



OUTSOURCED SERVICES SCRUTINY PANEL

Tuesday, 18th September, 2012

7.00 pm

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CONTACT

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Jodie Kloss in Legal and Property Services on 01923 278376 or by email to legalanddemocratic@watford.gov.uk .

Welcome to this meeting. We hope you find these notes useful.

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COMMITTEE MEMBERSHIP

(Chair to be elected)

Councillors S Counter, G Derbyshire, S Greenslade, A Joynes and S Rackett

AGENDA

PART A - OPEN TO THE PUBLIC

1. ELECTION OF A CHAIR

To elect a Chair for the remainder of the 2012/13 municipal year.

2. APOLOGIES FOR ABSENCE/ COMMITTEE MEMBERSHIP

3. DISCLOSURES OF INTEREST

4. TERMS OF REFERENCE FOR THE OUTSOURCED SERVICES SCRUTINY PANEL (Pages 1 - 10)

Report of the Head of Legal and Property Services

This report asks the Panel to agree the Terms of Reference and the draft work programme for the Panel.

5. OUTSOURCED SERVICES PERFORMANCE DATA AND INFORMATION (Pages 11 - 14)

Report of the Partnerships and Performance Section Head

This report presents the performance of the identified outsourced service indicators at the end of quarter 1 2012/13.

6. TRAINING REQUIREMENTS

Members are invited to discuss any training that they feel would be useful for the Panel.

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PART A

Report to: Outsourced Services Scrutiny Panel
Date of meeting: 18 September 2012
Report of: Head of Legal and Property Services
Title: Terms of reference and work programme for the Outsourced Services Scrutiny Panel

1.0 SUMMARY

1.1 Following a recommendation from the Way Ahead for Council Services Task Group, the Outsourced Services Scrutiny Panel has been established. This report sets out the terms of reference and a draft work programme for consideration.

2.0 RECOMMENDATIONS

- 2.1 That the Panel notes the terms of reference as set out in Appendix 1.
- 2.2 That the Panel agrees the draft work programme as set out in Appendix 2.
- 2.3 That the Panel reviews the list of services in Appendix 3 and asks for any further information as appropriate.

Contact Officer:

For further information on this report please contact: Jodie Kloss, Committee and Scrutiny Support Officer Telephone extension: 8376
Email: legalanddemocratic@watford.gov.uk

Report approved by: Head of Legal and Property Services

3.1. INTRODUCTION AND TERMS OF REFERENCE

- 3.1.1 The Task Group, The Way Ahead for Council Services, was established following a scrutiny suggestion put forward by the Managing Director, which was considered by Overview and Scrutiny Committee at its meeting on 24 November 2011.
- 3.1.2 The Task Group met on five occasions through January and February 2012. The final report was presented to Overview and Scrutiny Committee for formal approval on 7 March before its presentation to Cabinet on 20 March 2012.
- 3.1.3 At the meeting on 20 March, Cabinet considered the Task Group's recommendations and agreed to endorse them.
- 3.1.4 One of the recommendations was to establish a politically balanced panel to scrutinise all outsourced services on a regular basis. This panel is a sub-panel of Overview and Scrutiny.
- 3.1.5 At its meeting of 20 June 2012, Overview and Scrutiny agreed the size, membership and terms of reference of the Panel. The terms of reference are attached as Appendix 1 to this report.

3.2 WORK PROGRAMME

- 3.2.1 It is suggested that the Panel review the data which is produced as part of the regular performance monitoring mechanisms contained in the contracts.
- 3.2.2 The outsourced services which are most appropriate to be monitored by this Panel are:
- Parking – there is a formal annual parking service performance report
 - The leisure centres – there is a twice yearly review of performance; issues and outcomes to be considered by the Panel
 - The Colosseum – there is a twice yearly review of performance, issues and outcomes to be considered by the Panel
- 3.2.3 The outsourced contract for the ICT service will, at this stage, continue to be monitored by the Joint Shared Services Committee. If the role of the Joint Committee were to change then this is a contract which could also be monitored by the Panel.
- 3.2.4 Should the Parks and Open Spaces, Waste and Recycling and Street Cleansing services be outsourced, quarterly performance reports could be made available to the Panel.
- 3.2.5 A draft work programme has been prepared in discussion with the Managing Director; it is attached at Appendix 2 for discussion.

