

Overview and Scrutiny Committee

Action list

Date of meeting: 24 September 2020

Contact officer: Ishbel Morren, ext. 8375

Item	Service / Officer / Member	Action	Progress / timescale / completed
Voluntary Sector Commissioning Framework (End of 1 Year Report – 2019-20)	Chris Fennell (Head of Leisure and Environmental Services), Julietta Federico (Contract & Partnership Manager – Leisure & Community Services)	Specialist language assistance – whether money previously set aside had been ring fenced and, if so, was available to provide interpretation services today.	<p>This project dates back to 2012 and was part of the Service Prioritisation Programme. As part of the process a number of voluntary and community sector organisations stopped receiving funding from the council, which included the interpretation service.</p> <p>Funding was allocated to the CAB to support service in the short term and was delivered via outreach sessions at four separate locations. However following a poor take up of the service the funding was reallocated to other higher priority service needs which included debt, housing and homelessness advice. The money advice proved to be very successful. Each year, money advisers dealt with hundreds of clients and close to £1M personal debt.</p> <p>This budget has spent and is no longer available.</p> <p>Feedback from CAB on language services offered to clients</p> <p><i>There are a number of national projects which will cover the cost of certain enquiry areas. For example, if the client needs help to make an application to the Universal Credit, UC Helpline will cover the cost. If the cost can't be covered by the national projects, the CAB would have to pay for it. The cost is 50p for language translation and £1.50 for BSL translation per minute which can be quite expensive for ongoing support. The majority of clients are not eligible to get support from the national lines. We also use some of our volunteers to provide translation as well which works ok. The CAB have a number of volunteers who can speak local community languages.</i></p>

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		<p>Impact of the Covid 19 lockdown on the demand for virtual activities from BAME residents:</p> <ul style="list-style-type: none"> • had participation levels increased or decreased during lockdown • where there had been an increase, how this had this been achieved. 	<p>The information is not currently available.</p> <p>SLM who operate the council leisure centres are able to provide data on the number of people who took part in the virtual fitness classes during the lockdown period but are not able to break the data down into BAME or people who have a registered disability category.</p> <p>If Cllrs are able to identify a council or organisation who have captured this information officers will make contact with them to ascertain how WBC could adopt a similar process.</p>
		<p>Shopmobility Watford – consider introducing differential charging for borough/non-borough users.</p>	<p>This valuable service has been free of charge since it opened in 1993.</p> <p>Further reviews with the management board and trustees will take place and discussed again at the end of year or the next monitoring meeting</p>
		<p>Pump House – investigate whether movie nights might include an Asian film offering.</p>	<p>Pump House advised that they need volunteers to be able to run this.</p> <p>Once they reopen fully, they will be review the offer of films in other languages.</p> <p>Discussions will take place with the organisations management team and chairperson regarding the request at the next monitoring meeting.</p>

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		Women only swimming – determine whether current demand supported an additional session.	At present the Friday session is not full to capacity and therefore no additional session will be added. The swimming session makes use of both the main and learn pools and include casual and lane swimming.
		Report on work being undertaken to understand and, where required, increase participation by BAME and under-represented groups in Voluntary Sector Commissioning Framework activities.	The area is being reviewed by the department over the next 12 months on how best to capture and evaluate the equalities data the council receives from the major contracts and voluntary sector commissioned organisations.
Quarter 1 2020/21 Council Performance Report	Kathryn Robson (Executive Head of Corporate Strategy & Communications), Andrew Cox (Group Head of Transformation) and Claire Dow (Business Intelligence Manager)	Staff mental health: <ul style="list-style-type: none"> • provide managers with mental health first aid training • seek the views of the council’s existing mental health first aiders to establish how managers might better engage on mental health. 	Both these actions have been taken forward. A series of compulsory training sessions is currently being rolled out for all managers at the council. The views of the council’s existing mental health first aiders are being sought during regular meetings arranged by HR.

		<p>ICT customer satisfaction surveys:</p> <ul style="list-style-type: none"> • clarify the process for seeking feedback from helpdesk users • determine if helpdesk feedback is sought in all cases, including on-going cases • send an example of the automated email to assess whether messaging might be improved. 	<p>All individuals that raise a ticket get the option to complete a survey once their issue has been resolved/closed. The link to the survey is included in the email to confirm the case closure (see example email provided showing how this is worded). The survey consists of the following questions:</p> <ol style="list-style-type: none"> 1. How did we do: Awesome, Fair, Poor 2. If Awesome: <i>Tell us what we got right:</i> <ol style="list-style-type: none"> a. Accuracy b. Helpfulness c. Pro-activeness d. Resolution Time e. Knowledge f. Response Time <p>Asked to provide engineer name Open space for other comments</p> 3. If Fair: <i>Tell us how to improve:</i> <ol style="list-style-type: none"> a. Accuracy b. Helpfulness c. Pro-activeness d. Resolution Time e. Knowledge f. Response Time <p>Asked to provide engineer name Open space for other comments</p> 4. If Poor: <i>Tell us what we got wrong:</i> <ol style="list-style-type: none"> a. Accuracy b. Helpfulness c. Pro-activeness d. Resolution Time e. Knowledge f. Response Time <p>Asked to provide engineer name</p>
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			<p>Open space for other comments</p> <p>Here is an example of the automated email:</p>  <p>Claire your ticket T20201020.0185 has b</p>
		Benefits team – clarify if extra staff been deployed to assist with increased workloads.	We have some additional agency staff to help with the increased workloads and we have also used and continue to use some officers from other services (namely finance) that have been deployed for periods of time.
		Customer services – whether customers’ needs for face to face contact were being met by the limited opening of the town hall.	The demand for face-to-face access has been very low with around 50 visitors a week since the service has re-opened. Of these around 10 a week actually required a face-to-face service due to either the service they required or their individual needs, the remainder (80%) did not require a face-to-face interaction and could have been successfully transacted online or over the phone.

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		<p>Housing and homelessness – report how many people had been permanently rehoused since March.</p>	<p>The total of homeless households housed “permanently” since April 2020 to 9 October 2020 is 52.</p> <table border="1" data-bbox="1375 311 2029 598"> <tr> <td data-bbox="1375 311 1928 418">Rough sleepers accommodated under Everyone In who then went on to independent settled accommodation</td> <td data-bbox="1928 311 2029 418">12</td> </tr> <tr> <td data-bbox="1375 418 1928 526">Homeless households assisted through housing association offers of accommodation</td> <td data-bbox="1928 418 2029 526">25</td> </tr> <tr> <td data-bbox="1375 526 1928 598">Homeless households assisted through the private rented sector</td> <td data-bbox="1928 526 2029 598">15</td> </tr> </table>	Rough sleepers accommodated under Everyone In who then went on to independent settled accommodation	12	Homeless households assisted through housing association offers of accommodation	25	Homeless households assisted through the private rented sector	15
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		<p>Waste and recycling – incorporate indicators to measure the impacts of new charges and collection arrangements.</p>	<p>These will be developed as part of the Business Intelligence Strategy delivery.</p>						
<p>New scrutiny task group on Watford’s BAME community</p>	<p>Ishbel Morren (Senior Democratic Services Officer)</p>	<p>Progress BAME task group.</p>	<p>This task group is now up and running. The final report and recommendations will be for consideration at O&S on 4 February.</p>						