



for prosperity



for the future



for living



for everyone

overview and scrutiny

ANNUAL REPORT
2003/04



*Making
it
Happen*



foreword from the chief executive

This annual report outlines the work of Dacorum Borough Council's Overview and Scrutiny Committees, and their impact on the services provided to the people of Dacorum. It looks at the work to date of each of the Overview and Scrutiny Committees and sets out their achievements in Dacorum over the last year.

As shown in this annual report, all Overview and Scrutiny Committees have developed over the past year and many lessons have been learned. I would therefore like to take this opportunity to thank both Members and Officers for all the hard work that has been put in.

It's probably fair to say that whilst clear progress has been made, the potential of Overview and Scrutiny has yet to be explored fully. Like most other boroughs adapting to modernisation, many non-executive councillors are still finding their feet under these arrangements. This is particularly the case here in Dacorum, which saw a large intake of new councillors at the last election.

However, as Members and Officers become more familiar with the Overview and Scrutiny function in Dacorum, we will increasingly appreciate its potential to act as a platform for non-executive members to exercise their roles as community advocates. The process also affords non-executive members the opportunity to apply their considerable local knowledge, along with their individual and collective skills, to examine and comment on issues of real importance to local people.

To conclude, may I once again thank all at Dacorum Borough Council for all of last year's efforts.



Daniel Zammit
Chief Executive

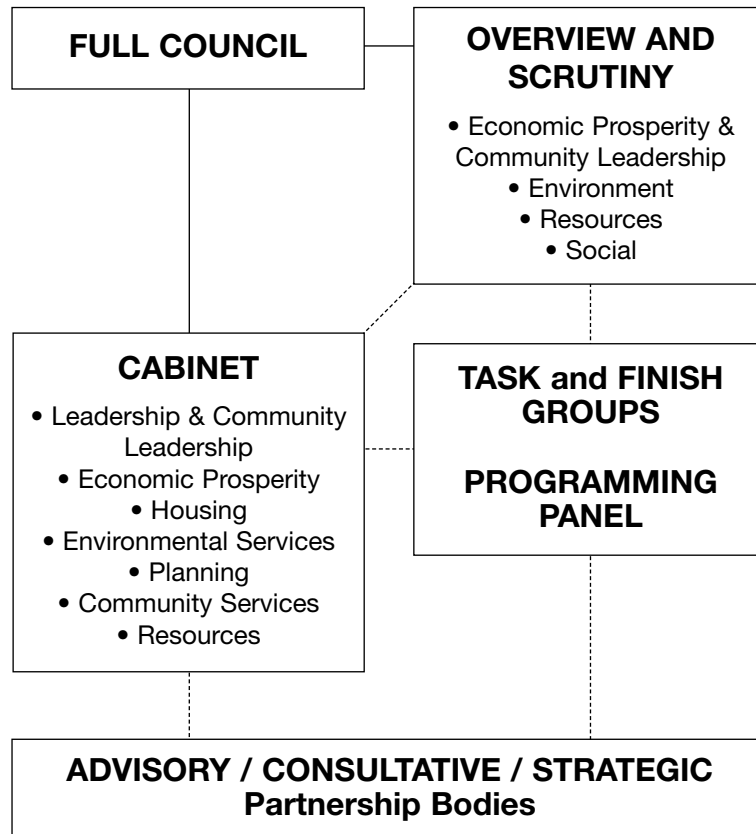
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introduction to overview and scrutiny

In September 2001, after consulting with the community, Dacorum Borough Council changed the way it makes decisions, in line with the Government's modernising agenda. The aim was to try to make local government more accessible and open to the people it serves. The structure as it currently operates in Dacorum is shown below:



Full Council

This comprises 52 councillors elected by residents every 4 years. Councillors share responsibility for the Council's activities and take part in the decision making. Those Councillors that are not members of the Cabinet are known as non-executive members.

Cabinet

There are 7 cabinet (executive) members including the Leader of the Council. The Leader is chosen by the Councillors. The Leader's job is to decide on the direction of the Council with the other Councillors. The Cabinet takes most key decisions within the budget framework agreed by the Council and lists the decisions it will take in a forward plan.

Overview and Scrutiny Committees

The non-executive Councillors are appointed to Overview and Scrutiny Committees, which meet regularly to discuss and decide how services are provided to residents and to check the decisions made by the Cabinet.

the role and purpose of overview and scrutiny

There are three main aspects to the role of an Overview and Scrutiny Committee (OSC).

