## Overview and Scrutiny Committee - Outstanding Actions and questions

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer	
Performance Report						
PI 39	<u>CCS12 – Complaints resolved at</u> <u>Stage 1 and CCS13 – complaints</u> <u>resolved within 10 days</u>	Partnerships and Performance Section Head	6 March 2014	June 2014	Of the 15 unresolved 14 were Revenues and Benefits and 1 was Planning.	
	The Scrutiny Committee to be provided with details of the 15 unresolved complaints, including which services they related to.					
	Detailed response to be circulated as soon as the information can be downloaded.		25 June 2014	As soon as available		
	(For 2014/15 these are now indicators CS13 and CS14 respectively)					
	Provide Members with details of the reasons for the most recent unresolved complaints at stage 1.		17 September 2014	As soon as available	Further update to be provided at March meeting.	
PI 40	CCS2 – Improved street and environmental cleanliness	Partnerships and Performance Section Head	25 June 2014	31 July 2014	Still waiting for the information; delay due to technical difficulties.	
	Forward the Annual indicator as soon as it is available.				Further update to be provided at March meeting.	
	(For 2014/15 this indicator is CS2)					

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 41	<u>CCS2 – Improved street and</u> <u>environmental cleanliness</u> Add to work programme for a report on this indicator.	Committee and Scrutiny Officer	25 June 2014	1 September 2014	The Environmental Health and Licensing Section Head to present a report at Overview and Scrutiny's March meeting on fly-tipping and enforcement.
	Raise issue of abandoned bags of rubbish with officers	Overview and Scrutiny Committee and Outsourced Services Scrutiny Panel	20 November 2014	26 March 2015 and 26 November 2014 respectively	For discussion at the relevant meetings.
PI	<u>CCS7 – HomeLet</u>				
43	Scrutiny Committee to be provided with a copy of the results of the current survey.	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.
	(For 2014/15 this indicator is CS4)				
	The Portfolio Holder and Housing Officers to be invited to attend a future scrutiny committee to discuss the HomeLet scheme.		17 September 2014	26 March 2015	The Portfolio Holder and Housing officers will be attending the March meeting.

Action to be carried out		Responsibility	Committee Date	Deadline	Comments/officer
PI 45	HR1 – Sickness absence 1) Contact the Customer Services	Committee and Scrutiny Officer / Customer Service Section Head	25 June 2014	1 September 2014	This indicator is to be reported to Outsourced Services Scrutiny Panel.
	Section Head to discuss Members being able to shadow CSC officers.				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.
	2) Presentation to a future meeting about 'a day in the life of a Customer Services Officer'.				
					Councillors Collett and Aron have visited the CSC and shadowed officers.
	3) Housing Section to be asked to ensure a member of the team to be present in CSC during opening hours.	Committee and Scrutiny Officer	20 November 2014		The Committee and Scrutiny Officer has emailed the relevant Heads of Service to report on the Scrutiny Committee's views and seek their
	4) Revenues and Benefits to be asked to provide an additional member of staff from the Benefits Team to the CSC.	Committee and Scrutiny Officer	20 November 2014		comments.
PI 47	Future reports to include a review of the Council's Corporate Plan.	Partnerships and Performance Section Head / Committee and Scrutiny Officer	17 September 2014	31 October 2014	The Chair Of Overview and Scrutiny, the Partnerships and Performance Section Head and the Committee and Scrutiny Officer have met to discuss the Corporate Plan. Several areas have been identified for possible future reviews. The Committee and Scrutiny Officer will review the suggestions and will add items to the work programme as appropriate.

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Executive Decision Progress Report						
ED 6	Officers to be asked if they monitored the cumulative effect of agreed schemes on Watford.	Committee and Scrutiny Officer	17 September 2014	31 October 2014	The Managing Director and Head of Regeneration and Development have been contacted regarding this enquiry.	
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.	