

**Outsourced Services Scrutiny Panel  
Outstanding Actions and questions**

Action to be carried out	Responsibility	Committee Date	Completed	Target/comments	
<b>Performance Report</b>					
PR1	To add the following to the Panel's performance report: 1. The number of remedy notices issued by the Council to SLM 2. Update on cleaning standards	Partnership and Performance Section Head	26/11/12		For inclusion in the performance report 5 February 2013.
<b>SLM</b>					
SLM 1	Green Travel Plan for Watford Leisure Centre Central to be circulated to the Scrutiny Panel once completed	Contract Monitoring Officer	26/11/12		<p><i>Update: The first meeting to discuss a green travel plan for Central took place on 24/1/2013. The Scrutiny's recommendations were discussed and will be included in the targets that will be developed.</i></p> <p><i>The next meeting is scheduled to take place in a month's time and the targets to be achieved will be established with actions and timelines identified. A further update on progress will be provided for the Panel's next meeting.</i></p> <p>6 month deadline (16 July 2013) for completion with recommendations and implementation timetable.</p>

Action to be carried out		Responsibility	Committee Date	Completed	Target/comments
SLM 2	SLM to ensure Watford Leisure Centre Central's users aware of alternative parking at West Herts College	Area Contracts Manager for SLM	26/11/12		<i>As above.</i>
SLM 3	Audit to be carried out of the qualification of staff employed by SLM	Area Contracts Manager for SLM	26/11/12		<i>Update: Community Services are working with SLM to ensure that all staff employed by SLM are appropriately qualified for their role. A statement from the SLM Area Contracts Manager verifying this will be forwarded to the Panel.</i>
SLM 4	Quarterly cleaning statistics to be circulated to the Scrutiny Panel – to be collected on monthly basis and then to be included as part of the Performance report.	Culture and Community Section Head / Partnerships and Performance Section Head	26/11/12		<p><i>SLM have appointed new cleaning company to start 1.2.2013. WBC officers will monitor the cleaning as follows:</i></p> <ul style="list-style-type: none"> <li><i>• Collect statistical information from SLM on a monthly basis to start end of February</i></li> <li><i>• WBC to carry out random feedback sessions at the leisure centre to get views on customer satisfaction with cleaning.</i></li> </ul> <p><i>This information will be presented at the end of the quarter in March 2013.</i></p>

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SLM 5	Update to be provided on marketing of services to women's only and other hard to reach groups – particularly with reference to the Harriers at Woodside Stadium	Area Contracts Manager for SLM	26/11/12		<i>Update: WBC are putting a leaflet together to help support the promotion of the women's only session at Woodside Stadium on a Monday night.</i>  <i>A copy of the leaflet will be forwarded to the Panel by the end of February 2013.</i>
SLM 6	The number of Remedy Notices to be included in the quarterly performance report – target to be set at zero.  See PR1	Culture and Community Section Head / Partnerships and Performance Section Head	26/11/12		Update to be sent to Panel on 5 February as part of the Performance report  <i>Update: There have been no remedy notices issued</i>
SLM 7	SLM's staff survey details to be circulated to the Scrutiny Panel	Area Contracts Manager for SLM	26/11/12	Yes	Emailed to OSSP members 5/12/12
<b>Other</b>					
DS1	Parking Service contract to be reviewed at next meeting.	Committee and Scrutiny Support Officer and Committee and Scrutiny Officer	26/11/12	Yes	Parking service contract on agenda for meeting on 5 February 2013.