



# **OUTSOURCED SERVICES SCRUTINY PANEL**

**Tuesday, 19th November, 2013**

**6.30 pm**

**Publication date: 11 November 2013**

## **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](mailto: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.

## **MINUTES**

Copies of the minutes of this meeting are usually available seven working days following the meeting and can be found on the Council's website [www.watford.gov.uk/meetings](http://www.watford.gov.uk/meetings)

## **RECORDING OF MEETINGS**

An audio recording may be taken at this meeting for administrative purposes only.

# COMMITTEE MEMBERSHIP

Councillor S Counter (Chair)

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

## AGENDA

### PART A - OPEN TO THE PUBLIC

**1. APOLOGIES FOR ABSENCE/ COMMITTEE MEMBERSHIP**

**2. DISCLOSURES OF INTEREST**

**3. MINUTES**

To submit for signature the minutes of the meeting held on 16 July 2013.

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

**4. UPDATE ON ACTIONS** (Pages 1 - 6)

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

An updated version of the action list was added to the agenda on 13 November 2013.

**5. PERFORMANCE REPORT** (Pages 7 - 20)

Report of the Partnerships and Performance Section Head

This report provides the Panel with the relevant performance indicators for Quarter 2 (2013/2014).

**6. INTRODUCTION TO THE CONTRACT WITH VEOLIA**

The Head of Corporate Strategy and Client Services and the Environmental Services Client Manager (Waste & Recycling) will give a presentation to the Panel providing an overview of the contract, the monitoring arrangements and future developments.

**7. CONCLUSIONS AND RECOMMENDATIONS**

Following the presentation on the Veolia contract, the Panel are asked to consider any conclusions and recommendations they would like to make.