

Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Performance Report					
PI 22	<p><u>RB2 KPI1ii – Time taken to process change of circumstances</u></p> <p>In Appendix B the above performance measure does not make it clear that it only refers to Housing and Council Tax Benefit and does not include Council Tax changes. Can this be clarified in the appendices of future reports?</p>	Partnerships and Performance Section Head	19/09/12	13/11/12	Please refer to Item 8 on this agenda
PI 23	<p><u>RB1 / RB2 / RB3 – Processing Housing Benefit claims</u></p> <p>Performance report indicates the target by the average number of days taken to process claims and changes in circumstances. When additional updates are provided the outstanding work is referred to by the number of documents.</p> <p>Please can this be made consistent and when possible explain the number of claimants affected by the work.</p>	Partnerships and Performance Section Head / Head of Revenues and Benefits / Portfolio Holder for Shared Services	19/09/12	21/11/12	Please refer to Item 8 on this agenda

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PI 24	<p><u>Cor3 - % of stage 1 complaints resolved within 10 days</u></p> <p>This target had not been achieved and yet the trend showed an improvement. Further explanation needed in the comments column.</p>	Partnerships and Performance Section Head	19/09/12	13/11/12	Please refer to Item 8 on this agenda
PI 25	<p><u>Cor 1 to Cor 5</u></p> <p>It was noted that Environmental Services was the Service Lead on these performance measures. It was unclear whether they only related to Environmental Services or all Council Services. Needs to be made clear.</p>	Partnerships and Performance Section Head	19/09/12	13/11/12	Please refer to Item 8 on this agenda
PI 26	Provide Overview and Scrutiny Committee Members with a copy of the Council's complaints procedure	Committee and Scrutiny Officer	19/09/12	15/10/12	The relevant web page was emailed to all Councillors on 4 October 2012 and a paper copy of the complaints form was forwarded to Members.

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Affordable Housing Review					
AHR 1	<p><u>Recommendation 1 – Affordable Housing threshold</u> – The status of the Core Strategy to be reviewed in 12 months.</p> <p>The original recommendations was –</p> <p>" That the reduction of the affordable housing threshold from 15 units to 10 units proposed by the Planning Policy Advisory Group be implemented and be reviewed after 18 months to see if it has resulted in additional affordable homes or deterred some developers from investing in Watford."</p>	OSC Committee	26 July 2011	March 2013	Added to rolling work programme
AHR 7	Review the first and second quarters' performance of the new Nomination Policy	Committee and Scrutiny Officer/ Housing Section Head	19/09/12	November 2013	Added to rolling work programme

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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. This topic is on the Task Group's work programme and will be reviewed once the relevant officers are available.
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	23 January 2013	Added to rolling work programme
WP 12	<u>Community Safety Partnership Task Group</u> When the Task Group reviews domestic violence and domestic abuse ensure that the information covers men as well as women.	Committee and Scrutiny Support Officer / Community Safety Manager	19/09/12	15/10/12	The Committee and Scrutiny Support Officer was informed of the Scrutiny Committee's request and this was then referred to the organisations visiting the Task Group.

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Hospital Parking Charges Task Group					
HP 6	Review outcome of report	Committee and Scrutiny Officer	2 February 2012	November 2012	A representative from the Hospital Trust has advised that he is able to attend the meeting in November.
Previous Reviews Updates					
PR 2	<u>Services for the Deceased</u> Outstanding recommendations to be further reviewed	Committee and Scrutiny Officer	25 July 2012	February 2013	Added to the rolling work programme
PR 5	<u>Neighbourhood Forums</u> Contact the Communications Manager to discuss the best editions Members could include articles about Neighbourhood Forums and their projects.	Committee and Scrutiny Officer	25 July 2012	September 2012	The Committee and Scrutiny Officer emailed the Communications Manager on 14 August 2012. The Communications Manager has advised that he will be checking the publication dates suitable for including information on Neighbourhood Forums and their projects in About Watford. Further information will be circulated to all Councillors once known.