

Outsourced Services Scrutiny Panel: Outstanding Actions and Questions

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
SLM				
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 meeting at the Woodside Leisure Centre, when Everyone Active 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 meeting at the Woodside Leisure Centre, when Everyone Active will be present.

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Performance Report				
PR43	To investigate the number of bins that could be used in houses under multiple occupation.	Partnerships and Performance Section Head	26/11/15	We aim to provide adequate provision for any HMO which will involve a site visit to assess number of households and available storage for bins. Default position would be 140 litre capacity residual and 240 litre recycling for individual dwellings and may come in the shape of a larger bin i.e. Euro1100 litre depending on the number of dwellings
PR44	To investigate whether bin collections could take place in quieter areas during high volume traffic times or whether they could take place earlier in the morning.	Partnerships and Performance Section Head	26/11/15	Round optimisation is an important factor in the delivery of waste and recycling collection as it is important that the routes taken are efficient and make best use of the time available for collection. Issues such as avoiding roads with high volumes of traffic are taken into account as part of the scheduling but in some cases cannot be avoided in order to ensure collections are achieved on time.
PR45	To investigate with the Environmental Services Client Manager Parks and Streets whether further complaints about pitch marking had been received.	Partnerships and Performance Section Head	26/11/15	There have not been a significant number of complaints regarding pitch marking. The Client Manager was aware of the incident raised by the member and was confident Veolia had dealt with it effectively.

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PR46	To find out whether the advertising campaign to help address the issue of fly posting was still ongoing.	Partnerships and Performance Section Head	26/11/15		The 'cancelled' campaign is no longer running. This was about putting 'cancelled' stickers across fly posted events as a deterrent. This was not appropriate for all incidents of fly posting and enforcement is now being pursued for persistent offenders.
PR47	To investigate with Veolia how leaf collection was planned for.	Partnerships and Performance Section Head	26/11/15		Whilst leaf drop cannot be planned for precisely given the nature of the weather, Veolia does have historic data to help with planning for leaf fall and this allows them to develop a schedule for clearing leaves. However, there is flexibility within this to allow for action should leaves fall outside of the schedule. There have been few complaints regarding leaf fall for the autumn 2015 period.
PR48	To raise with SLM why user 'throughput' information was measured at the leisure centres as opposed to 'membership' data.	Partnerships and Performance Section Head	26/11/15		This will be raised as part of a review of indicators for 2016/17.
PR49	To raise the issue of potentially having men and women only gymnasiums with SLM at the next meeting of the OSSP in January 2016.	Committee and Scrutiny Support Officer	26/11/15		To be raised under the SLM contract item at the January meeting.

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PR50	To find out how long it took to resolve complaints regarding the leisure centres and how well the facilities were managed.	Partnerships and Performance Section Head	26/11/15		The service standard is 10 working days (the same as Watford BC) but most are dealt with well within this time.
PR51	To raise the issue of staffing at the leisure centres and the impact on safety with SLM at the next meeting of the OSSP in January 2016.	Committee and Scrutiny Support Officer	26/11/15		To be raised under the SLM contract item at the January meeting.
PR52	To find out what was the definition of 'community hires'.	Partnerships and Performance Section Head	26/11/15		To be circulated at the January meeting.
PR53	To raise the issue of the apparent high level of tribunal appeals lost in relation to parking matters at the February 2016 meeting of the OSSP when the Annual Parking Service Report would be discussed.	Committee and Scrutiny Support Officer	26/11/15		To be raised under the Annual Parking Service contract item at the February meeting.
PR54	To feedback to the ICT Client Section Head that before the new ICT contract was signed off those running it should ask what were the key areas of the user requirement.	Partnerships and Performance Section Head	26/11/15		There is significant work being undertaken to develop the new ICT service for Watford BC and Three Rivers DC. This involves working engaging with users on current issues and on their requirements and aspirations for future delivery. This will help inform options for the service from June 2016.

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Veolia				
VE23	To invite Veolia to an early meeting of the Panel in the 2016/17 municipal year.	Committee and Scrutiny Support Officer	26/11/15	Invitation will be sent when the work programme for the new municipal year has been prepared.