- **Developing and reviewing policy**
- **Scrutiny - checking out decisions**
- **Challenging - reviewing the performance of the Council**

Developing and reviewing policy

The first part of the role is to assist the Cabinet and full Council to keep its policies up-to-date, effective and inclusive of the many interests in the community. This may involve reviewing existing policies or developing new ones. It can add significant value to the Council's activities by:

- taking a considered, inclusive and cross-party view of policies
- seeking to bring together the views of all the relevant interests and stakeholders, including hard to reach groups

Scrutiny

This second aspect of the role is to hold the Cabinet to account, scrutinising and questioning decisions it makes. After looking at all the information available, and calling witnesses if necessary, the OSC can decide to either ask the Cabinet to reconsider the issue; ask for it to be discussed at the next meeting of the full Council, or decide that the decision should stay as it is.

Overview and Scrutiny Committees can evaluate:

- decisions the Cabinet is planning to make, as set out in their forward plan
- decisions the Cabinet has made, "calling in" decisions for discussion before implementation
- decisions after they have been implemented, to assess their effectiveness
- the performance of the Cabinet and Council's services.

OSCs can also consider issues that do not involve services directly delivered by the Council, such as local health or education issues.

Challenging

Overview and Scrutiny Committees can play an important role in improving the performance of the Council. They do this by:

- Taking an active and challenging role in reviews of services
- Receiving regular monitoring information on how services are performing
- Questioning and challenging performance that is less good than other authorities, or is declining over time.

Working practices

Membership of the OSCs is tailored to make best use of relevant skills and expertise from Members along with input from other external bodies. The meetings often do not run to a set format, and whenever appropriate the committee will consult fully with other stakeholder groups and interested organisations.

Members of the OSCs must abide by the declaration of interest rules. A party whip can not be imposed on the work of the OSC, to ensure the independence of the Committee.

The work of the Council's Overview and Scrutiny Committees is planned throughout the year. Each Committee's work programme is set according to the interests and concerns of the Chair(man) and Members. Since this has been introduced, the agendas are increasingly reflecting Members' concerns and views.

overview and scrutiny in dacorum

Dacorum Borough Council has four Overview and Scrutiny Committees responsible for the overview, scrutiny and policy development relating to:

- **Economic Development and Community Leadership**
- **Environment**
- **Resources**
- **Social issues**

The Cabinet and the Overview and Scrutiny function is committed to making the work of the Council efficient, transparent and accountable.

Their work programmes and decisions are based on the Council's nine priorities:

- Riverside development
- Managing down the budget
- Transforming customer access
- Improving the street scene
- Civic zone
- Housing options
- Recycling
- New arts and entertainment facility
- Community safety

With a view to attaining the Council's key aims:

- For Prosperity
- For the Future
- For Living
- For Everyone
- Making it Happen

The overall work of the OSCs is monitored by the Overview and Scrutiny Chair(men) and Vice Chair(men) group, whose role is also to ensure any cross-cutting issues are co-ordinated across the Committees.

Challenge and Consultation

In 2003/04 a wide range of issues have been considered, from external challenge of other agencies to reviews of internal management arrangements. Many people from outside Dacorum Borough Council have attended meetings either as invited, expert witnesses or as interested members of the public.

The Cabinet's draft budget proposals for 2004/05 were issued for wide consultation in October 2003. As part of this process all four OSCs examined the proposals which fell within their particular remit, and produced specific comments which were fed back to the Cabinet for formal consideration.

Consultation with external bodies is conducted by all Overview and Scrutiny Committees. Many specific reviews of particular organisations have also been carried out and have gone well as a result of the Committee working together across political parties. Past reviews include:

- The future of West Herts College
- The closure of Post Offices, some in Dacorum
- Acute health services review

The Overview and Scrutiny Committees encourage submission of evidence from, and involvement of, all those concerned with the issue under review, including:

- local people
- community groups
- the council's partners

This ensures that a wide range of knowledge and opinion is considered when examining an issue and making recommendations to either Cabinet or Council.

