

Appendix 2**Outsourced Services Scrutiny Panel
Work programme 2018/19**

Chair Councillor Stephen Cavinder

Vice-Chair Councillor Mark Hofman

Councillors Kareen Hastrick, Glen Saffery, Rabi Martins, Bilqees Mauthoor and Jagtar Singh Dhindsa

Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
9 July 2018				
Performance indicators (quarter 4 2017/18)	Performance indicators of all outsourced services	How well are the outsourced services performing? Are there any targets that the Panel would like to be reviewed?	Performance report	Head of Corporate Strategy and Communications
Work programme	Identifying areas and key questions for future review topics	To agree a work programme for 2018/19	Draft work programme OSSP terms of reference	Committee and Scrutiny Support Officer

Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
Contract management overview	<ul style="list-style-type: none"> • Performance management • Procurement 	<p>What is the range of (major?) contracts that WBC has?</p> <p>What are our principles of awarding a contract?</p> <p>How does WBC ensure performance is maintained?</p> <p>What are our processes if performance deteriorates?</p> <p>How can scrutiny help the contract managers and the contractors?</p> <p>How well do our contractors and partners work together?</p> <p>Where can OSSP add value this year?</p>	<p>Procurement Manager</p> <p>Head of Community and Environmental Services</p>	<p>Cllr Williams</p> <p>Head of Corporate Strategy and Communications</p> <p>Head of Community and Environmental Services</p>

Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
19 September 2018				
Performance indicators (quarter 1 2018/19)	Performance indicators	How well are the outsourced services performing? Are there any targets that the Panel would like to be reviewed?	Performance report	Head of Corporate Strategy and Communications
Work programme	Identifying areas and key questions for future review topics	Does the panel consider that any items in the work programme need to be amended? Are there any additional questions that should be considered for any of the items?	Work programme	Committee and Scrutiny Support Officer

Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
Parks and street cleansing	Grounds maintenance to include grass cutting and litter	<p>How are the grass cutting regimes determined?</p> <p>How does Veolia respond to weather conditions? What capacity is there for spikes in demand?</p> <p>How do Veolia plan for peaks in visitors to the parks?</p> <p>What are the processes for ensuring grass cutting and litter picking work well together?</p> <p>What were the main challenges faced this summer and how are WBC and Veolia responding?</p> <p>Does unreliable equipment play a part in the delay of some planned grounds maintenance and if so what is being done to replace (both short term and long term) and/or increase the equipment available?</p>	<p>Section Head – Parks and Open Spaces</p> <p>Veolia representatives</p>	Cllr Williams

Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
8 November 2018				
TBC				
12 December 2018				
Performance report (quarter 2 2018/19)	Performance indicators of all outsourced services	How well are the outsourced services performing? Are there any targets that the Panel would like to be reviewed?	Performance report	Head of Corporate Strategy and Communications
Work programme	Identifying areas and key questions for future review topics	Does the work programme still reflect the panel's priorities?	Work programme	Committee and Scrutiny Support Officer
TBC				

Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
28 January 2019				
TBC				
20 March 2019				
Performance report (quarter 3 2018/19)	Performance indicators of all outsourced services	How well are the outsourced services performing? Are there any targets that the Panel would like to be reviewed?	Performance report	Head of Corporate Strategy and Communications
Work programme	Identifying areas and key questions for future review topics	To suggest topics for 2019/20	Work programme	Committee and Scrutiny Support Officer

Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
Parking enforcement contract				Cllr Sharpe Transport and Infrastructure Section Head

Notes

All meetings are scheduled to take place at 7pm at Watford Town Hall