

Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Outstanding actions and questions					
Performance Report					
PI 39	<p><u>CCS12 – Complaints resolved at Stage 1 and CCS13 – complaints resolved within 10 days</u></p> <p>The Scrutiny Committee to be provided with details of the 15 unresolved complaints, including which services they related to.</p> <p>Detailed response to be circulated as soon as the information can be downloaded.</p> <p>(For 2014/15 these are now indicators CS13 and CS14 respectively)</p>	Partnerships and Performance Section Head	<p>6 March 2014</p> <p>25 June 2014</p>	<p>June 2014</p> <p>As soon as available</p>	<p>Of the 15 unresolved 14 were Revenues and Benefits and 1 was Planning.</p>
PI 40	<p><u>CCS2 – Improved street and environmental cleanliness</u></p> <p>Forward the Annual indicator as soon as it is available.</p> <p>(For 2014/15 this indicator is CS2)</p>	Partnerships and Performance Section Head	25 June 2014	31 July 2014	Still waiting for the information; delay due to technical difficulties.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 41	<p><u>CCS2 – Improved street and environmental cleanliness</u></p> <p>Add to work programme for a report on this indicator.</p>	Committee and Scrutiny Officer	25 June 2014	1 September 2014	To be added to work programme.
PI 42	<p><u>CCS5 – Number of people sleeping rough on single night</u></p> <p>Provide further information about the grant to fund street outreach work, including how long the Council would receive the grant.</p>	Committee and Scrutiny Officer / Housing Section Head	25 June 2014	1 September 2014	<p>There are two sources of grant funding involved.</p> <p>One is the main DCLG homelessness grant. The Council has confirmation of this for the year 2014/15. An announcement is expected in December 2014 about whether there will be an allocation and how much this will be for the following year(s). A portion of this grant will fund 50% of the street outreach costs for this year.</p> <p>The second source was a one off grant to Hertfordshire authorities to fund single homelessness initiatives. This money will be used to fund 50% of the outreach provision during 2014/15 and will then be spent.</p> <p>There are various funding streams emerging from government and officers continue to work closely with other Herts authorities and the voluntary and statutory sector partners to see where there are opportunities to lever this into Watford.</p>

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 43	<p><u>CCS7 – HomeLet</u></p> <p>Scrutiny Committee to be provided with a copy of the results of the current survey.</p> <p>(For 2014/15 this indicator is CS4)</p>	Committee and Scrutiny Officer / Housing Section Head	25 June 2014	1 September 2014	Officers will be meeting on 11 September to discuss the interim findings. An update will be provided once it is available.
PI 44	<p><u>DG1 – Voter Registration</u></p> <p>An all-Member briefing be arranged to explain about the new registration arrangements with particular emphasis on hard to reach people and those with no access to the internet.</p>	Committee and Scrutiny Officer / Electoral Services Manager	25 June 2014	1 September 2014	<p>The Committee and Scrutiny Officer emailed the Head of Democracy and Governance and Electoral Services Manager on 15 July 2014 to request an all-member briefing on Individual Electoral Registration.</p> <p>Response still awaited.</p>
PI 45	<p><u>HR1 – Sickness absence</u></p> <p>1) Contact the Customer Services Section Head to discuss Members being able to shadow CSC officers.</p> <p>2) Presentation to a future meeting about 'a day in the life of a Customer Services Officer'.</p>	Committee and Scrutiny Officer / Customer Service Section Head	25 June 2014	1 September 2014	<p>This indicator is to be reported to Outsourced Services Scrutiny Panel.</p> <p>The Committee and Scrutiny Officer has contacted the Customer Services Section Head to discuss attending a future meeting. Further discussions to take place with the Chair of Overview and Scrutiny and then an item added to the work programme.</p>
Affordable Housing Review					
AHR 8	<p>Recommendation 2 – piecemeal developments and Section 106 obligations – to be further reviewed in two year's time</p>	Committee and Scrutiny Officer	21 November 2012	November 2014	Added to rolling work programme

Action to be carried out	Responsibility	Committee Date	Deadline	Comments/officer	
Previous Reviews Updates					
PR 9	<u>Voluntary and Community 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	On the agenda for 17 September, as agreed.
Community Safety partnership Task Group					
CSP 4	The Committee and Scrutiny Support Officer be advised of the membership of the Task Group for 2014/15.	Committee and Scrutiny Officer	25 June 2014	7 July 2014	The Task Group's membership was updated for its meeting on 22 July 2014.
CSP 5	Councillors Brandon and Mehta be invited to take the final place on the Task Group.	Committee and Scrutiny Officer	25 June 2014	14 July 2014	Councillor Mehta accepted the final place on the Task Group following a discussion with Councillor Brandon.
Work Programme					
WP 19	Work programme to be updated with two discussion topics agreed in the meeting.	Committee and Scrutiny Officer	25 June 2014	September 2014	To be updated following discussion with the Chair of Overview and Scrutiny.