

Outsourced Services Scrutiny Panel: Outstanding Actions and Questions

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
Performance Report				
PR32	To investigate with the client team whether high street food waste could be reused to generate power.	Partnerships and Performance Section Head	6/7/15	<p>Food waste can be used to generate power and there are processing plants available which process the material in this way. However, there is no plant locally that provides this service.</p> <p>The decision on how to dispose of waste is made by the business and they tend to look at what makes commercial sense.</p> <p>As this would be trade / commercial waste, the waste generated by businesses including high street restaurants / take aways etc is not part of the council's waste stream and is, therefore, not included in performance figures. Churches, places of worship and schools are given green waste bins and can recycle their food waste as part of the council's waste stream.</p>
PR33	To ascertain from the client team whether hotels recycled or reused their waste or sent it straight to landfill.	Partnerships and Performance Section Head	6/7/15	<p>Larger scale operations such as hotels will have different waste arrangements but food waste collections are common place. This would be collected as commercial / trade waste and there are a number of firms operating in Watford who provide this service for businesses. Further information would only be available by contacting hotels directly and discussing this issue with them.</p>

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PR34 To check the data used by government to update local population figures as well as local household figures.	Partnerships and Performance Section Head	6/7/15		<p>This issue relates to the figure used to calculate waste indicators (both household and population figures).</p> <p>For households: Previously (under the best value performance regime) the figure used was taken from information supplied by the council's Revenues and Benefits service and was the number of households as of 31 March each year.</p> <p>However, the household figure now used is taken from the mid-year estimates from the Department of Communities and Local Government (DCLG).</p> <p>DCLG also publishes an annual mid-year estimate for population (currently 95,500 for Watford – mid-2014 estimate (it is always a year behind the year it is published).</p>

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PR35	To investigate with the client team whether more street by street detail could be provided on the figures contained in ES9 (levels of litter)	Partnerships and Performance Section Head	6/7/15	<p>This level of information is available but would require extracting from the overall database of the borough's streets. If there are specific streets that members are interested in, this request can be passed to Veolia.</p> <p>For information, the indicator was developed to measure the cleanliness of the local environment, as a member of the public would see it (Keep Britain Tidy guidance).</p> <p>For each quarter a surveyor assesses levels of litter at sites known as 'transects'. This is done by Veolia with some joint assessments undertaken with the client team. Over 250 sites are surveyed each quarter but not all wards are surveyed each quarter (although the High Street is surveyed each quarter). Each site is given a grading as follows:</p> <ul style="list-style-type: none"> • Grade A – no litter or refuse • Grade B – predominantly free of litter and refuse except for some small items • Grade C – widespread distribution of litter and refuse, with minor accumulations • Grade D – heavily littered, with significant accumulations

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				<p>Where conditions fall somewhere between the four defined grades, three intermediate grades are used: B+, B – and C –. The full set of seven grades is therefore A, B+, B, B –, C, C – and D.</p> <p>These grades are weighted to give a score which is the percentage of sites graded below Grade B for litter as well as for detritus, graffiti and fly-posting.</p>

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PR36	To examine what additional information could be provided on fly-tipping, including costs to the tax payer and removal response times once a case of fly-tipping had been reported	Partnerships and Performance Section Head	6/7/15	<p>Costs for the removal of flytipping are contained within the core payment element of the Veolia contract so individual costs cannot be extracted.</p> <p>In terms of the contractual time frames within the contract:</p> <ul style="list-style-type: none"> • Flytips of less than 3m³ = same working day if reported before 1pm • Flytips of more than 3m³ = following working day • Flytips of dangerous material / articles = same working day • Flytips of hazardous material = same working day <p>However, it is important to note that flytipping is a criminal offence and flytips are recorded as an 'enviro crime'. This means Environmental Health will look to investigate and see if they can find evidence of who has dumped the rubbish. The contractual timeframes, therefore, kick in once Environmental Health has concluded their investigations.</p>

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
PR37	To explore why Veolia had removed a rubbish bin from the Liverpool Road/St James Road area and to highlight the apparent negative impact this had had on dog fouling.	Partnerships and Performance Section Head	6/7/15		There are bins still located in the vicinity of Liverpool Rd and St James Rd. If the space does require a further bin to be installed the client team will investigate.
PR38	To raise concerns with the client team about the impact on traffic flows of refuse collections during the early morning rush hour.	Partnerships and Performance Section Head	6/7/15		<p>All collections are scheduled in such a way for maximum efficiency and also, where possible, to cause the minimum impact during rush hour.</p> <p>However, given the nature of the borough's road network, there will always be an element of disruption as collections cannot cease through the day. If there are specific areas that are causing issue, the client team can investigate.</p>

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PR39 To seek clarification of the BME and women/girls membership data for Watford Woodside with the client team for the SLM contract. In addition to seek out comparative data from other gyms or national benchmarking statistics.	Partnerships and Performance Section Head	6/7/15		<p>Discussions have taken place with SLM regarding the data submitted – the issue with the women and girls’ membership in the last report was a calculation error. The new Corporate, Leisure & Community Section Head (Chris Fennell) has reviewed the information being provided by SLM and will be working with them to ensure data submitted is robust and provides a good indication of contract performance.</p> <p>Chris Fennell is carrying out benchmarking with the SLM ‘family group’ e.g. St Albans, East Herts to develop good comparative data.</p>
PR40 To question the client team for SLM about skin irritation complaints by users of Watford Central swimming pool.	Partnerships and Performance Section Head	6/7/15		<p>The client team has discussed this with SLM and there have been no further complaints regarding skin irritation. The cause of these complaints was not detected. Water is regularly monitored by SLM to ensure chlorine / pH levels are correct.</p>
PR41 To check the advertising policy and uptake by community groups of HQ Theatres. Also to query availability of free, community events.	Partnerships and Performance Section Head	6/7/15		<p>The section head for Corporate, Leisure and Community will provide a briefing for tabling at the meeting.</p>

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
PR42	To ask the client team to provide a more detailed breakdown of the ICT helpdesk resolution information.	Partnerships and Performance Section Head	6/7/15		A separate report on ICT is on the agenda for this meeting.
Work Programme					
WP5	Partnerships and Performance Section Head to clarify what arrangements were in place to commission a new contract should there be a decision not to renew the Capita contract.	Partnerships and Performance Section Head	6/7/15		A separate report on ICT is on the agenda for this meeting.
ICT Contract					
ICT5	ICT Client Section Head to provide more detail of the core recovery programme to the Panel.	ICT Client Section Head	12/2/15		A separate report on ICT is on the agenda for this meeting.
ICT6	ICT Client Section Head to provide a table of events in relation to contract improvement progression and report to the Panel.	ICT Client Section Head	12/2/15		A separate report on ICT is on the agenda for this meeting.

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ICT8	ICT Client Section Head to provide a written report to the Panel on the progress of the contract at the end of March outlining whether or not compliance had been achieved.	ICT Client Section Head	12/2/15		A separate report on ICT is on the agenda for this meeting.
ICT9	ICT Client Section Head to flag any matters that go badly wrong as they arise to the Panel.	ICT Client Section Head	12/2/15		A separate report on ICT is on the agenda for this meeting.
ICT 10	OSSP Chair to report to the Panel on Council policy and practice regarding paying a living wage to its employees and its contractors' employees.	OSSP Chair	6/7/15		Relating to a question regarding payment of the living wage to Capita's employees (ICT7). See Appendix 1.