

<b>Topic:</b>	Responsive Repairs
<b>Municipal Year:</b>	2020/21
<b>Approach:</b>	Report
<b>Objectives:</b>	
Report to inform Members about the council's Responsive Repairs Service, so that Members have the opportunity to learn more about the service.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Information on how performance targets were set (range of research and analytics)</li> <li>• Key performance indicators</li> <li>• Overview of impacts that covid had on service delivery</li> <li>• Contractor information – numbers of staff furloughed and phased approach to bringing back to work</li> <li>• Call statistics</li> <li>• Repairs statistics</li> <li>• Customer satisfaction survey data</li> </ul>	
<b>People attending:</b>	
Executive Member Officers	
<b>Recommendations</b>	<b>Status update</b>
Creation of a sub group to consider KPIs and Councillor complaints in further detail	Complete - A housing repairs Task and Finish Panel was set up.

<b>Topic:</b>	Budget Setting and corporate plan
<b>Municipal Year:</b>	2020/21
<b>Approach:</b>	Report
<b>Objectives:</b>	
<p>To review budget proposals and consider whether any recommendations should be made to the Cabinet before the draft budget is recommended to Full Council.</p> <p>To input into the next corporate plan and key council objectives.</p>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Local Government Finance Settlement</li> <li>• Information on covid grants and service impacts</li> <li>• Council tax base and forecasts</li> <li>• Information on reserves</li> <li>• Information on housing development plans and targets</li> <li>• Budget proposals</li> <li>• Customer survey feedback/results</li> </ul>	
<b>People attending:</b>	
<p>Executive Member Officers</p>	
<b>Recommendations</b>	<b>Status update</b>
<p>Investigate potential overlaps between the reserves, in order to ascertain whether there are any risks that had been covered multiple times.</p>	<p>Complete – the reserves are reviewed on (at least) an annual basis with a report of the chief financial officer being presented to full council as part of the budget process.</p>

<b>Topic:</b>	Health Update
<b>Municipal Year:</b>	2020/21
<b>Approach:</b>	Report
<b>Objectives:</b>	
This is a (statutory) annual topic, no specific objectives had been set for this report.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Update on partnership work and wider health system</li> <li>• Information on work undertaken at County level (Health Protection Board and Health Scrutiny Committee)</li> <li>• Information on how to access minutes of Health Scrutiny Meetings (County)</li> <li>• Covid pandemic information – partnership working, resilience forum and cells</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Community Safety Partnership
<b>Municipal Year:</b>	2020/21
<b>Approach:</b>	Report
<b>Objectives:</b>	
Crime and disorder is a (statutory) annual topic, no specific objectives had been set for this report.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Crime rates</li> <li>• CSP commitments (around youth anti-social behaviour)</li> <li>• Information on the fire services trial of alternative working arrangements</li> <li>• CSP activities (reducing/preventing scams 'no more' project, community messaging)</li> <li>• Information on the impacts of covid on activities and crime</li> </ul>	
<b>People attending:</b>	
Officers Executive member	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Call in of Cabinet Decision
<b>Municipal Year:</b>	2020/21
<b>Approach:</b>	Report
<b>Objectives:</b>	
<p>To undertake the call in process and consider:</p> <ul style="list-style-type: none"> <li>• To scrutinise the proposals regarding negotiations on the surrender of the lease</li> <li>• To scrutinise the detail regarding the options appraisal that is to be carried out</li> <li>• To scrutinise the full report that this is based on that went to Cabinet in part 2 and whether it really needed to be published in part 2</li> </ul>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Information from the Executive Member on the basis and reasons for the recommendations and decision taken</li> <li>• Information on which elements of the report were exempt from publication (part II)</li> </ul>	
<b>People attending:</b>	
<p>Officers Executive member</p>	
<b>Recommendations</b>	<b>Status update</b>
<p>To ask the Cabinet to reconsider the decision taken on 9 February 2021, in order to allow the current lease holder to assign the lease to a particular charity identified by the leaseholder and only if that fails to accept surrender of the lease and consider an Options Appraisal</p> <p>The Committee unanimously agreed to recommend that the Constitution Review Group consider and advise on how reports are prepared and published, especially with regards to what information should be provide under Part I and Part II, and the use of split reports should exempt information be required to be included.</p>	<p>Complete – the decision was referred back to cabinet with OSC comments.</p> <p>Complete – reports are split where possible to improve transparency</p>