3.3 DIFFERENT SERVICE DELIVERY METHODS

- 3.3.1 As part of a report to the Way Ahead for Council Services Task Group, a list of services that are currently delivered in ways other than in-house or shared services was provided.

3.3.2 The list has been reproduced at Appendix 3 for the Panel to review for their work programme.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that there are no financial implications arising directly out of this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications in this report.

Appendices

- Appendix 1 – Outsourced Services Scrutiny Panel Terms of Reference
- Appendix 2 – Draft work programme
- Appendix 3 – List of service delivery models at WBC.

File Reference

None

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**Outsourced Services Scrutiny Panel
Terms of Reference**

- Politically balanced sub-Panel of Overview and Scrutiny Committee
- Membership to be agreed by Overview and Scrutiny Committee at its first meeting in the Municipal Year
- To meet a maximum of 4 occasions during the Municipal Year
- Chair to be elected at the first meeting of the Scrutiny Panel
- To scrutinise outsourced services
- To monitor performance and outcomes of outsourced services

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**Outsourced Services Scrutiny Panel
Work Programme 2012/13**

Date of Meeting	Item for agenda	Officer
18 September 2012	Election of a Chair	-
	Terms of reference and work programme	Committee and Scrutiny Support Officer
	List of outsourced services for review.	Committee and Scrutiny Support Officer
	Performance indicators for SLM	Partnerships and Performance Section Head
	Training requirements	Committee and Scrutiny Support Officer
Date TBC	Briefings on the three contracts: SLM leisure centres Parking service The Colosseum	Relevant contract managers
Future meetings	Begin cycle of contract monitoring.	

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Different service delivery models outside of shared services

Please note that this list does not contain the many service contracts the council has for such items as lift maintenance, window cleaning, fire extinguishers, intruder alarms etc.

Leisure centres - SLM 10 year contract from 2008

Colosseum – HQ Theatres 10 year contract from 2011

Community Centres – four with three year Service Level Agreements, final one to be transferred to same arrangement by November 2012

Management of temporary accommodation, hostels and three secure tenancies – Watford Community Housing Trust - Service Level Agreement from Sept 2007. Being re-tendered at the moment

Highways Verge Maintenance - CH Grounds Maintenance 5 year contract from 2010

Parking Service – Vinci 10 year contract from 2008. WBC manages the contract on behalf of us, Three Rivers and Dacorum

Building Control – shared manager with TRDC and both teams located in Watford. Under consideration for possible lead authority model in the future

Low skill street cleansing activities including sweeping, graffiti paint over, litter picking etc – Herts Probation Service from 2006

Specialist air quality modeling – AEA Technology contract since 2007

Contaminated land and air pollution prevention control work – secondment from Dacorum since 2011

Air quality monitoring network – Kings College, London contract from 2011

Clinical waste collection – provided by Three Rivers DC on SLA

Abandoned vehicle removal (via Herts consortium) – Redcorn contract since 2008

Monthly subway graffiti removal on behalf of HCC – Farrandale contract since 2004

Framework for overseeing capital projects – Clipston/PBA/Robert Martell contract until 2012

Civil Engineering – DH Hansard 3 year contract since 2010

CCTV operation – OCS contract until 2013

Town Hall cleaning - Office & General 5 year contract from 2009

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*PART A

Report to: Outsourced Services Scrutiny Panel
Date of meeting: 18 September 2012
Report of: Partnerships and Performance Section Head
Title: Outsourced services performance data and information

1.0 SUMMARY

- 1.1 Watford BC regularly collects and monitors performance data for a wide range of its service areas. This is to ensure that services are performing at an acceptable standard. It helps highlight areas of good performance as well as those areas which might require some additional focus to improve performance.
- 1.2 Although a number of service areas remain within the direct control of the council, over the last few years a number have been externalised. In these cases, there remains a requirement to collect and report performance data for the reasons outlined in 1.1.
- 1.3 This report is the first compiled to focus specifically on the performance information obtained from external service providers. At this stage it is by no means comprehensive and should be viewed as a starting point for developing this area of reporting.