Each Committee reflects the overall make-up of the Council and is made up of 7 Conservative Councillors, 3 Labour Councillors and 1 Liberal Democrat Councillor.

development of overview and scrutiny

The system of Overview and Scrutiny was introduced to Dacorum Borough Council in September 2001. Following this the 2003 elections saw 19 new Members join the Authority. As a result of these changes Members needed the opportunity to develop their existing skills further, in order for Overview and Scrutiny to reach its full potential. Training programmes are monitored closely to ensure the correct sessions are being selected.

In partnership with The Baikie-Wood Consultancy, training sessions were held in July and November 2003 for all Members of the Council. The training sessions covered:

- An introduction to scrutiny - its meaning, remits and powers
- Questioning techniques - getting the answers you want, by asking the right types of questions
- Best value reviews - What it all means? Members' role in Task and Finish groups and scrutiny involvement in reviews
- Comprehensive Performance Assessment - what it involves and its consequences.

The Overview and Scrutiny section has identified the need for future training sessions to include seminars aimed at developing OSC Members' involvement in the budget setting process. The seminars will be run by the Chartered Institute for Public Finance and Accountancy (CIPFA), using material developed in conjunction with Maidstone Borough Council.

After each training session a feedback form is circulated to all the attendees. Feedback from the training sessions has led to the Chair(men) and Vice Chair(men) introducing new and improved methods of practice in the following areas:

- A new system of notifying Members that a decision has been called in, designed to encourage cross-party involvement on each Call-In
- Holding pre-meetings before an OSC meeting, to select areas of interest and to simplify the order of questioning
- The research function is currently being developed, which will look at different options for Overview and Scrutiny research.

Research

As part of future development Dacorum Borough Council now has a Member appointed to act as a 'scrutiny champion', as part of a scheme run by the Centre of Public Scrutiny. This scheme allows information and examples of best practice to be fed through and shared with other authorities and organisations.

The research aspect of the Overview and Scrutiny function in Dacorum requires further development to ensure that a wide range of relevant topics and options are explored. Research requests submitted by members could add further depth to discussions at meetings.

Future Initiatives

Agendas and minutes for each Overview & Scrutiny Committee meeting are currently published on www.dacorum.gov.uk We intend to establish a separate section of the Council's website for Overview and Scrutiny items, to include items such as:

- Future work programmes
- Overview and Scrutiny support team and contact details
- Overview and Scrutiny guidance for members
- Dates of future meetings.

We are learning to improve our scrutiny techniques, but we recognise that there is more to do. We need to ensure that Overview and Scrutiny Committees play a more active role in managing the performance of the Council, across a wider variety of issues.

members of overview and scrutiny committees

from May 2003 - April 2004

Economic Prosperity and Community Leadership Overview and Scrutiny Committee

Members

Cllr Maureen Flint
(Chair)



Cllr Tiley (Vice Chairman)

Cllr Adeleke
Cllr Ayling
Cllr Earl
Cllr Holmes
Cllr Widger

Cllr Appleby
Cllr Bradnock
Cllr Fisher
Cllr Sutton

Substitutes

Cllr Coxage
Cllr Harden
Cllr Speaight
Cllr White

Cllr Gomez
Cllr Lythgoe
Cllr Townsend

Environment Overview and Scrutiny Committee

Members

Cllr Ron Coxage
(Chair)



Cllr Anderson (Vice Chairman)

Cllr Dobie
Cllr Gomez
Cllr Kyriazis
Cllr Smedley
Cllr Sutton

Cllr Fantham
Cllr Hollinghurst
Cllr Roberts
Cllr Speaight

Substitutes

Cllr Craufurd
Cllr Gillespie
Cllr Patterson
Cllr White

Cllr Fisher
Cllr Maloney
Cllr Townsend

Resources Overview and Scrutiny Committee

Members

Cllr Derek Townsend
(Chairman)



Cllr Singam (Vice Chairman)

Cllr Anderson
Cllr Clark
Cllr Gillespie
Cllr Smedley
Cllr Walsh

Cllr Bannister
Cllr Craufurd
Cllr Patterson
Cllr Tiley

Substitutes

Cllr Flint
Cllr Peter
Cllr Roberts
Cllr White

Cllr Maloney
Cllr Rance
Cllr Sutton

Social Overview and Scrutiny Committee

Members

Cllr Alexander McGregor
(Chairman)



Cllr Lythgoe (Vice Chairman)