<b>Topic:</b>	Housing Maintenance and Repairs
<b>Municipal Year:</b>	Commenced 2020/21 finalised 2021/22
<b>Approach:</b>	Task and Finish Panel
<b>Objectives:</b>	
<p>To consider some of the persistent issues that Members had been made aware of by residents in relation to the maintenance and repairs service and assess the key performance indicators for the service.</p> <p>Due to the panel straddling two years, there was new membership to the group and it was agreed to start again in 2021/22 with reviewing the information received to date and to determine a new direction.</p>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Heat maps and other information on damp and mould</li> <li>• Information on commissioned consultants undertaking asset grading</li> <li>• Void property information</li> <li>• Information on asset grading approach</li> <li>• Information on age and condition of buildings</li> <li>• Information on maintenance programme</li> <li>• Information on window repairs and replacement policy</li> <li>• Scrutiny of oldest 10% of property and all sheltered accommodation</li> <li>• Understanding of voids – ensuring let at best possible standard</li> </ul>	
<b>People attending:</b>	
<p>Officers Executive member</p>	
<b>Recommendations</b>	<b>Status update</b>
The Council is currently undertaking a stock condition/asset grading exercise - this Panel asks that the outcome is brought to Cabinet Housing Panel (CHP) and suggests to the Overview and Scrutiny Committee (OSC) that once this work is complete a further task and finish panel should be convened to review this, and its progress. We would like to see the results of this piece of work informing the development of a robust planned maintenance programme.	The stock conditions work is well underway and due to complete this year.
This Panel also recommends a complete review of the housing complaint process to be carried out in a timely manner at the next available point. This should also include the measuring and reporting of complaints, and the communication process with residents.	This has been implemented. At the start of the new housing maintenance contract, text messaging service was rolled out to enhance the communication process with tenants. A comprehensive review of the housing complaint progress has been carried out

	<p>in conjunction with Morgan Sindall over the past 6 months. Customer satisfaction is also discussed at each of the monthly cross party housing maintenance group.</p> <p>In addition, performance on dealing with complaints is also shown as part of performance clinic reports. Further work has since been done to ensure compliance with the new Social Housing Regulator handling code.</p>
<p>We recommend the Council puts in a considerable effort into clearing the backlog of long-term/historic complaints/cases with regular updates being presented to CHP; and that the Council should undertake a review of the Service Level Agreements (SLA) for maintenance and repair works to ensure residents have fair and realistic expectations. This should be accompanied by a robust monitoring of works to ensure they meet the SLA.</p>	<p>This was implemented.</p>
<p>We recommend that the Housing Maintenance team work with the Communications team to produce a proactive communications campaign aimed at encouraging tenants to inform the Council of any mould or maintenance issues as soon as they arise, rather than delaying and allowing the situation to worsen.</p>	<p>This has been implemented. A new webpage, leaflet, social media campaign was implemented before winter 2022. Messages will continue to be delivered in the future through One Magazine, Residents Newsletter, Residents Panel, social media, community days, etc</p>
<p>The Task and Finish Panel fully supports proposals to introduce consistent and regular gutter maintenance on all properties within the housing stock - as this will limit potential damage to properties going forward. We would like to see this undertaken as regularly as possible, and as outlined by officers, expect a cycle of 18 months to be the aim. This should be done in conjunction with regular tree maintenance to reduce the pressure on gutters of higher, more difficult to access buildings - taking into consideration where this would be of most benefit (i.e. areas with denser tree coverage where gutters are more likely to be blocked.</p>	<p>This has been implemented. Regular gutter maintenance has been scheduled.</p>
<p>working with the Communications team, a proactive communications campaign aimed at informing residents on what they can do to limit mould growth in their properties should be undertaken - but care taken as to not imply that lifestyle is the sole cause for mould in properties - as we have seen that this is not the case.</p>	<p>Completed in 2022/23.</p> <p>There is an ongoing social media campaign every Autumn on this. The website has also been updated with advice on damp, mould and condensation.</p>
<p>The Task and Finish Panel recommends removal</p>	

of specific rooms in the window replacement guidelines when it comes to the replacement of blown/misty DGUs (see suggested revision in Appendix C). The T&F group notes that the Council is looking at a significant increase in the 5-year planned maintenance programme for replacement doors and windows and recommend that this goes ahead - with reporting on progress to be made available to members via the member information centre.

