

Outsourced Services Scrutiny Panel: Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
Performance Report				
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 was raised with HQT. They are currently reviewing the advertising of community hires and how they can improve this. As an initial step, they have communicated with W3RT to advise that the Colosseum can be promoted as a venue for the community at discounted rates..
PR28	With reference to item ES2 – information to be obtained about the contamination of bins taken back.	Partnership and Performance Section Head	12/02/15	See Appendix A.
PR29	Investigate the apparent lack of recycle bins at the Boundary Way flats.	Partnership and Performance Section Head	12/02/15	See Appendix A.
PR30	Investigate whether SLM carried out work experience for young people of secondary school age.	Partnership and Performance Section Head	12/02/15	SLM does not currently offer work experience to anyone under the age of 16years. This is due to insurance related issues, as working within the Leisure Centres involves both chemical and machinery usage. Training for young people is focused on SLM's apprenticeship scheme. This has proved a great success for SLM and has resulted in apprentices entering in both PT/FT positions following their training period.

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PR31	With reference to item LC13 – ascertain whether there was any data on how the community hires were advertised and whether ethnic minority groups were targeted.	Partnership and Performance Section Head	12/02/15		<p>In terms of offering a diverse programme, HQT work in collaboration with event promoters. In 2015 the venue is holding a production of <i>Britian's Got Bhangra</i>. Thus far, this has been promoted widely including running a double-page spread in <i>Asian Inspired</i>. . Communication has also taken place with other organisations e.g. Watford Indian association, where advice and recommendations are being sought</p> <p>This links to PR24 in terms of promotion of the venue for community hires. The council will be assessing proposals put forward by HQT and ensuring the diversity of the Watford community is reflected.</p>
SLM					
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		Client team receive this on a monthly basis and will be reported from Quarter 1.
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		SLM to provide grade analysis to the council but current information shows that of 284 staff, 14% define themselves as BME.

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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		Client team have received a copy of the Induction training and Competency Record, which is comprehensive.
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 the July Panel meeting. Date to be arranged
Veolia					
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> <p>Update – Partnership and Performance Section Head to clarify whether Sheriff Way and Nottingham Close were owned by WCHT.</p>	Partnership and Performance Section Head	26/11/14 and 7/1/15 and 12/2/15		Map showing land ownership was provided (April 2015).

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Revenues and Benefits				
ICT Contract				
ICT4	ICT Client Section head to obtain the resource profile for one week contracts from Capita and report to the Panel	ICT Client Section Head	12/2/15	<p>As of 18th February 2015 there were 9 contractors broken down as follows:</p> <ul style="list-style-type: none"> • 4 have been employed for 9 months. • 3 employed for 6 months. • 1 employed for 5 months. • 1 employed for 4 months. • The contracts run to the end of March 2015. • They are reviewed regularly in order to manage any change. • There is a commitment to converting contracting staff to permanent.
ICT5	ICT Client Section Head to provide more detail of the core recovery programme to the Panel.	ICT Client Section Head	12/2/15	Messages sent to ICT Client Section Head – reply awaited
ICT6	ICT Client Section Head to provide a table of events in relation to contract improvement progression and report to the Panel.	ICT Client Section Head	12/2/15	Messages sent to ICT Client Section Head – reply awaited

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ICT7	ICT Client Section Head to establish whether Capita employees engaged on the contract were paid above the living wage and report to the Panel.	ICT Client Section Head	12/2/15		This is a confidential matter between Capita and its staff; but none are on or below this rate.
ICT8	ICT Client Section Head to provide a written report to the Panel on the progress of the contract at the end of March outlining whether or not compliance had been achieved.	ICT Client Section Head	12/2/15		Messages sent to ICT Client Section Head – reply awaited
ICT9	ICT Client Section Head to flag any matters that go badly wrong as they arise to the Panel.	ICT Client Section Head	12/2/15		Messages sent to ICT Client Section Head – reply awaited