



OUTSOURCED SERVICES SCRUTINY PANEL

Thursday, 13th February, 2014

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

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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 19 November 2013.

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

4. UPDATE ON WASTE AND RECYCLING SERVICE

The Contract Manager (Waste and Recycling) will be in attendance to provide the Panel with a verbal update on the service following his presentation at the last meeting.

5. UPDATE ON ACTIONS (Pages 1 - 4)

The update on actions is attached. The Panel is asked to review the actions and sign off those which are complete and no longer require monitoring.

6. PERFORMANCE REPORT (Pages 5 - 16)

Report of the Partnerships and Performance Section Head

This report focuses specifically on the performance information obtained from external service providers as of quarter 3 2013/14.

7. CONTRACT WITH HQ THEATRES

The Panel will receive a presentation on the contract with HQ Theatres to manage the Colosseum.

8. CONCLUSIONS AND RECOMMENDATIONS

The Panel is asked to consider any conclusions and recommendations arising from the review of the contract with HQ Theatres.

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Outsourced Services Scrutiny Panel: Outstanding Actions and questions

Action to be carried out		Responsibility	Committee Date	Completed	Target/comments
Performance Report					
PR1	To add the update on cleaning standards at SLM to the Panel's performance report	Partnerships and Performance Section Head	26/11/12		Action update to be circulated at the meeting.
PR2	To add complaints and compliments at the leisure centres to the Panel's performance report.	Partnerships and Performance Section Head	16/07/13		Action update to be circulated at the meeting.
PR3	To add complaints and compliments at the Colosseum to the Panel's performance report.	Partnerships and Performance Section Head	16/07/13		Action update to be circulated at the meeting.
PR5	The Performance Report to include exception reporting of performance of the Veolia contract as well as compliments and complaints. (See VE2)	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13		Action update to be circulated at the meeting.

Action to be carried out		Responsibility	Committee Date	Completed	Target/comments
PR6	The Panel to receive an annual report on the number of green flags achieved. (See VE3)	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13		Action update to be circulated at the meeting.
SLM					
SLM 1	Green Travel Plan for Watford Leisure Centre Central to be circulated to the Scrutiny Panel once completed	Contract Monitoring Officer	26/11/12		We are continuing to monitor actions and activity arising from the Green Travel Plan on a quarterly basis.
SLM 4	Quarterly cleaning statistics to be circulated to the Scrutiny Panel – to be collected on monthly basis and then to be included as part of the Performance report.	Culture and Community Section Head / Partnerships and Performance Section Head	26/11/12		We are continuing to monitor actions with regard to cleaning at both sites as well as carrying out regular inspections. Woodside has had recent work on drains completed in the wetside changing rooms and they advise that this has already made a major difference and that complaints to them have decreased.

Action to be carried out		Responsibility	Committee Date	Completed	Target/comments
SLM 5	<p>Update to be provided on marketing of services to women's only and other hard to reach groups – particularly with reference to the Harriers at Woodside Stadium</p> <p>UPDATE: the Panel suggested that it be advertised at the Women's Centre and the Community Centres (19 November 2013)</p>	Area Contracts Manager for SLM	26/11/12		Update on the marketing of services to women's only - this is being actively marketed and reported to us on a quarterly basis. An example of numbers attending: between November and end of December 2013 there were 141 participants at the Women's running session. Posters were forwarded to the Women's Centre and the Community Centres.
VEOLIA					
VE1	The issue of circuses fly-posting on empty shops to be reported to Planning Enforcement.	Client Manager (Waste and Recycling)	19/11/13		This has been reported to Planning Enforcement.
VE2	The Performance Report to include exception reporting of performance of the Veolia contract as well as compliments and complaints. (See PR5)	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13		A report will be presented at the meeting.

Action to be carried out		Responsibility	Committee Date	Completed	Target/comments
VE3	The Panel to receive an annual report on the number of green flags achieved.(See PR6)	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13		Update to be provided at the meeting.
VE4	The Client Manager (Waste and Recycling) to attend the meeting in February 2014 to give an update on the service.	Client Manager (Waste and Recycling)	19/11/13		This will be given at the meeting.

*PART A

Report to: Outsourced Services Scrutiny Panel
Date of meeting: 13 February 2014
Report of: Partnerships and Performance Section Head
Title: Outsourced services performance data and information –
Quarter 3 2013/14

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 as of quarter 3 2013/14.

2.0 **RECOMMENDATIONS**

- 2.1 Panel to note and comment on the performance of the identified outsourced service indicators at the end of quarter 3 (October - December) 2013/14 - Appendix A.
- 2.2 Panel to consider if they would like to see any changes to the presentation of the information / data for future reports.

