



# **OUTSOURCED SERVICES SCRUTINY PANEL**

**Monday, 26th November, 2012**

**7.00 pm**

**Publication date: 16 November 2012**

## **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](mailto:legalanddemocratic@watford.gov.uk) .

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

## **ACCESS**

Access to the Town Hall after 5.15 pm is via the entrance to the Customer Service Centre from the visitors' car park.

Visitors may park in the staff car park after 4.00 p.m. and before 7.00 a.m. This is a Pay and Display car park; the current charge is £1.50 per visit.

The Committee Rooms are on the first floor of the Town Hall and a lift is available. Induction loops are available in the Committee Rooms and the Council Chamber.

## **FIRE/EMERGENCY INSTRUCTIONS**

In the event of a fire alarm sounding, vacate the building immediately following the instructions given by the Democratic Services Officer.

- Do not use the lifts
- Do not stop to collect personal belongings
- Go to the assembly point at the Pond and wait for further instructions
- Do not re-enter the building until authorised to do so.

## **MOBILE PHONES**

Please ensure that mobile phones are switched off before the start of the meeting.

# COMMITTEE MEMBERSHIP

Councillor S Rackett (Chair)

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

## AGENDA

### PART A - OPEN TO THE PUBLIC

**1. APOLOGIES FOR ABSENCE/ COMMITTEE MEMBERSHIP**

**2. DISCLOSURES OF INTEREST**

**3. MINUTES**

To submit for signature the minutes of the meeting held on 18 September 2012.

**4. THE CONTRACT- BACKGROUND AND MONITORING ARRANGEMENTS**

(Pages 1 - 14)

The Panel will receive a presentation at the meeting.

Additional background information to follow.

**5. PERFORMANCE REPORT (Pages 15 - 20)**

Report of the Partnerships and Performance Section Head

**6. PARTNERSHIP INITIATIVES (Pages 21 - 24)**

The Panel will receive an update at the meeting from officers.

**7. FINANCIAL BACKGROUND (Pages 25 - 26)**

Report to follow.

**8. FOLLOW UP ON PREVIOUS SCRUTINY (Pages 27 - 32)**

The Panel to receive an update on the outcomes of the review of SLM undertaken by the Call-in and Performance Committee.

Update to follow.

**9. FEEDBACK FROM USER GROUPS**

As part of the preparation for this meeting, a number of groups who use the leisure centres were contacted and invited to complete a questionnaire about their views of the leisure centres.