Cllr Bassadone
Cllr Cook
Cllr Eastwood
Cllr Johnsen
Cllr Wyatt Lowe

Cllr Clark
Cllr Conway
Cllr Harden
Cllr Speaight

Substitutes

Cllr Appleby
Cllr Flint
Cllr Mills
Cllr Widger

Cllr Fisher
Cllr Gibbs
Cllr Peter

economic prosperity and community leadership overview and scrutiny committee

The scope of this committee includes areas of the Council's work relating to:

- Community Planning
- Lifelong Learning
- Heritage and Tourism
- Economic Development
- Management of the town centres
- Supporting local businesses
- Area working
- Social inclusion

Key achievements of the Committee

Review of West Herts College and the provision of educational opportunities at the College's Dacorum Campus.

In the year that has passed the West Herts College review, although a long initial meeting, was a success and further development evolved from it. The Committee has now secured a Dacorum Borough Council representative on the College Board, and there is commitment on both sides to improve communications.

Investigation into the proposed closure of Post Offices in Dacorum.

The Committee has examined many public issues, which have received great public interest, including the closure of Post Offices. Witnesses have been called to attend Committee meetings to give evidence and background information on the issue. As a result the Council formulated a response to the Post Office's consultation highlighting factors relating to new housing development, the demographic profile surrounding the proposed closures and the placement of Post Offices across the Borough as a whole.

Community Planning

Members are being invited to join outside bodies, influencing the decisions that affect the local area. Many members from this committee were involved with the Local Strategic Partnership conference in

March 2004 - A Better Borough, Dacorum 2015, setting key priorities for the Partnership over the coming years.

Heritage and Tourism

The Committee investigated the issues around the development of Heritage and Tourism in the Borough. The Committee heard from many specialist groups and stakeholder organisations including the Apsley Paper Trail, Dacorum Heritage Trust, the Chiltern Society, British Waterways and the East of England Tourist Board. As a result a Heritage and Tourism Action Plan for Dacorum is being developed.



Business Improvement Districts

Business Improvement Districts (BIDs) are part of a central government initiative to encourage partnership working between local authorities and businesses with the aim of making improvements and providing benefits for the wider community. The Committee has considered the action plan for BIDs in Dacorum and plan to visit local pilot projects as part of their investigations.

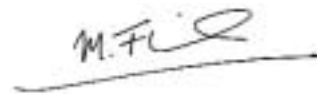
Future plans

Members' input to the Committee's work programme is encouraging. Members ask for items that are of importance to residents of their Ward to be included on the OSC agenda. Some such issues include

scrutiny of Hemel Hempstead's market and areas of the town centre.

The Committee looks forward to the year ahead in which there are plans to continue working on projects started this year such as taking the lead in the Neighbourhood Centres project, which will involve a six month review cross-cutting the work of all the

Council's OSCs. There are plans to take some Committee meetings to other appropriate venues in the community.



Councillor Flint
Chair

Date of Meeting	Item
04/06/03	Overview of the areas covered by the Committee Local Strategic Partnership (LSP) - community plan progress - update To set the work programme for 2003/04
22/07/03	Future of the College
18/09/03	Dacorum Information Centre External funding/regional policy Business improvement districts Comprehensive Performance Assessment (CPA) self assessment
21/10/03	External funding/regional policy
11/11/03	External funding/regional policy Budget Heritage and Tourism progress report Neighbourhood centres preparation for 13/01/04 meeting West Herts College - further update
13/01/04	West Herts College update - (Chair and Vice Chair of Corporate Board attending) Closure of Dacorum Post Offices External funding/regional policy
10/03/04	The old High Street Performance indicators LSP West Herts College update Setting the future work programme
07/04/04	The old High Street Neighbourhood shopping centres (Scope)

Date of Meeting	Programmed Items
20/05/04	Neighbourhood shopping centres Office of Deputy Prime Minister (ODPM) general survey LSP update Best Value Performance Indicators (BVPI's)
17/06/04	Hemel Hempstead market, Neighbourhood shopping centres, Area Working
15/07/04	Hemel Hempstead Old Town - meeting at the Old Town Hall
16/09/04	Neighbourhood shopping centres Large commercial business Quarterly BVPI performance report (1st quarter 2004/05)
18/11/04	Quarterly BVPI performance report (2nd quarter 2004/05) Neighbourhood shopping centres
06/01/05	Neighbourhood shopping centres

Date of Future Meetings (agenda to be announced)

28/10/04 16/12/04 17/02/05 17/03/05

environment overview and scrutiny committee

The scope of this committee includes areas of the Council's work relating to:

- Waste management
- Environmental strategy
- Transportation policy
- Environmental Health
- Car parking
- Planning
- Building control

Key achievements of the Committee

Waste Management

Following widespread consultation and pilot schemes, the Council, in June 2003, began the introduction of a three stream recycling scheme across the Borough to meet stringent government recycling targets. The Committee has overseen this project, making recommendations throughout the process, and Members are regularly updated on the scheme's implementation, a matter of great public interest.