Contact Officer:

For further information on this report please contact:
Kathryn Robson, Partnerships and Performance Section Head
telephone extension: 8077 email: kathryn.robson@watford.gov.uk

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 Outsourced Services Scrutiny Panel has agreed that performance information relating to the following outsourced contracts is reported to the Panel:

- SLM

- HQ Theatres

- Parking

- Veolia
 - Street cleansing
 - Waste and recycling
 - Parks and open spaces

3.1.3 Over the last quarter, work has been undertaken between client teams for leisure and community and environment to establish a robust, meaningful set of indicators to report to Outsourced Scrutiny Panel. These include complaints and compliments. Whilst a number of these indicators are now reported in Appendix A, others require additional time for the organisations to establish the collection and reporting mechanisms. Therefore, a number of new indicators will be reported from quarter 4 2013/14 or quarter 1 2014/15.

3.1.4 Performance information available at Quarter 3 that relates to the areas outlined in 3.1.2 is included in the report at Appendix A.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 The Head of Finance comments that 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 (October - December) 2013/14

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WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE - Outsourced Services Scrutiny Panel

Third quarter 2013/14 (October - December)

Ref	Measure	Target for Quarter 3 2013/14	Actual at end of Quarter 3 2013/14	Trend since last period (Quarter 2 2013/14)	Trend since last year (Quarter 3 2012/13)	Service Lead	Comments
Corporate Strategy & Client Services							
SLM performance measures							
CS1	Total throughput for Watford Leisure Centre – CENTRAL	n/a	108,436	↑ (97,507)	↑ (84,801)	Corporate Strategy & Client Services	
CS2	Throughput of Watford Leisure Centre – CENTRAL – % concessions	n/a	-	-	-	Corporate Strategy & Client Services	This is a new measure and the council is working with SLM to analyse concessions to report from Q4.
CS3	Total membership - CENTRAL	n/a	3,376	↑ (3,199)	↑ (2,030)	Corporate Strategy & Client Services	Increase in membership due to introduction of swim lesson direct debit membership option which was not available in 2012.
CS4	% of membership that meets the council's priority sports development groups:					Corporate Strategy & Client Services	
	<ul style="list-style-type: none"> 14 to 25 year olds 	n/a	16%	↑ (15%)	↑ (12.5%)		This is a new measure for Quarter 3 2013/14.

Appendix A

Ref	Measure	Target for Quarter 3 2013/14	Actual at end of Quarter 3 2013/14	Trend since last period (Quarter 2 2013/14)	Trend since last year (Quarter 3 2012/13)	Service Lead	Comments
	• BME	n/a	21.6%	↑ (20.1%)	↑ (18.8%)		This is a new measure for Quarter 3 2013/14.
	• People with a disability	n/a	0.3%	↑ (0.2%)	↑ (0.2%)		This is a new measure for Quarter 3 2013/14.
	• women and girls	n/a	57.5%	↓ (58.47%)	↓ (59.3%)		This is a new measure for Quarter 3 2013/14.
	• 55+	n/a	8.4%	↓ (8.5%)	↓ (8.8%)		This is a new measure for Quarter 3 2013/14.
CS5	Total throughput for Watford Leisure Centre – WOODSIDE	n/a	162,509	↓ (195,580)	↓ (187,916)	Corporate Strategy & Client Service	
CS6	Throughput of Watford Leisure Centre – WOODSIDE – % concessions	n/a	-	-	-	Corporate Strategy & Client Services	This is a new measure and the council is working with SLM to analyse concessions to report from Q4.
CS7	Total membership - WOODSIDE	n/a	4,996	↑ (4,726)	↑ (3,424)	Corporate Strategy & Client Services	Increase in membership due to introduction of swim lesson direct debit membership option which was not available in 2012.

Appendix A

Ref	Measure	Target for Quarter 3 2013/14	Actual at end of Quarter 3 2013/14	Trend since last period (Quarter 2 2013/14)	Trend since last year (Quarter 3 2012/13)	Service Lead	Comments
CS8	% of membership that meets the council's priority sports development groups:					Corporate Strategy & Client Services	
	• 14 to 25 year olds	n/a	15.3%	↑ (14.3%)	↑ (11.6%)		
	• BME	n/a	25.1%	↔ (25.1%)	↑ (22.7%)		
	• People with a disability	n/a	0.2%	↑ (0.3%)	↔ (0.2%)		
	• women and girls	n/a	58%	↑ (59.4%)	↑ (60.2%)		
	• 55+	n/a	7.4%	↔ (7.4%)	↑ (8.0%)		
CS9	SLM complaints & compliments	n/a	42 complaints 81 compliments	-	-	Corporate Strategy & Client Services	This is a new measure for Quarter 3 2013/14.