This has been implemented. The new windows repairs and replacement policy was agreed by Cabinet in Feb 2022



<b>Topic:</b>	Community Safety Partnership
<b>Municipal Year:</b>	2021/22
<b>Approach:</b>	Report
<b>Objectives:</b>	
Crime and disorder is a (statutory) annual topic, no specific objectives had been set for this report.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>Engagement of communities and stakeholders with covid restrictions, and support offered to victims of crime</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Affordable Housing – Target of 9000
<b>Municipal Year:</b>	2021/22
<b>Approach:</b>	Report
<b>Objectives:</b>	
Whether or not the target of 9000 is appropriate for the councils housing stock.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Vision statement (Housing)</li> <li>• Housing delivery strategy</li> <li>• Housing register statistics</li> <li>• Housing allocations policy</li> <li>• Affordable housing programme pipeline</li> <li>• Information on right to buys</li> <li>• Information on Housing Company (Now Housing Limited)</li> </ul>	
<b>People attending:</b>	
Officers Residents Panel Representative	
<b>Recommendations</b>	<b>Status update</b>
That Cabinet review the current HRA Business Plan and associated Strategic Plan in order to understand the financial capacity to increase the Council's current housing stock and directly deliver more affordable homes, whilst also continuing to invest appropriately in the existing housing stock.	Complete – undertaken on an annual basis as part of the budget setting process

<b>Topic:</b>	Anti-social Behaviour, Noise Nuisance and Pest Control
<b>Municipal Year:</b>	2021/22
<b>Approach:</b>	Report
<b>Objectives:</b>	
To consider how the Council deals with issues affecting people in their homes	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Key performance indicators on anti-social behaviour</li> <li>• Legislative framework the council operates within</li> <li>• Enforcement processes and court process (delays due to covid pandemic)</li> <li>• Case severity matrix</li> <li>• Information on capacity issues with partners (mental health services, drug and alcohol services etc)</li> <li>• Information on pest control arrangements and fees</li> <li>• Information on noise nuisance including actions that can be taken</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Budget Setting
<b>Municipal Year:</b>	2021/22
<b>Approach:</b>	Task and Finish Panel
<b>Objectives:</b>	
To review budget proposals and consider whether any recommendations should be made to the Cabinet before the draft budget is recommended to Full Council.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Local Government Finance Settlement</li> <li>• Council tax base and forecasts</li> <li>• Information on reserves</li> <li>• Information on garages</li> <li>• Information on approach to Climate Change</li> <li>• Budget proposals</li> <li>• Medium Term forecasts</li> </ul>	
<b>People attending:</b>	
Executive Member Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Public Health Update
<b>Municipal Year:</b>	2021/22
<b>Approach:</b>	Report
<b>Objectives:</b>	
This is a (statutory) annual topic, no specific objectives had been set for this report.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Impact of covid and roll out of vaccination programme</li> <li>• Vaccination priorities and areas of low uptake</li> <li>• Information on the challenges of living with covid</li> <li>• Healthy hub information and talking health inequalities</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Community Safety Partnership
<b>Municipal Year:</b>	2021/22
<b>Approach:</b>	Report
<b>Objectives:</b>	
<p>Crime and disorder is a (statutory) annual topic, no specific objectives had been set for this report.</p> <p>This area was scrutinised twice in the 2021/22 municipal year.</p>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Overview of 8 key principles and 5 priorities associated with community safety</li> <li>• Overview and updates on the action plan and strategy set in 2020/21</li> <li>• Plans for 2022/23</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Garage Management
<b>Municipal Year:</b>	2022/23
<b>Approach:</b>	Task and Finish Panel
<b>Objectives:</b>	
<ul style="list-style-type: none"> <li>investigate the volume of repair requests received by the council</li> <li>explore how repairs are responded to and whether repairs are carried out in line with contractual arrangements</li> <li>consider the complaints against the service and whether there are any common themes to upheld complaints.</li> <li>Explore whether the council is maximising rental from the stock</li> </ul>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>Information on garage statistics (numbers, occupancy etc)</li> <li>Fees and charges</li> <li>Information on sizes and use of garages</li> <li>Information on processes (application, waiting lists etc)</li> <li>Information on privately owned garages</li> <li>Alternative use options and challenges around use of sites (utilities etc)</li> <li>Disposals process for HRA garages</li> <li>Maintenance programme information and safety information (asbestos etc)</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
Review the pricing structure of the garages (already taken onto Council as part of the 2023/24 Budget)	The pricing structure was altered with a new increased banding put in place named 'Premium'. The price increase for 2024/25 were raised in line with inflation.
That a marketing strategy should be created and appropriately resourced	A marketing strategy is work in progress. The initial document has been shared with our comms team who will help and progress with the team. This requires further discussion and development.
Further system improvements should be made, where possible in the areas highlighted in section 3.10 (online application, select a garage, waiting list position, waiting list amalgamation, use of jadu)	All applicants are signposted to ensure applications are made online. This has been in place for some time now and the garage team manually add these applications to Orchard where, historically, the waiting list is in place. Due to the applicant and garage matching facility available in Orchard this is a necessary process to follow. Select a garage and waiting list position is part of the transformation project that is currently on hold. JADU is now fundamental to the garage application and termination process for customers
Complete the site review underway and consider alternative suitable use where	This has been completed with a number of sites selected for potential disposal/alternative use.

