

## Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
<b>Outstanding actions and questions</b>					
WP 8	Following on from the Drug and Alcohol Treatment briefing for Members, the information sheet from Spectrum to be provided to all Councillors.	Committee and Scrutiny Officer / Committee and Scrutiny Support Officer	28 November 2013	January 2014	The presentations given by Hertfordshire County Council and Spectrum and a statistical overview from the County Council were circulated to all Councillors on 12 December 2013.
PR 7	Information about the County Council's Nationality Checking Service to be circulated to Members' through the Members' Bulletin and an article to be included in 'About Watford' in order to reach the wider community.	Commissioning Manager / Head of Corporate Strategy and Client Services	28 November 2013	January 2014	Officers are currently compiling the information and will be including information in the February edition of the Members' Bulletin. An article is being drafted for About Watford.
<b>Performance Report</b>					
PI 36	<u>CCS9 – CSC Service levels</u> What is the average speed of response for calls to the Council?	Committee and Scrutiny Officer / Partnerships and Performance Section Head	28 November 2013	January 2014	The Customer Services Section Head has advised that the average speed of answer for calls routed via the Customer Service Centre and Netcall is 23 seconds. (Based on data from 1 August 2013 to 1 January 2014.) Netcall is the voice activated telephony system introduced by the Council on 1 August 2013.

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PI 37	The Scrutiny Committee to review some of the performance data in more depth	Partnerships and Performance Section Head (in consultation with the Chair)	28 November 2013	Ongoing	To be included in future agendas.
<b>Housing Benefit update</b>					
HB 3	Revenues and Benefits staff to be informed that their work is appreciated by Members.	Shared Director of Finance / Interim Head of Revenues and Benefits	28 November 2013	December 2013	Staff were all informed at a floor meeting before Christmas.
HB 4	An article to be placed in the Members' Bulletin highlighting the support and advice available to the public if they are experiencing financial difficulties.	Interim Head of Revenues and Benefits / Shared Director of Finance	28 November 2013	January 2014	An article has been sent to the Member Development and Civic Events Officer for inclusion in the January edition of the Members' Bulletin.
HB 5	Further update to be presented to Overview and Scrutiny Committee at its March meeting.	Interim Head of Revenues and Benefits / Shared Director of Finance	28 November 2013	March 2014	To be included on the March agenda.
<b>Affordable Housing Review</b>					
AHR 8	Recommendation 2 – piecemeal developments and Section 106 obligations – to be further reviewed in two year's time	Committee and Scrutiny Officer	21 November 2012	November 2014	Added to rolling work programme

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<b>Previous Reviews Updates</b>					
PR 9	<u>Voluntary and Commissioning Sector Commissioning Framework</u> A further review of the Small Grants Fund to be carried out in one year.	Commissioning Manager	25 July 2013	July 2014	Added to rolling work programme
PR 10	<u>Watford Community Housing Trust</u> Scrutiny Committee to prepare questions for the Housing Trust's visit to Overview and Scrutiny Committee in January	All Members of Overview and Scrutiny Committee	28 November 2013	January 2014	The Scrutiny Committee has compiled sample questions for the Chief Executive from the Housing Trust on her visit to the Scrutiny Committee.
<b>HCC Health Scrutiny Committee</b>					
HSC 3	A written update to be provided	Councillor Martins	28 November 2013	January 2014	To be completed.
<b>Watford Community Housing Trust Task Group</b>					
HT 4	Ask the Housing Trust's Chief Executive and Chair of the Board to come to a meeting in three months time to provide a formal response to the recommendations.	Committee and Scrutiny Officer	26 September 2013	January 2014	The Housing Trust's Chief Executive has accepted an invitation to attend Overview and Scrutiny Committee's meeting in January. An update has been included elsewhere on this agenda.

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<b>Budget Panel</b>					
BP 2	Overview and Scrutiny Committee to be provided with the comparative data about the cost of parking permits, previously presented to Budget Panel.	Committee and Scrutiny Officer	28 November 2013	January 2014	This information was circulated to the Scrutiny Committee on 7 January 2014 and is attached as Appendix 1 to this update.
<b>Outsourced Services Scrutiny Panel</b>					
OS 4	The Head of Democracy and Governance to be informed of Members' concerns regarding the capacity of Outsourced Services Scrutiny Panel to carry out its work.	Chair of Overview and Scrutiny Committee / Committee and Scrutiny Officer	28 November 2013	January 2014	To be completed. The Chair of the Scrutiny Panel is aware of the Scrutiny Committee's views.