Parking Strategy

In October 2003 the Council introduced new parking regulations. Changes included the introduction of charges in Council run car parks and restrictions surrounding residents' parking zones. The Committee has monitored the implementation of the scheme, with involvement from the initial consultation with residents. Members have made improvement suggestions throughout the process.

Street Nameplates

Investigation has been made into devolving responsibility for maintaining street nameplates to town and parish councils. The Committee has recommended that further detailed investigation is made into the feasibility and implications of this action, including thorough consultation with town and parish councils and close working with community associations, building links in the local areas.

Neighbourhood Shopping Centres

The Committee has made recommendations relating to environmental maintenance as part of this cross-cutting review. Actions requested include reviewing the recycling centre collection times, introducing CCTV security cameras at the centres and making improvements to the landscape of the areas.

Street Care

The Committee was involved in developing the priorities for the future of the Borough's street care, to achieve a more effective litter picking/street cleansing and care service and instil greater community pride in the local area. Members looked in detail at the issues surrounding the way litter and street cleansing has traditionally been tackled in the Borough. They recommended options to Cabinet to provide more effective methods of working, including a joined up approach across Council services to tackling problem areas and providing additional crews to cover main roads and school routes, in a new approach to street care.

Budget 2004/05

In common with all OSCs the Committee was invited to scrutinise the Council's budget for 2004/05. Some of the suggestions for change made by the Committee were not taken up.



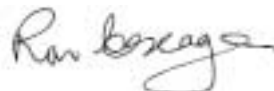
Bus Provision in the Borough

The Committee identified the need to review the current framework for the provision of bus services in the Borough, to assist the Borough Council in more effectively supporting bus service provision to the benefit of users. Members sought the views of stakeholders to inform a number of related areas including; current bus provision and the legislation controlling it, the role of Dacorum Borough Council and Hertfordshire County Council, challenges and opportunities for operators and views of users on how the service could be improved. The Chairman and Vice-Chairman of the Committee will be producing a report to highlight the Committee's findings.

Future plans

The Committee is in the process of setting its work programme, including plans to scrutinise the implementation of the Council's Parking Strategy currently under review, and Members plan to carry out their own annual voluntary litter pick.

It is pleasing to note that all the decisions made over the past twelve months have been reached by consensus of the Committee.



Councillor Coxage
Chairman

Date of Meeting	Item
01/07/03	Update on waste management - holiday requirements
10/09/03	Waste management; option 3 quick (initial update)
30/09/03	Street care management Preparation for the Comprehensive Performance Assessment (CPA)
29/10/03	Planning - best value review Street nameplates
10/12/03	Budget Annual litter pick
27/01/04	Parking strategy implementation - interim report Bank holiday refuse collection
23/03/04	Environment maintenance - neighbourhood centres Sustainable transport (bus provision) Part 1 Performance indicators Litter pick - review arrangements
31/03/04	Sustainable transport (bus provision) Part 2 Setting the future work programme

Date of Meeting	Programmed Items
25/05/04	Parking strategy 6 month review Office of Deputy Prime Minister (ODPM) general survey Best Value Performance Indicators (BVPIs) Waste management option 3 quick update
15/06/04	Health and Safety service
20/07/04	Mobile phone aerials
28/09/04	Quarterly BVPI performance report (1st quarter 2004/05) Street care management
30/11/04	Quarterly BVPI performance report (2nd quarter 2004/05)

Date of Future Meetings (agenda to be announced)

19/10/04 22/02/05 22/03/05

resources overview and scrutiny committee

The scope of this committee includes areas of the Council's work relating to:

- Finance
- Legal and Democratic Services
- Corporate Procurement
- Information and Communications Technology
- Human Resources
- Equal Opportunities
- Fleet and Asset Management
- Customer services
- Corporate anti-fraud

Key achievements of the Committee

Members Remuneration Review

Cabinet requested that this Committee consider the review of Members' allowances. The report from an independent panel was studied, views were heard from non-council Members and recommendations were made to Cabinet.