appropriate	
Ensure repairs are tracked from request to completion (implemented)	<p>This is work in progress and requires a manual element from the garage team to complete. Currently all repair jobs are raised on Orchard which automatically notifies the contractor the full details of the job. The contractor sends a monthly list of completed jobs and the garage team change the status of the repair to practically completed. The automation of this element of the role is part of the transformation project.</p>



<b>Topic:</b>	Street Scene
<b>Municipal Year:</b>	2022/23
<b>Approach:</b>	Task and Finish Panel
<b>Objectives:</b>	
<ul style="list-style-type: none"> <li>investigate key performance data relating to missed bins and cleansing requests.</li> <li>explore how case types are raised and shared with Contractor to ensure completion in agreed timeframe.</li> <li>explore approach to contract management and overall governance of contract management</li> </ul>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>Urbaser Contract Review Management Guide</li> <li>Team structure</li> <li>Key performance indicators</li> <li>Information on systems utilised</li> <li>Missed bins data</li> <li>Complaints data</li> <li>Information on recycling banks</li> <li>Information on flat recycling</li> <li>Collisions data</li> <li>Information on fly tipping</li> <li>Information on the development of the depot and HWRC</li> </ul>	
<b>People attending:</b>	
<p>Executive Member Officers Waste contractor - Urbaser</p>	
<b>Recommendations</b>	<b>Status update</b>
That detailed data is provided on collisions quarterly via the Members Information Hub.	Information is shared with the executive member
That social media be used to educate residents about fly tipping and its impacts.	Commenced in 2023/24 but will continue and enhance in 2024/25.
That the report advises OSC of the continued pressures for efficiencies for Urbaser and to report the spillage numbers via the Members Information Hub	Information is shared with the executive member
To look at the viability of mobile cameras in fly tipping and litter hotspot areas	We are looking to see if we can utilise the mobile cameras used by the ASB team. Also, District Enforcement will be able to provide CCTV cameras as part of investigations for the pilot enforcement contract commencing Sept 2024.
To promote Hertfordshire County Council (HCC) services regarding grit availability and grit bins and share Officer- gathered data from the December snow period with HCC, to highlight	Completed. There was an article in the One Magazine <a href="#">Hertfordshire County Council's winter self-help scheme is now open. – One Welwyn Hatfield</a>

