

*PART A

Report to: Outsourced Services Scrutiny Panel
Date of meeting: 5 February 2013
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 focuses specifically on the performance information obtained from external service providers. At this stage it is still 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 3 2012/13 - Appendix A.

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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 is 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 available for reporting - see Appendix A.

3.1.3 The Outsourced Services Scrutiny Panel agreed at its meeting in November 2012 that further performance information is reported to the Panel in future. This included:

- SLM – additional usage figures
 - Swimming lessons – Woodside and Central
 - Number of remedy notices issued

- HQ Theatres
 - Number of commercial hires
 - Number of community hires
 - Number of performances

- Parking
 - Penalty Charge Notices issued
 - Tribunal appeals (won / lost / not contested)

3.1.4 Performance information relating to the measures outlined in 3.1.3 are included in the report at Appendix A.

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 – Quarter 3 2012/