External Audit

The auditors' findings on the management of the organisation were presented to this Committee, resulting in an action plan being developed addressing points raised. This Committee oversees both these external audits and the internal auditing of the organisation.

Investors in People

The Borough Council was awarded Investors in People status in late 2003. The Committee was

involved throughout the application and assessment process, overseeing the development of actions and strategies proposed to meet the award's criteria.



INVESTORS IN PEOPLE

Single status

The Council has implemented this single tier method of salary and benefit payments to all employees, through evaluation and comparison of employee roles and responsibilities. Throughout this process the Committee highlighted particular important issues surrounding the implementation of single status for various members of the Council's staff.

Transforming Customer Access

The Council is working towards changing the way residents access services, based on customer need and making the most of new technology. This year, in its early stages, the project has been considered by this Committee through regular reports and updates.

Future plans

In the forthcoming year the Committee is looking towards further improving the scrutiny of next year's budget proposals and continuing to develop members' questioning skills in order to facilitate the scrutiny process.

Councillor Townsend
Chairman

Date of Meeting	Item
15/05/03	Decision called in - Chipperfield Village Hall
17/06/03	Introduction to Resources Directorate and non Resources Directorate services. Initial induction into Scrutiny role. Proposed work programme 2003/2004.
15/07/03	Debtors arrears analysis Reporting lines for internal and external audit Progress report on external auditor's recommendations Internal audit annual report Initial service plans Draft work programme 2003/04

Date of Meeting	Item
16/09/03	Initial consideration of budget proposals 2004/05 (NB budget process starts early 04) Investors In People: progress report Verbal update on ICT/customer access/procurement/Riverside development Comprehensive Performance Assessment (CPA) self assessment report
14/10/03	Budget process
25/11/03	Progress report on external auditor's recommendations. Internal audit progress report. Consideration of relevant budget proposals 2004/05 Outcome of best value inspection of support services (Stage 2) Verbal update on ICT/customer access/procurement/Riverside development
25/11/03	Progress report on external auditor's recommendations Internal audit progress report Consideration of relevant budget proposals 2004/05 Outcome of best value inspection of support services (Stage 2) Verbal update on ICT/customer access/procurement/Riverside development
17/12/03	Progress report - external auditor's management letter Internal audit partnership working; code of practice 2003; review by the Audit Commission; progress report
29/01/04	Verbal update on ICT/customer access/procurement/Riverside development Independent remuneration panel
17/02/04	External audit management letter) External/Internal audit protocol) Deferred from 29/1/04 External auditor's audit and inspection plan 2003/04)
01/03/04	Decision called in - Reprographics service
16/03/04	Verbal update on ICT/customer access/procurement/Riverside development

Date of Meeting	Programmed Items
18/05/04	The budget process Customer satisfaction information ODPM general survey - statutory service results
27/07/04	Internal audit - annual report for 2003/04; plan (2004/05) progress report Progress towards Audit Commission audit and inspection letter key issues Transforming customer access - update
14/09/04	Quarterly BVPI performance report (1st quarter 2004/05) Review of arrangements for Members to have access to internal audit reports
12/10/04	Procurement (provisional)
16/11/04	Quarterly BVPI performance report (2nd quarter 2004/05) Internal audit plan (2004/05) progress report Herts internal audit progress update Progress towards Audit Commission audit and inspection letter key issues
25/01/05	Audit Commission - presentation of the audit and inspection letter
15/03/05	Quarterly BVPI performance report (3rd quarter 2004/05) Internal audit plan (2004/05) progress report; plans for 2005/06 Progress towards Audit Commission audit and inspection letter key issues

Date of Future Meetings (agenda to be announced)

29/06/04 14/12/04 15/02/04

social overview and scrutiny committee

The scope of this committee includes areas of the Council's work relating to:

- Housing
- Cultural Services
- Community Involvement

Key achievements of the Committee

The Council year 2003/2004 has been a busy one for the Social Overview and Scrutiny Committee. Its work has been wide-ranging and has covered all the major areas of the Council's responsibilities that fall within the Committee's remit.