the roads that are of particular concern in the borough	<a href="http://welhat.gov.uk">(<a href="http://welhat.gov.uk">welhat.gov.uk</a>)</a> Also, WHBC website content was updated <a href="#">Snow and ice disruption – Welwyn Hatfield Borough Council (<a href="http://welhat.gov.uk">welhat.gov.uk</a>)</a>
To review the recycling bank service including current schedules for collections, methodology of collection and viability for future provision.	Review commenced in 2022/23 and was concluded in 2024. See further notes under Task and Finish Group for 2023/24.

<b>Topic:</b>	Food Safety Service Plan
<b>Municipal Year:</b>	2022/23
<b>Approach:</b>	Report
<b>Objectives:</b>	
No specific objectives had been set for this report.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Presentation of the food safety service plan for 2022/23</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Update on affordable housing strategy
<b>Municipal Year:</b>	2022/23
<b>Approach:</b>	Presentation/Discussion
<b>Objectives:</b>	
For the committee to receive an update on the progress of the affordable housing strategy and for members to ask any questions/comments they may have prior to its drafting.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>An overview of information that would be included in the strategy (stock numbers, affordable/social housing definitions).</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Budget Setting
<b>Municipal Year:</b>	2022/23
<b>Approach:</b>	Task and Finish Panel
<b>Objectives:</b>	
To review budget proposals and consider whether any recommendations should be made to the Cabinet before the draft budget is recommended to Full Council.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Local Government Finance Settlement</li> <li>• Council tax base and forecasts</li> <li>• Information on reserves</li> <li>• Information on revenues and benefits and other services changing 1 April</li> <li>• Budget proposals (growth, savings, fees and charge)</li> <li>• Medium Term forecasts</li> </ul>	
<b>People attending:</b>	
Executive Member Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Covid Vaccine Champions Project
<b>Municipal Year:</b>	2022/23
<b>Approach:</b>	Report
<b>Objectives:</b>	
No objectives were set for this topic.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Information on the government funding bid</li> <li>• Presentation of funding objectives</li> <li>• Approach and plan to utilising funding</li> <li>• Overview of communications plans</li> <li>• Overview of key vaccination statistics and demographic data</li> </ul>	
<b>People attending:</b>	
Executive Member Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Provision of crime and disorder services
<b>Municipal Year:</b>	2022/23
<b>Approach:</b>	Report
<b>Objectives:</b>	
Crime and disorder is a (statutory) annual topic, no specific objectives had been set for this report.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Overview of the community safety partnership and upcoming plan</li> <li>• Background</li> <li>• Organisational structure</li> <li>• Responsibilities and priorities of the partnership</li> <li>• Information on 9 successful projects/campaigns</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Housing Maintenance
<b>Municipal Year:</b>	2023/24
<b>Approach:</b>	Report
<b>Objectives:</b>	
<p>The objectives expected through this scrutiny were:</p> <ul style="list-style-type: none"> <li>• to consider if the cross-party working group is achieving its aims and objectives, and if the priority areas are being discussed;</li> <li>• to consider if improvements could be made to the transparency including awareness on the discussions of, and actions arising from, the cross-party working group;</li> <li>• to consider if performance is being actively monitored and that adequate actions are being put into place where performance falls below target levels; and,</li> <li>• To ensure recommendations of the previous task and finish group have been implemented and achieved the expected outcomes.</li> </ul>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Information on the governance of KPIs and frequencies of reporting</li> <li>• All minutes of the Housing Maintenance Member Group</li> <li>• A review of the recommendations and action updates of the previous task and finish group</li> <li>• Terms of reference for Cabinet Housing Panel</li> <li>• Terms of reference for Housing Maintenance Member Group</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None (it was noted a further report may be presented at a later date, but it is not noted on what this would be on or the objectives of a further report)	N/A



