2015 | | Report to be presented at the November meeting on complaints, comments and compliments. | | | |

| Action to be carried out | | Responsibility | Committee Date | Deadline | Comments/officer |
|--------------------------|---|---|-------------------|----------------|---|
| PI 48 | Provide trends for indicators over a period of 10 years. | Partnerships and Performance Section Head | 18 June 2015 | September 2015 | Not all performance measures have been collected over this period. For those where there is an available track record of performance, such as planning indicators, this information can be provided. However, trend performance is not always meaningful as definitions are often amended and the local government environment changes to often render long term comparisons unhelpful. As well as additional trend data, benchmarking information is sometimes available to help support more in depth understanding of the council's performance. |
| PI 49 | CS4 – No. of households in temporary accommodation | Committee and | 24 Contombor | Navambar | Update to follow |
| | Check housing report from last meeting for comparison data | Committee and Scrutiny Officer | 24 September 2015 | November 2015 | |
| | 2) Ask whether a definition of household can be provided | | | | |
| | 3) Check if information can be broken down further than currently reported. | | | | |

| Action to be carried out | | Responsibility | Committee Date | Deadline | Comments/officer | | |
|--|--|-----------------------------------|----------------------|--------------------|--|--|--|
| PI 50 | CS6 – No. of households in b and b who are pregnant/with dependent children | | | | Update to follow | | |
| | Are distances to schools taken into account when placing families? | Committee and Scrutiny Officer | 24 September 2015 | November 2015 | | | |
| Executive Decision Progress Report | | | | | | | |
| ED 6 | Officers to be asked if they monitored the cumulative effect of agreed schemes on Watford. | Committee and Scrutiny Officer | 17 September 2014 | 31 October 2014 | The Managing Director and Head of Regeneration and Development have been contacted regarding this enquiry. | | |
| | | | | | The Committee and Scrutiny Officer to make further enquiries. | | |
| Hertfordshire County Council's Health Scrutiny Committee | | | | | | | |
| HSC 5 | Circulate link to agenda for meeting on 1 October 2015. | Committee and Scrutiny Officer | 24 September 2015 | October 2015 | The link to the agenda and minutes was circulated to the Scrutiny Committee on 14/10/15. | | |