In carrying out its function the Committee has considered decisions called-in, best value reviews, and performance reports; it has conducted investigations; and it has made provision for tenant participation in its consideration of Housing matters. A summary of the Committee's work through the year follows:

Floodlights at Tring Athletic Football Club

A Portfolio Holder decision on the installation of floodlights at Tring Athletic Football Club, was referred to this Committee by members under the Call-In procedure. A large number of members of the public attended and eleven people addressed the Committee. This was followed by hearing evidence from six witnesses, with both points of view being carefully presented for consideration. The Committee voted to refer the decision to permit installation of floodlights back to the Portfolio Holder. This resulted in his reviewing his decision, and reversing it in light of the Committee's findings.

Redevelopment of Hyde Meadows, Bovingdon

Another called-in decision, which attracted a great deal of public interest, was the Housing Portfolio Holder's decision to redevelop numbers 25-35 Hyde Meadows. In addition to being addressed during public participation, the Committee heard evidence from seven witnesses (including the three ward members) and spent some time examining all the issues involved. The Portfolio Holder was closely questioned on a number of matters related to the decision. On a close vote, the Committee resolved to take no further action, thereby accepting the decision to redevelop.

Indoor Bowls

The Committee has heard evidence from those concerned with the future of indoor bowls provision at Jarman's Park. The Committee has asked the Portfolio Holder for Community Services to facilitate negotiations between the bowlers and the owners of the business. He and officers have agreed to assist in this way.



Sports Trust

The Committee was briefed in July 2003 on the proposal to transfer the Council's sports services to a trust and had the opportunity to consider the business case for transfer. At its meeting in August, the Committee heard evidence from a number of invited speakers, including those involved in operating sports trusts in other parts of the country. The Committee also benefited from hearing from two members of the Shadow Trust Board. The Committee then reaffirmed the Council's original decision to form a trust, along with making other, consequential, recommendations to Cabinet.



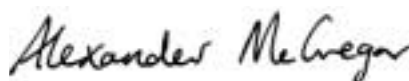
Challenge and Consultation

During the year the Committee has considered and commented upon best value reviews of Sheltered Housing and Community Involvement, and has received and commented upon best value performance indicators. It has considered and asked questions about performance figures for the Housing service and the Housing revenue account budget, and was involved in the Housing Needs survey. It has been consulted with on the Strategic Health Authority's proposals contained in Investing in Your Health. It continues to be involved in the ongoing Housing Options appraisal, which is considering

options for the future management of the Council's housing stock.

Future plans

The Committee's work programme for 2004/2005 is already becoming quite full, so that the next Council year looks as if it will be as busy as this one for the Social OSC.



Councillor McGregor
Chairman

Date of Meeting	Item
09/02/04	Community Involvement best value review Housing needs survey
23/02/04	Investing In Your Health Jarman Park - indoor bowls
02/03/04	Housing performance report Performance indicators
01/04/04	Children and Young People best value review Selection of housing association partners and disposal of land to housing associations

Date of Meeting	Programmed Items
12/05/04	Housing options appraisal (draft) Customer satisfaction information Children and Young People best value review Performance indicators Arts and Entertainment best value review Housing options appraisal - draft (moved from 2 March)
16/06/04	Arts and Entertainment best value review Area working Quarterly BVPI performance report (1st quarter 04/05) Housing revenue account business plan and strategy
07/07/04	Review of the housing register and transfer list
01/09/04	Impact of Budget Cuts on the Voluntary Sector Feedback on Jarman Park indoor bowls
29/09/04	Final Housing options appraisal report
01/12/04	Quarterly BVPI performance report (2nd quarter 04/05)

Date of Future Meetings (agenda to be announced)

27/10/04 05/01/05 02/02/05 09/03/05 30/03/05

contacting overview and scrutiny

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Social Overview and Scrutiny Committee.
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Scrutiny reports are available on the website at **www.dacorum.gov.uk** or by request to the Overview and Scrutiny team.

what did you think?

