

**Outsourced Services Scrutiny Panel
Work programme 2017/18**

Chair Councillor Tim Williams

Vice-Chair Councillor Stephen Cavinder

Councillors Jagtar Singh Dhindsa, Kareen Hastrick, Mark Hofman, Paddy Kent, Bilqees Mauthoor

Date of meeting	Item for agenda	Purpose/outcomes	Sources of evidence/witnesses	Officer
04 July 2017 7pm	Performance Indicators overview	To introduce the performance management processes.	Report and/or presentation by the Head of Corporate Strategy and Communications	Head of Corporate Strategy and Communications
	Performance indicators (quarter 4 2016/17)	To review performance and improvement.	Performance report	Head of Corporate Strategy and Communications
	Work programme	To agree a work programme for 2017/18.	Draft work programme	Committee and Scrutiny Support Officer

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25 September 2017 Tour 6.30pm Meeting 7.30pm	SLM tour of Woodside Leisure Centre and presentation	Annual report	SLM representatives Users of the facilities	Corporate, Leisure & Community Client Section Head
	Performance indicators (quarter 1 2017/18)	To review performance and improvement.	Performance report	Head of Corporate Strategy and Communications
2 November 2017 Tour 6pm Meeting 7pm	HQ Theatres tour and presentation	Annual report	HQ Theatres representatives Users of the Colosseum	Corporate, Leisure & Community Client Section Head
	New Watford Market (Town and Country Markets)	To include discussion of footfall; vacant units; tenancy turn round; promotions; contract management	Representatives of TCM?	TBC
	Work programme	To review the work programme for 2017/18.	Current programme	Committee and Scrutiny Support Officer

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6 December 2017 7pm	Performance report (quarter 2 2017/18)	To review performance and improvement.	Performance report	Head of Corporate Strategy and Communications
	Work programme	To review the work programme for 2017/18.	Current programme	Committee and Scrutiny Support Officer
	ICT Service*	To monitor the service levels and performance since January 2017. To review the strategies for achieving target performance levels.	TBC	Head of Service Transformation
8 January 2018	Equalities duty in managed contracts	To understand how the Council fulfils its equalities duties in outsourced contracts. To review how equalities issues are managed in these contracts and make recommendations for continued improvement.	TBC	Head of Corporate Strategy and Communications/ Head of Community and Environmental Services

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	Overview of Veolia contract with focus on parks and open spaces	General report covering customer satisfaction, challenges, recent successes...	Representatives of Veolia	Section Head Parks and Open Spaces
21 February 2018	Performance report (quarter 3 2017/18)	To review performance and improvement.	Performance report	Head of Corporate Strategy and Communications
	Health and safety risk management in managed contracts	To review: How risks are assessed. How the risks are monitored and mitigated.	TBC	Head of Community and Environmental Services
	Parking Annual report?	To review the annual parking report	Annual report	Transport and Infrastructure Section Head / Parking Manager
	Citipark	To include compliments and complaints procedure	Representatives of Citi Park	Property Development Project Manager?

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	Work programme	To review the work programme for 2017/18.	Current report	Committee and Scrutiny Support Officer

Notes

* Requested by OSSP following their review of the service in January 2017

Work programme to be kept under review when the performance report is considered.

Parking Enforcement contract suggested for January 2019 after new contract is in place.