



OUTSOURCED SERVICES SCRUTINY PANEL

Tuesday, 16th July, 2013

6.30 pm

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CONTACT

If you require further information or you would like a copy of this agenda in another format, e.g. large print, please contact Jodie Kloss in Democracy and Governance on 01923 278376 or by email to legalanddemocratic@watford.gov.uk .

Welcome to this meeting. We hope you find these notes useful.

ACCESS

Access to the Town Hall after 5.15 pm is via the entrance to the Customer Service Centre from the visitors' car park.

Visitors may park in the staff car park after 4.00 p.m. and before 7.00 a.m. This is a Pay and Display car park; the current charge is £1.50 per visit.

The Committee Rooms are on the first floor of the Town Hall and a lift is available. Induction loops are available in the Committee Rooms and the Council Chamber.

FIRE/EMERGENCY INSTRUCTIONS

In the event of a fire alarm sounding, vacate the building immediately following the instructions given by the Democratic Services Officer.

- Do not use the lifts
- Do not stop to collect personal belongings
- Go to the assembly point at the Pond and wait for further instructions
- Do not re-enter the building until authorised to do so.

MOBILE PHONES

Please ensure that mobile phones are switched off before the start of the meeting.

COMMITTEE MEMBERSHIP

Councillor (Chair) (to be elected)

Councillors S Counter, S Greenslade, K Hastrick, A Joynes and S Rackett

AGENDA

PART A - OPEN TO THE PUBLIC

1. ELECTION OF CHAIR

The Panel to elect a Chair for the remainder of the municipal year.

2. APOLOGIES FOR ABSENCE/ COMMITTEE MEMBERSHIP

3. DISCLOSURES OF INTEREST

4. MINUTES

To submit for signature the minutes of the meeting held on 5 February 2013.

(All minutes are available on the Council's website)

5. TERMS OF REFERENCE (Pages 1 - 4)

The Panel's terms of reference have been updated and agreed by the Overview and Scrutiny Committee.

The Panel is asked to note the changes as detailed in the attached report.

6. ACTIONS UPDATE (Pages 5 - 10)

The update on actions is attached for the Panel's comments and for sign-off of completed actions.

7. PERFORMANCE REPORT (Pages 11 - 18)

Report of the Partnerships and Performance Section Head

This report provides the Panel with the relevant performance indicators for Quarter 4 (2012/13).

8. INTRODUCTION TO CLIENT SERVICES

The Head of Corporate Strategy and Client Services will give an introduction to the new Client Services team and their responsibilities.

9. 2013/14 WORK PROGRAMME (Pages 19 - 20)

The Panel is asked to review and agree the attached work programme.