

PART A

Report to: Outsourced Services Scrutiny Panel
Date of meeting: 18 September 2012
Report of: Head of Legal and Property Services
Title: Terms of reference and work programme for the Outsourced Services Scrutiny Panel

1.0 SUMMARY

1.1 Following a recommendation from the Way Ahead for Council Services Task Group, the Outsourced Services Scrutiny Panel has been established. This report sets out the terms of reference and a draft work programme for consideration.

2.0 RECOMMENDATIONS

- 2.1 That the Panel notes the terms of reference as set out in Appendix 1.
- 2.2 That the Panel agrees the draft work programme as set out in Appendix 2.
- 2.3 That the Panel reviews the list of services in Appendix 3 and asks for any further information as appropriate.

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Report approved by: Head of Legal and Property Services

3.1. INTRODUCTION AND TERMS OF REFERENCE

- 3.1.1 The Task Group, The Way Ahead for Council Services, was established following a scrutiny suggestion put forward by the Managing Director, which was considered by Overview and Scrutiny Committee at its meeting on 24 November 2011.
- 3.1.2 The Task Group met on five occasions through January and February 2012. The final report was presented to Overview and Scrutiny Committee for formal approval on 7 March before its presentation to Cabinet on 20 March 2012.
- 3.1.3 At the meeting on 20 March, Cabinet considered the Task Group's recommendations and agreed to endorse them.
- 3.1.4 One of the recommendations was to establish a politically balanced panel to scrutinise all outsourced services on a regular basis. This panel is a sub-panel of Overview and Scrutiny.
- 3.1.5 At its meeting of 20 June 2012, Overview and Scrutiny agreed the size, membership and terms of reference of the Panel. The terms of reference are attached as Appendix 1 to this report.

3.2 WORK PROGRAMME

- 3.2.1 It is suggested that the Panel review the data which is produced as part of the regular performance monitoring mechanisms contained in the contracts.
- 3.2.2 The outsourced services which are most appropriate to be monitored by this Panel are:
- Parking – there is a formal annual parking service performance report
 - The leisure centres – there is a twice yearly review of performance; issues and outcomes to be considered by the Panel
 - The Colosseum – there is a twice yearly review of performance, issues and outcomes to be considered by the Panel
- 3.2.3 The outsourced contract for the ICT service will, at this stage, continue to be monitored by the Joint Shared Services Committee. If the role of the Joint Committee were to change then this is a contract which could also be monitored by the Panel.
- 3.2.4 Should the Parks and Open Spaces, Waste and Recycling and Street Cleansing services be outsourced, quarterly performance reports could be made available to the Panel.
- 3.2.5 A draft work programme has been prepared in discussion with the Managing Director; it is attached at Appendix 2 for discussion.

3.3 DIFFERENT SERVICE DELIVERY METHODS

- 3.3.1 As part of a report to the Way Ahead for Council Services Task Group, a list of services that are currently delivered in ways other than in-house or shared services was provided.

3.3.2 The list has been reproduced at Appendix 3 for the Panel to review for their work programme.

4.0 **IMPLICATIONS**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that there are no financial implications arising directly out of this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Legal and Property Services comments that there are no legal implications in this report.

Appendices

- Appendix 1 – Outsourced Services Scrutiny Panel Terms of Reference
- Appendix 2 – Draft work programme
- Appendix 3 – List of service delivery models at WBC.

File Reference

None