

**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
<b>9 July 2018</b>				
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"> <li>• Performance management</li> <li>• Procurement</li> </ul>	<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
<b>19 September 2018</b>				
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
Parks and street cleansing	Social value of the Veolia contract	<p>What activities do the Veolia (parks) team undertake to invest in the local community?</p> <p>How effective are they/what impact do they have for Watford residents?</p> <p>What is planned for the future?</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
<b>8 November 2018</b>				
Hostels and temporary accommodation	Update of contract	<p>What is expected of this contract in general?</p> <p>What might the new contract look like?</p> <p>How might the future contract differ from the existing one?</p> <p>Why are any changes being made?</p> <p>What is the council looking to achieve with the new contract?</p> <p>What were the achievements of the existing contract?</p>	Housing Section Head	<p>Cllr Johnson</p> <p>Housing Section Head</p>

Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
<b>12 December 2018</b>				
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
HQ Theatres	Social and community impact of the contract	What activities does HQ Theatres undertake to invest in the community/environment?  How effective are they/what impact do they have for Watford residents?  What is planned for the future?	Report/presentation from HQ Theatres	Leisure and Environmental Section Head  Cllr Williams

<b>Item for agenda</b>	<b>Specific area to be reviewed</b>	<b>Questions to be addressed</b>	<b>Sources of evidence/witnesses</b>	<b>Portfolio holder and lead officer</b>
HQ Theatres	Benchmarking	<p>How does the entertainment offer at the Colosseum compare with other similar venues in the region/UK?</p> <p>How is the entertainment chosen to meet the interests of the local community? E.g. for the BME community</p> <p>How is the entertainment offer determined?</p> <p>How are ticket prices and other fees determined?</p> <p>How are ticket sales maximised? How effective is the marketing strategy?</p>	Report/presentation from HQ Theatres	<p>Leisure and Environmental Section Head</p> <p>Cllr Williams</p>



Item for agenda	Specific area to be reviewed	Questions to be addressed	Sources of evidence/witnesses	Portfolio holder and lead officer
<b>28 January 2019</b>				
SLM	Transition to the new contract	<p>What are the differences with the previous contract?</p> <p>How well is it working so far? What has the impact been of the changes?</p> <p>How has the contract management changed?</p>	Report/presentation by SLM and the Leisure and Environmental Section Head	Cllr Williams
SLM	Social value of the contract	<p>What activities does SLM undertake to invest in the community/environment?</p> <p>How effective are they/what impact do they have for Watford residents?</p> <p>What is planned for the future?</p>	Report/presentation by SLM	Cllr Williams

<b>Item for agenda</b>	<b>Specific area to be reviewed</b>	<b>Questions to be addressed</b>	<b>Sources of evidence/witnesses</b>	<b>Portfolio holder and lead officer</b>
<b>20 March 2019</b>				
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

<b>Item for agenda</b>	<b>Specific area to be reviewed</b>	<b>Questions to be addressed</b>	<b>Sources of evidence/witnesses</b>	<b>Portfolio holder and lead officer</b>
Parking enforcement contract with NSL	Review of new contract	<p>How successful has the introduction of virtual permits been? Have there been any issues? How have these been resolved?</p> <p>How is the contractor tackling the level of unpaid tickets?</p> <p>How are locations/times prioritised when planning enforcement beats?</p> <p>How is the contractor investing in the local community/environment?</p>	Report/presentation	<p>Cllr Sharpe</p> <p>Transport and Infrastructure Section Head</p>

## Notes

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