

Outsourced Services Scrutiny Panel: Outstanding Actions and questions

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
Performance Report					
PR23	With reference to item LC1 – information to be obtained as to what the complaints related to.	Partnerships and Performance Section Head	26/11/14		SLM to be advised of this and report from Quarter 3.
PR24	With reference to item LC15 - information to be obtained as to how community events at the Watford Colosseum were advertised.	Partnerships and Performance Section Head	26/11/14		This information is being obtained and will be reported to the next available Panel meeting.
SLM					
SLM 16	Head of Corporate Strategy and Client Services to find out what the threshold for 50/50 profit share was and report to the Panel.	Head of Corporate Strategy and Client services	7/1/15		The 50/50 profit share only applies when SLM's actual profit for the year (shown in their annual management accounts) exceeds their forecasted profit (shown in their Best and Final Offer). The difference is then distributed equally. To date this arrangement has only occurred once since the contract started.
SLM 17	The Contract Monitoring Officer to obtain data on leisure centre membership on the basis of age/gender/ethnicity/local resident and report to the Panel.	Contract Monitoring Officer	7/1/15		This information is being obtained and will be reported in next year's (2015/16) quarterly monitoring report.

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SLM 18	Corporate, Leisure and Community Section Head to obtain details of the levels/grades of BME staff employed at the leisure centres and report to the Panel.	Corporate, Leisure and Community Section Head	7/1/15		This information is being obtained and will be reported to the next available Panel meeting.
SLM 19	Corporate, Leisure and Community Section Head to obtain a copy of the annual competency test questions for SLM staff and report to the Panel.	Corporate, Leisure and Community Section Head	7/1/15		This information is being obtained and will be circulated to Panel members separately.
SLM 20	Committee and Scrutiny Support Officer to arrange a visit by the Panel to the Central Leisure Centre.	Committee and Scrutiny Support Officer	7/1/15		Visit to be arranged following Purdha once all amelioration works have been completed at the centre.
Veolia					
VE16	Client Manager to progress the issue of overgrown trees in North Western Avenue (an unadopted road). Update – Councillor Joynes to discuss with the Client Manager.	Client Manager	26/11/14 and 7/1/15		The Client Manager to progress once further information has been received from Councillor Joynes. Completed.

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VE17	<p>Contract Monitoring Officer to investigate an issue about overflowing bins in Harwoods and Chester Road.</p> <p>Update - Head of Corporate Strategy and Client Services to raise with the Contract Monitoring Officer as there may still be problems with the bins.</p>	Contract Monitoring Officer	26/11/14 and 7/1/15		<p>This bin is emptied daily and the Client Team have asked Veolia to ensure that this is checked more regularly and emptied more often if required. It appears that it is being used for household waste as well as litter which means it is getting full more quickly.</p> <p>Veolia and the council are aware that this is a problem area due to local activity. Increased monitoring is taking place in response.</p>
VE18	<p>Contract Monitoring Officer to establish how frequently certain subways are cleaned.</p> <p>Update - Head of Corporate Strategy and Client Services to follow up with the Contract Monitoring Officer as there may still be problems with the subways. Suggested that a special disinfectant could remove the smell of cat urine – Head of Corporate Strategy to feedback this information to Veolia.</p>	Contract Monitoring Officer	26/11/14 and 7/1/15		<p>The subway is cleaned once per week on a Tuesday. Veolia are looking to increase the cleansing frequency to twice per week and are going to start using a strong disinfectant in the urinated area to reduce the odour.</p> <p>Veolia has ensured cleaning is thorough and anti-bacterial solution is used to reduce odour.</p>

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VE22	<p>Client Manager to examine the staffing capacity deployed at the Woodside ward.</p> <p>Update - Head of Corporate Strategy and Client Services to raise with the Contract Monitoring Officer as the issue also relates to the removal of litter from alleyways leading to Sheriff Way and Nottingham Close.</p>	Client Manager	26/11/14 and 7/1/15		<p>An inspection that has identified that the alley way is Watford Community Housing Trust responsibility and we have logged this complaint with them.</p> <p>Veolia have explained that this was due to uncertainty over whether some areas (in particular Sheriff Way and Nottingham Close) were WBC/Veolia or WCHT responsibility, as well as a prolonged leaf fall period. This has now been resolved and it is not anticipated that any additional staff are needed at present as long as the required cleansing standards are being achieved, but will monitor the situation.</p>
Revenues and Benefits					
RB2	Head of Revenues and Benefits to arrange a briefing for councillors on council tax collection and recovery.	Head of Revenues and Benefits	23/09/14		The Head of Revenues and Benefits will give a presentation at the meeting of the Panel on 12 February 2015.

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ICT Contract					
ICT2	ICT Client Section Head to provide a progress report on the contract to the Panel for the 12 th February 2015 meeting.	ICT Client Section Head	22/10/14		The ICT Client Section Head will attend the meeting in February.