

## Suggestions for topics to be scrutinised – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

<b>Section 1 – Scrutiny Suggestion</b>	
<b>Proposer: Councillor/Officer/Member of public</b>	
<p><b>Topic recommended for scrutiny:</b></p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> <li>• <i>areas which should be <u>included</u> in the review.</i></li> <li>• <i>areas which should be <u>excluded</u> from the review.</i></li> <li>• <i>Whether the focus should be on past performance, future policy or both.</i></li> </ul>	<p><b>Included in the review</b></p> <p>Review the service provided by Watford Community Housing (WCH) to local residents.</p> <p>Look at the key issues raised by residents to councillors;</p> <p>Service Charges</p> <p>Performance of repairs conducted by contractors.</p> <p>Value for money for local residents.</p>
<p><b>Why have you recommended this topic for scrutiny?</b></p>	<p>The scrutiny was proposed due to numerous complaints and feedback raised by local residents.</p>

**What are the specific outcomes you wish to see from the review?**

*Examples might include:*

- *To identify what is being done and what the potential barriers are;*
- *To review relevant performance indicators;*
- *To compare our policies with those of a similar authority;*
- *To assess the environmental/social impacts;*
- *To Benchmark current service provision;*
- *To find out community perceptions and experience;*
- *To identify the gap between provision and need*

Look at the way in which WCH deals with repairs?

Are residents getting the full service package they expect?

Are contractors providing value for money for the services they provide?

Are the service charges residents payfor, the actual service they are getting?

<p><b>How do you think evidence might be obtained?</b></p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> <li>• <i>Questionnaires/Surveys</i></li> <li>• <i>Site visits</i></li> <li>• <i>Interviewing witnesses</i></li> <li>• <i>Research</i></li> <li>• <i>Performance data</i></li> <li>• <i>Public hearings</i></li> <li>• <i>Comparisons with other local authorities</i></li> </ul>	<p>Surveys from residents</p> <p>Survey to residents associations</p> <p>Consultation workshops with residents</p> <p>Comment from WCH</p> <p>Performance data from WCH</p> <p>Questionnaire / survey to other social housing providers</p> <p>Survey ward councillors</p>
<p><b>Does the proposed item meet the following criteria?</b></p>	
<p>It must affect a group or community of people</p>	<p>This scrutiny is relevant to all residents of Watford who live in property managed by Watford Community Housing.</p>
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<p>Relevant to Watford residents.</p>

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	<p>Not in the last 12 months.</p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>This is not dealt with by another committee.</p>
<p><b>Does the topic meet the council's priorities?</b></p>	<ol style="list-style-type: none"> <li>1. Identify ways to manage the borough's housing needs</li> <li>2. Champion smart growth and economic prosperity</li> <li>3. Provide for our vulnerable and disadvantaged communities</li> <li>4. Deliver a digital Watford to empower our community</li> <li>5. Secure our own financial future</li> </ol> <p>Reviewing service to Watford residents, which includes members of the community who are vulnerable or disadvantaged.</p>

**Are you aware of any limitations of time, other constraints or risks which need to be taken into account?**

*Factors to consider are:*

- *forthcoming milestones, demands on the relevant service area and member availability:*
- *imminent policy changes either locally, regionally or nationally within the area under review.*

Needs to be carried out in a timely manner in the new municipal year.

**Does the topic involve a Council partner or other outside body?**

Watford Community Housing  
Residents Associations

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> <li>• <i>Age</i></li> <li>• <i>Disability</i></li> <li>• <i>Gender reassignment</i></li> <li>• <i>Pregnancy or maternity</i></li> <li>• <i>Race</i></li> <li>• <i>Religion or belief</i></li> <li>• <i>Sex</i></li> <li>• <i>Sexual orientation</i></li> <li>• <i>Marriage or civil partnership</i> <i>(only in respect of the requirement to have due regard to the need to eliminate discrimination)</i></li> </ul>	<p>All will be covered.</p>
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<p><b>Sign off</b> <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p><b>Councillor/Officer</b>  <i>Asif Khan and Kareen Hastrick</i></p>	<p><b>Date</b>  <b>18/01/18</b></p>