

### Outsourced Services Scrutiny Panel: Outstanding Actions and Questions

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
<b>SLM</b>				
SLM 21	To investigate staffing levels against SLM's service level agreement and method statements	Partnerships and Performance Section Head	10/9/15	This was raised at the October client meeting with SLM with a response available for the January 2016 OSSP meeting at Woodside Leisure Centre, when Everyone Active representatives will be present.
SLM 22	To add a new KPI to measure staff turnover levels at both leisure centres.	Partnerships and Performance Section Head  Corporate Leisure and Community Client Section Head	10/9/15	This was raised at the October client meeting with SLM with a response available for the January 2016 OSSP meeting at Woodside Leisure Centre, when Everyone Active representatives will be present.