2.0 RECOMMENDATIONS

- 2.1 Note and comment on the performance of the identified outsourced service indicators at the end of quarter 1 2012/13 - Appendix A.
- 2.2 Comment on other potential areas for inclusion in future performance reports and the suggestion in 3.1.4 as to how to take this forward.

Contact Officer:

For further information on this report please contact:
Kathryn Robson, Partnerships and Performance Section Head
telephone extension: 8077 email: kathryn.robson@watford.gov.uk

3.0 **Background information**

Watford BC regularly collects and monitors performance data for a wide range of its service areas. This is to ensure that services are performing at an acceptable standard. It helps highlight areas of good performance as well as those areas which might require some additional focus to improve performance. This performance data and information is reported to the council's Leadership Team on a regular basis and to Overview and Scrutiny Committee each quarter. It is also monitored by Portfolio Holders through the quarterly review process (non-shared services) and by Shared Services Joint Committee.

3.1 **Outsourced services**

3.1.1 Over the last few years, Watford BC has taken the decision to externalise a range of its services. Within the contracts associated with these externalised services would be a requirement to collect and report performance information to Watford BC to support its role as 'client' or 'commissioner'. This would be defined within each contract and would be relevant to the area of service delivery.

3.1.2 Last year, Overview and Scrutiny requested the inclusion of performance information in its quarterly performance report that related to Watford Leisure Centre – Central and Watford Leisure Centre – Woodside and so this data is now readily available for reporting. This is the information in Appendix A.

3.1.3 Further performance information could be considered for inclusion in future reports. Any requests would need to be discussed with the service currently fulfilling the role of 'client' or 'commissioner' so that there is clarity about the expectations of the service provider in terms of reporting and that what is being requested is consistent with any contract or agreement.

3.1.4 To take this forward, it is suggested that the Partnerships and Performance Section Head work with services to compile a list of performance data that is currently collected from outsourced services and present this to the next meeting of the Outsourced Services Scrutiny Panel.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that at this stage in the year there are no financial implications within this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications within this report.

Appendices

Appendix A- WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE - Outsourced Services Scrutiny Panel

WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE - Outsourced Services Scrutiny Panel

First quarter (April - June) 2012/13

Ref	Measure	Target for Quarter 1 2012/13	Actual at end of 2012/13 (Quarter 1)	Trend since last period (Q4 2011/12)	Trend since last year (2011/12)	Service Lead	Comments
Community Services							
CS1	Total number of swims at Watford Leisure Centre – CENTRAL	n/a	21,297	↑	↓	Community Services	Figure for same period 2011 was 22,271. 4% fall from 2011.
CS2	Total number of gym usage and group exercise participation at Watford Leisure Centre – CENTRAL	n/a	23,861	↓	↓	Community Services	Figure for same period 2011 was 27,963. 15% fall from 2011.
CS3	Total throughput for Watford Leisure Centre – CENTRAL	n/a	95,434	↓	↓	Community Services	Figure for same period 2011 was 99,583. 4% fall from 2011.
CS4	Total number of swims at Watford Leisure Centre – WOODSIDE	n/a	23,561	↑	↑	Community Services	Figure for same period 2011 was 23,131. 2% increase from 2011.
CS5	Total number of gym usage and group exercise participation at Watford Leisure Centre – WOODSIDE	n/a	64,631	↓	↑	Community Services	Figure for same period 2011 was 67,013. 5% increase from 2011.
CS6	Total throughput for Watford Leisure Centre – WOODSIDE	n/a	217,176	↑	↑	Community Services	Figure for same period 2011 was 193,390. 12% increase from 2011.

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