<b>Topic:</b>	Cyber Security
<b>Municipal Year:</b>	2023/24
<b>Approach:</b>	Report
<b>Objectives:</b>	
<p>The objectives expected through this scrutiny were:</p> <ul style="list-style-type: none"> <li>• to consider if the risks are actively and appropriately managed;</li> <li>• to consider if improvements could be made to the oversight of cyber security;</li> <li>• to consider if emerging risks are appropriately identified and mitigated;</li> <li>• to consider if the council utilises external assessments adequately and appropriately actions any findings; and,</li> <li>• ☑ To consider if training and communication could be improved.</li> </ul>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• a summary of how the council manages cyber security;</li> <li>• how emerging cyber risks are identified and addressed, including a summary of improvements made in recent years;</li> <li>• how risks on cyber security are monitored by the Executive;</li> <li>• an overview of any external/independent assessments undertaken, how these are reported on and how actions arising from these are monitored; and,</li> <li>• how the council trains and communicates on cyber security (staff, Councillors and contractors)</li> </ul> <p>This was a Part 2 item</p>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Budget Setting
<b>Municipal Year:</b>	2023/24
<b>Approach:</b>	Task and Finish Panel
<b>Objectives:</b>	
To review budget proposals and consider whether any recommendations should be made to the Cabinet before the draft budget is recommended to Full Council.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Local Government Finance Settlement</li> <li>• Council tax base and forecasts</li> <li>• Information on reserves</li> <li>• Information on revenues and benefits and other services changing 1 April</li> <li>• Budget proposals (growth, savings, fees and charge)</li> <li>• Medium Term forecasts</li> <li>• Assumptions used for forecasts such as for Campus West</li> </ul>	
<b>People attending:</b>	
Executive Member Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Street Scene
<b>Municipal Year:</b>	2023/24
<b>Approach:</b>	Task and Finish Panel
<b>Objectives:</b>	
<p>The objectives expected through this scrutiny are to determine if recommendations could be made:</p> <ul style="list-style-type: none"> <li>• to improve recycling rates and/or targets;</li> <li>• from the 12 suggestions made as a motion at the Full Council meeting of 1 February 2023;</li> <li>• in dealing with verge issues which appear to fall between boundaries of responsibility between Herts County Council and Welwyn Hatfield Borough Council.</li> <li>• to improve bin collection performance</li> </ul>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Missed bin data and performance</li> <li>• Complaints levels and data on types of complaints from residents</li> <li>• Data on the number and types of fly-tipping in the borough</li> <li>• Information on the approach to enforcement</li> <li>• The level of fines for enforcement</li> <li>• Recycling rates and targets</li> <li>• Information on the approach to recycling and opportunities for improvement</li> <li>• Information on waste cage days and waste awareness campaigns</li> <li>• Overview of verge parking responsibilities</li> </ul>	
<b>People attending:</b>	
<p>Executive Member Officers Urbaser</p>	
<b>Recommendations</b>	<b>Status update</b>
That the collection of cardboard presented beside the bin is implemented.	Implemented in December 2023
That the bring bank service is to be reviewed and a change to the service to be implemented. Officers to commence the review of the Bring Bank service and plan for implementation of the change by 01/04/2024	The review has been completed and a note will be circulated on the member information hub, with the new bring bank service commencing in August.
That the Council investigates options for entering a 12 month pilot contract with an external provider for environmental enforcement. Officers to engage with Procurement to commence soft market testing to establish what services are available.	Included in the budget for 2024/25. This has been through the procurement process and the contract has been awarded using Executive Member Decision. The contract will go live in September 2024.
That the Council continue to collect paper separately to dry mixed recycling as this provides a greater income to the Council than collecting it with other recyclables. Officers to investigate other options for receptacles to collect paper.	Investigations are underway and this will be considered as part of the 2025/26 budget setting process.