We would be most grateful if you could take a moment to let us know your thoughts;

This Annual Report

1. Which of the following do you feel describes this publication? Please tick all that apply.

- | | | | |
|--|------------------------------------|------------------------------------|----------------------------------|
| Clear <input type="checkbox"/> | Unhelpful <input type="checkbox"/> | Helpful <input type="checkbox"/> | Concise <input type="checkbox"/> |
| Informative <input type="checkbox"/> | Tedious <input type="checkbox"/> | Confusing <input type="checkbox"/> | Factual <input type="checkbox"/> |
| Well Laid Out <input type="checkbox"/> | Other <input type="checkbox"/> | | |

2. What additional information, if any, would you suggest we include in this report?

3. How satisfied were you with each of the following?

	Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	Don't Know
Length of Document					
Ease of finding section you wanted					
The simplicity of the language used in the reports					
Ease of getting hold of the document					

4. In future would you prefer a) paper version or b) download from the website? Please delete as applicable

The Overview and Scrutiny function

5. How do you view Overview and Scrutiny at Dacorum Borough Council?

Please tick all that apply.

- | | | |
|-------------------------------------|---|--|
| Developing <input type="checkbox"/> | Working Well <input type="checkbox"/> | Difficult to Understand <input type="checkbox"/> |
| Successful <input type="checkbox"/> | Structured/Organised <input type="checkbox"/> | Progressing <input type="checkbox"/> |
| Weak <input type="checkbox"/> | Needs Improving <input type="checkbox"/> | Other <input type="checkbox"/> |

6. Have you ever attended an Overview and Scrutiny Committee meeting?

- Yes No (if yes please state at which Local Authority)

7. If yes, what comments do you have of your experience?

8. Are there any other comments you would like to make?

Please return this form to: **Member Support, Dacorum Borough Council, FREEPOST, Civic Centre, Hemel Hempstead, Herts, HP1 1BR.** Alternatively it can be completed online at www.dacorum.gov.uk or returned by fax to **01442 228218**. If you have any queries, please contact **Michelle Anderson, Member Support Officer on 01442 228209**.

This publication is about Dacorum Borough Council's Services. If you would like this information provided in another language or another way, then please telephone 01442 228209.

Η έκδοση αυτή είναι για τις Υπηρεσίες του Δημοτικού Συμβουλίου του Dacorum. Αν θέλετε αυτές τις πληροφορίες μεταφρασμένες σε άλλη γλώσσα ή άλλο τρόπο, τότε παρακαλώ τηλεφωνήστε στο 01442 228209.

By yayın, Dacorum Belediyesi'nin sağladığı hizmetler hakkında bilgi içermektedir. Bu yayının başka bir dildeki çevirisini istiyorsanız, lütfen 01442 228209 no.lu telefonu arayınız.

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এই প্রকাশনী ডাকোরাম বারা কাউন্সিল'এর পরিষেবাসমূহ (সার্ভিসেস) সম্বন্ধে। যদি আপনি এই তথ্য অন্য ভাষায় অথবা অন্য কোনো ভাবে দিতে চান, তা'হলে অনুগ্রহ করে 01442 228209 নম্বরে টেলিফোন করুন।

ਇਹ ਜਾਣਕਾਰੀ ਡੈਕੋਰਮ ਬਾਰੇ ਕੌਂਸਲ ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਦੂਜੇ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 01442 228209 ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

یہ اشاعت ڈیکورم بارو کونسل کی سروسز (خدمات) کے بارے میں ہے۔ اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے روپ میں درکار ہو تو براہے مہربانی اس ٹیلیفون نمبر 01442 228209 پر فون کیجئے۔

यह पत्रिका डेकोरम बरों काउन्सिल की सेवाओं के बारे में है। यदि आप चाहते हैं कि यह जानकारी कोई दूसरी भाषा में अथवा अन्य तरीके से प्रकट की जाए, तो कृपया इस नंबर पर टेलीफोन करें 01442 228209.

ਆ ਪ੍ਰਕਾਸ਼ਨ ਡੇਕੋਰਮ ਅਤੇ ਡਾਊਨਸਿਲ-ਨੀ ਸੇਵਾओं ਵਿਖੇ ਏ। ਜੇ ਤਮਨੇ ਆ ਮਾਹਿਤੀ ਆਠ ਆਥਾਮਾਂ ਅਥਵਾ ਆਠ ਡਾਠ ਰੀਤੇ ਜਾਠਿਤੀ ਡਾਠ ਤੋ ਮਫੇਰਆ-ਨੀ ਕਰੀ 01442 228209 ਨੰਬਰ ਪਰ ਟੇਲਿਫ਼ੋਨ ਕਰੋ।