

Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
Corporate Complaints and Comments					
CS 1	The 'Staff guide to complaints' to be circulated to the Scrutiny Committee.	Customer Service Section Head / Committee and Scrutiny Officer	18 November 2015	1 December 2015	Sent to the Scrutiny Committee on 12 November 2015
CS 2	The review of complaints procedures for outsourced services be referred to the Chair of Outsourced Services Scrutiny Panel.	Committee and Scrutiny Officer	18 November 2015	15 December 2015	Emailed Councillor Crout on 4 December 2015. Also advised officers for inclusion in the January meeting with SLM.
Performance Report					
PI 51	<u>CS4 No. of households in temporary accommodation</u> Are the people placed in temporary accommodation only from Watford or also from other areas?	Committee and Scrutiny Officer / Interim Housing Section Head	18 November 2015	8 January 2016	The Interim Housing Section Head has been asked to provide the requested information. Details will be provided as soon as the information is available.
PI 52	<u>CS4 No. of households in temporary accommodation</u> How does Watford compare to similar size authorities?	Committee and Scrutiny Officer / Interim Housing Section Head	18 November 2015	8 January 2016	The Interim Housing Section Head has been asked to provide the requested information. Details will be provided as soon as the information is available.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 53	<p><u>CS4 No. of households in temporary accommodation</u></p> <p>Considering the decrease in usage by Dacorum, are there any lessons Watford can learn?</p>	Committee and Scrutiny Officer / Interim Housing Section Head	18 November 2015	8 January 2016	The Interim Housing Section Head has been asked to provide the requested information. Details will be provided as soon as the information is available.
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	<p>The Managing Director and Head of Regeneration and Development have been contacted regarding this enquiry.</p> <p>The Committee and Scrutiny Officer to make further enquiries.</p>