Ref	Measure	Target for Quarter 3 2013/14	Actual at end of Quarter 3 2013/14	Trend since last period (Quarter 2 2013/14)	Trend since last year (Quarter 3 2012/13)	Service Lead	Comments
CS10	Satisfaction with sports and leisure centres	n/a	89.4% satisfied (Central) 84.2% satisfied (Woodside)			Corporate Strategy & Client Service	This result is taken from the survey conducted by Watford BC with the memberships of both centres.
HQ Theatres performance measures							
CS11	Number of commercial hires (Colosseum)	n/a	20	↔ (31)	↑ (10)	Corporate Strategy & Client Services	
CS12	Number of community hires and workshops (Colosseum)	n/a	16	↑ (1)	↑ (9)	Corporate Strategy & Client Services	Previous figures may not be accurate as HQ not categorising community hires and workshops correctly and, therefore, previous results were likely to be under-representing community engagements.
CS13	Number of ticketed performances (Colosseum)	n/a	49	↑ (39)	↑ (43)	Corporate Strategy & Client Services	
CS14	HQ Theatres complaints & compliments	n/a	-	-	-	Corporate Strategy & Client Services	Being implemented – to be reported on from Q1 (April-June) 14/15.

Appendix A

Ref	Measure	Target for Quarter 3 2013/14	Actual at end of Quarter 3 2013/14	Trend since last period (Quarter 2 2013/14)	Trend since last year (Quarter 3 2012/13)	Service Lead	Comments
CS15	Satisfaction with theatres and concert halls	n/a	-	-	-	Corporate Strategy & Client Service	Result will be available from Community Survey – results available in March 2014.

Ref	Measure	Target for Quarter 3 2013/14	Actual at end of Quarter 3 2013/14	Trend since last period (Quarter 2 2013/14)	Trend since last year (Quarter 3 2012/13)	Service Lead	Comments
Veolia							
Waste and recycling performance measures							
ES1	Residual household waste per household	127.79kg	123.91 kg	↑ (128.33kg)	↑ (132.20kg)	Corporate Strategy & Client Services	Target for year is 513.12 kg. The new recycling scheme will have impacted on results from November 2013.
ES2	Household waste recycled and composted	40.4%	41.44%	↑ (40.68%)	↑ (37.29%)	Corporate Strategy & Client Services	The new recycling scheme will have impacted on results from November 2013.
ES4	Percentage of the total tonnage of household waste arising which have been recycled	17.15%	20.90%	↑ (14.54%)	↑ (16.60%)	Corporate Strategy & Client Services	
ES5	Percentage of waste sent for composting including waste which has been treated through a process of anaerobic digestion	22.00%	20.54%	↑ (26.14%)	↓ (20.68%)	Corporate Strategy & Client Services	

Appendix A

Ref	Measure	Target for Quarter 3 2013/14	Actual at end of Quarter 3 2013/14	Trend since last period (Quarter 2 2013/14)	Trend since last year (Quarter 3 2012/13)	Service Lead	Comments
ES6	Number of valid missed bins	N/A	475	-	-	Corporate Strategy & Client Services	In a quarter / 3 month period, 1,134,600 bins are collected overall.
ES7	Number of missed bins put back within contract timescale (reported before 12pm - same working day, reported after 12pm - next working day)	N/A	438	-	-	Corporate Strategy & Client Services	In a quarter / 3 month period, 1,134,600 bins are collected overall.
Parks and Open Spaces performance measures							
ES10	Allotments – occupancy rate	N/A	90%	↔ (90%)	-	Corporate Strategy & Client Services	
ES11	Green flags achieved	N/A	3	↔ 3	↔ 3	Corporate Strategy & Client Services	Work is progressing to achieve an additional Green Flag for 2014/15.

Ref	Measure	Target for Quarter 3 2013/14	Actual at end of Quarter 3 2013/14	Trend since last period (Quarter 2 2013/14)	Trend since last year (Quarter 3 2012/13)	Service Lead	Comments
Regeneration & Development							
Parking performance measures							
PL1	Penalty Charge Notices issued	N/A	5,672	5,428	-	Regeneration & Development	
PL2	Tribunal appeals (won / lost / not contested (NC))	N/A	Won – 5 Lost – 1 N/C - 1	Won - 8 Lost - 1 N/C -1	-	Regeneration & Development	
PL3	Reasons for appeals lost (narrative measure)	N/A	Reg. keeper information accepted	-	-	Regeneration & Development	

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