<p>That a communications campaign be developed that seeks to change behaviour to encourage civic pride for the borough and enhanced education and publicity about matters such as waste disposal, recycling and tackling of illegal waste dumping including enforcement</p>	<p>This will commence alongside the communications around the new civil enforcement contract, which goes live in September 2024.</p>
<p>That a briefing note is distributed to members through the information hub on the responsibility for verge protection across the borough.</p>	<p>Not yet complete, this will be completed by September 2024 and placed on the information hub.</p>
<p>Officers to investigate whether cage days could be sponsored (perhaps through social value actions) by our Corporate contractors (such as Urbaser).</p>	<p>A number of community days have been held over the last 12 months, and cage days have formed part of this. These have been sponsored by contractors within the Housing Repairs and Maintenance teams.</p>
<p>That a Cabinet Streetscene Panel is introduced to provide regular oversight on the performance of the outsourced waste and cleansing contract</p>	<p>Cabinet determined that an annual report should go to Overview and Scrutiny Committee setting out the recommendations agreed by Cabinet and Council to ensure progress is recorded rather than setting up an additional Cabinet Panel.</p>

<b>Topic:</b>	Provision of crime and disorder services
<b>Municipal Year:</b>	2023/24
<b>Approach:</b>	Report
<b>Objectives:</b>	
Crime and disorder is a (statutory) annual topic, no specific objectives had been set for this report.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• The Committee received a verbal update and presentation delivered by Chief Inspector Pete Frost covering some aspects of crime and disorder around Welwyn Hatfield: <ul style="list-style-type: none"> <li>○ Strategic assessment</li> <li>○ Crime hotspot and overview of all crime</li> <li>○ Anti social behaviour matters</li> <li>○ Vulnerability with violence against women and girls</li> <li>○ Domestic abuse</li> <li>○ Serious violence and knife crime</li> <li>○ Recent events from Welwyn/Hatfield</li> <li>○ Stop search figures</li> <li>○ Neighbourhood watch</li> <li>○ Press coverage and CSP priorities moving forward</li> </ul> </li> </ul>	
<b>People attending:</b>	
Officers Chief Inspector (Welwyn Hatfield Police)	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Provision of crime and disorder services
<b>Municipal Year:</b>	2023/24
<b>Approach:</b>	Report
<b>Objectives:</b>	
No specific objectives had been set for this report.	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• The Committee received a verbal update and presentation delivered by Joyce Guthrie covering updates including: <ul style="list-style-type: none"> <li>○ Healthy Hub services including signposting referrals to appropriate health services</li> <li>○ Place based health inequalities project, in partnership with Herts County Council</li> <li>○ Falls prevention programme</li> <li>○ Cancer rehabilitation sessions</li> <li>○ Healthy eating sessions</li> <li>○ Keep fit, keep warm sessions</li> </ul> </li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
None	N/A

<b>Topic:</b>	Recruitment and Retention
<b>Municipal Year:</b>	2023/24
<b>Approach:</b>	Task and Finish Panel
<b>Objectives:</b>	
<p>The objectives expected through this scrutiny were to determine if recommendations could be made:</p> <ul style="list-style-type: none"> <li>• to reduce turnover (if deemed high);</li> <li>• to improve recruitment techniques/success rate;</li> <li>• to improve retention (if deemed low); and,</li> <li>• to improve the handover process when staff leave the council.</li> </ul>	
<b>Data considered:</b>	
<ul style="list-style-type: none"> <li>• Equality and diversity statistics</li> <li>• Full time / part time statistics</li> <li>• Overall headcount</li> <li>• Length of service statistics</li> <li>• Starter / leaver statistics and recruitment success rates</li> <li>• Information on terms and conditions and TUPE</li> <li>• Exit interview data</li> <li>• Information on waste cage days and waste awareness campaigns</li> <li>• Overview of verge parking responsibilities</li> <li>• Hybrid working arrangements</li> <li>• Sickness management information and comparators</li> <li>• Information on staff benefits, development and rewards</li> <li>• Flexible working information</li> <li>• Leaver processes and feedback</li> </ul>	
<b>People attending:</b>	
Officers	
<b>Recommendations</b>	<b>Status update</b>
A formal buddy system should be implemented to ensure all new starters are supported and settled into their role	Implemented
The 'top 50 benefits of working with council' should be added to website to emphasise to prospective employees	Complete
Staff surveys should resume on regular basis and to be implemented by HR and overseen by ED for Finance and Transformation	Commencing this month (September 2024)