

## \*PART A

**Report to:** Outsourced Services Scrutiny Panel  
**Date of meeting:** 18 September 2012  
**Report of:** Partnerships and Performance Section Head  
**Title:** Outsourced services performance data and information

### 1.0 SUMMARY

- 1.1 Watford BC regularly collects and monitors performance data for a wide range of its service areas. This is to ensure that services are performing at an acceptable standard. It helps highlight areas of good performance as well as those areas which might require some additional focus to improve performance.
- 1.2 Although a number of service areas remain within the direct control of the council, over the last few years a number have been externalised. In these cases, there remains a requirement to collect and report performance data for the reasons outlined in 1.1.
- 1.3 This report is the first compiled to focus specifically on the performance information obtained from external service providers. At this stage it is by no means comprehensive and should be viewed as a starting point for developing this area of reporting.

### 2.0 RECOMMENDATIONS

- 2.1 Note and comment on the performance of the identified outsourced service indicators at the end of quarter 1 2012/13 - Appendix A.
- 2.2 Comment on other potential areas for inclusion in future performance reports and the suggestion in 3.1.4 as to how to take this forward.

#### **Contact Officer:**

For further information on this report please contact:  
Kathryn Robson, Partnerships and Performance Section Head  
telephone extension: 8077 email: [kathryn.robson@watford.gov.uk](mailto:kathryn.robson@watford.gov.uk)

### 3.0 **Background information**

Watford BC regularly collects and monitors performance data for a wide range of its service areas. This is to ensure that services are performing at an acceptable standard. It helps highlight areas of good performance as well as those areas which might require some additional focus to improve performance. This performance data and information is reported to the council's Leadership Team on a regular basis and to Overview and Scrutiny Committee each quarter. It is also monitored by Portfolio Holders through the quarterly review process (non-shared services) and by Shared Services Joint Committee.

#### 3.1 **Outsourced services**

3.1.1 Over the last few years, Watford BC has taken the decision to externalise a range of its services. Within the contracts associated with these externalised services would be a requirement to collect and report performance information to Watford BC to support its role as 'client' or 'commissioner'. This would be defined within each contract and would be relevant to the area of service delivery.

3.1.2 Last year, Overview and Scrutiny requested the inclusion of performance information in its quarterly performance report that related to Watford Leisure Centre – Central and Watford Leisure Centre – Woodside and so this data is now readily available for reporting. This is the information in Appendix A.

3.1.3 Further performance information could be considered for inclusion in future reports. Any requests would need to be discussed with the service currently fulfilling the role of 'client' or 'commissioner' so that there is clarity about the expectations of the service provider in terms of reporting and that what is being requested is consistent with any contract or agreement.

3.1.4 To take this forward, it is suggested that the Partnerships and Performance Section Head work with services to compile a list of performance data that is currently collected from outsourced services and present this to the next meeting of the Outsourced Services Scrutiny Panel.

### 4.0 **IMPLICATIONS.**

#### 4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that at this stage in the year there are no financial implications within 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 within this report.

### Appendices

Appendix A- WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE - Outsourced Services Scrutiny Panel