



# OUTSOURCED SERVICES SCRUTINY PANEL

**Wednesday, 7th January, 2015**

**7.00 pm**

Publication date: 23 December 2014

**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/Alan Garside 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**

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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.

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# COMMITTEE MEMBERSHIP

Councillor P Taylor (Chair)

Councillor K Hastrick (Vice-Chair)

Councillors S Counter, J Dhindsa, S Greenslade, A Joynes and R Martins

## AGENDA

### PART A - OPEN TO THE PUBLIC

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

**2. DISCLOSURES OF INTEREST**

**3. MINUTES**

The minutes of the meeting held on 26 November 2014 to be submitted and signed.

Copies of the minutes of this meeting are usually available seven working days following the meeting.

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

**4. ACTIONS UPDATE (Pages 1 - 8)**

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

**5. COUNCIL MONITORING OF THE SLM CONTRACT**

The Panel will receive a presentation of the Corporate, Leisure and Community Section Head.

**6. SLM - UPDATE ON SERVICE PROVISION**

The Panel will receive a presentation by representatives from SLM.

**7. CONCLUSIONS AND RECOMMENDATIONS**

The Committee is asked to consider any conclusions and recommendations following the items on SLM.

**8. WORK PROGRAMME** (Pages 9 - 10)

The work programme is attached for Members' information.

Councillors are asked to note that the Parking Service Annual Report is due to be considered by the CPZ Policies Task Group in the first instance.

The Panel has the opportunity to visit Central Leisure Centre and/or the Colosseum. Councillors are asked to consider these visits.

## Outsourced Services Scrutiny Panel: Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
<b>Performance Report</b>				
PR5	<p>The Performance Report to include exception reporting of the performance of the Veolia contract as well as compliments and complaints.</p> <p>Update – The Panel have also requested an overview of the themes of compliments and complaints be included in the report.</p>	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13 and 13/02/14	Complaints and compliments are now in the report and areas they relate to identified. Further work is needed regarding themes.
PR18	The Panel is interested in any data about why the levels of participation by those aged 55+ are low.	Partnerships and Performance Section Head/ Corporate, Leisure and Community Section Head	23/09/14	This will require further research. Of the 22% of the population who are 55+, 4% are over 80 and so might be expected to be more limited in taking part in sports / leisure activities. This still leaves a significant percentage of the population within the targeted age range and whilst some inferences might be drawn regarding the propensity of this age range to choose leisure centre base activities, this would not be based on sound information / known facts.

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
PR19	The Panel would like information about how the membership of the leisure centres had been affected by competition from low-cost gyms.	Partnerships and Performance Section Head/ Corporate, Leisure and Community Section Head	23/09/14 and 26/11/14		This area will also be addressed at the January meeting with SLM.
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		HQ Theatres to provide response by Quarter 3.
PR25	With reference to item HR1 – information to be obtained as to how workload may be increasing for Revenues and Benefits.	Partnerships and Performance Section Head	26/11/14		Update to be circulated at meeting in January.
PR26	Information be included in the Performance Report about the use made of the Palace Theatre by ethnic minority groups and also in relation to the age of patrons.	Partnerships and Performance Section Head	26/11/14		The Palace Theatre is not an outsourced services and falls under the remit of Overview and Scrutiny Committee. These issues can be addressed by the Committee.

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
PR27	Information to be sought about the youth programme at the Palace Theatre and provided to the Panel.	Partnerships and Performance Section Head	26/11/14		See above.
<b>SLM</b>					
SLM 10	Partnerships and Performance Section Head to discuss with the Corporate, Leisure and Community Section Head the report of demand for further women-only swimming sessions at Central Leisure Centre.	Corporate, Leisure and Community Section Head/ Partnerships and Performance Section Head	14/07/14		SLM have provided usage figures for the women-only swimming session. The maximum capacity of the main pool is 100. The average take up as a % of capacity (taken over a period of 8 months) is around 19.5%. SLM advised that women also use the small pool which has a capacity of 32. Looking at figures over the 8 month period, it would appear that this is where there may be a capacity issue. SLM would like to have further information about what the issues are so they can consider this further.
SLM 12	Reference item PR17 above. The issue of apparent low usage by the disabled and those aged over 55 be raised with SLM at the Panel meeting in January.	Committee and Scrutiny Support Officer	26/11/14		SLM will report on initiatives for these groups and marketing of activities. The current statistics reflect the % of members who are over 55 or disabled. SLM have been asked to report on the % of total throughput which will seek to capture those who have consented to provide equality information but are not members.

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
SLM 13	Concerns about the manner in which some Central Leisure Centre staff may be addressing certain sections of the community be raised with SLM at the Panel meeting in January.	Committee and Scrutiny Support Officer	26/11/14		SLM will report on overall customer care and training in this area. Any individual concerns need to be reported directly to SLM at the time.
SLM 14	Information as to climbing wall usage at the leisure centres be discussed with SLM at the Panel meeting in January.	Committee and Scrutiny Support Officer	26/11/14		SLM will provide an update at the meeting in January 2015.
SLM 15	Cleanliness, redecoration, equipment replacement and maintenance issues (such as the length of time taken for repairs) and how to meet demand to ensure effective usage to be discussed with SLM at the Panel meeting in January.	Committee and scrutiny Support Officer	26/11/14		SLM will provide an update at the meeting
<b>Veolia</b>					
VE16	Client Manager to progress the issue of overgrown trees in North Western Avenue (an unadopted road).	Client Manager	26/11/14		The Client Manager to progress once further information has been received from Councillor Hastrick.



<b>Action to be carried out</b>		<b>Responsibility</b>	<b>Committee Date</b>	<b>Deadline for completion</b>	<b>Target/comments</b>
VE17	Contract Monitoring Officer to investigate an issue about overflowing bins in Harwoods and Chester Road.	Contract Monitoring Officer	26/11/14		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.
VE18	Contract Monitoring Officer to establish how frequently certain subways are cleaned.	Contract Monitoring Officer	26/11/14		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.
VE19	Client Manager to try and obtain more detailed information regarding complaints in item ES14 in the Performance Report.	Client Manager	26/11/14		These were relating to either missed collections or bins/boxes not being returned correctly after collections were carried out.

	<b>Action to be carried out</b>	<b>Responsibility</b>	<b>Committee Date</b>	<b>Deadline for completion</b>	<b>Target/comments</b>
VE20	The Contract Monitoring Officer to provide the Panel with details of the findings of research conducted in to recycling at the Wiggshall Depot and to inform the Panel how Veolia publicised recycling schemes to the public.	Contract Monitoring Officer	26/11/14		Councillors will have received a report summary of the key findings. As food waste formed the highest percentage of the residual waste stream sampled at 34.7%, we are running a campaign to reduce/recycle food waste. So far this has included a leaflet delivered to all low rise properties in the town and a stall at the launch of the new Watford Market. Bus shelter advertising is due to take place and a school competition is being run. Flats will be targeted next year.
VE21	Client Manager to check why the Cassiobury cricket pitch was not roped off out of season.	Client Manager	26/11/14		Veolia have now asked the foreman who covers this area to fence off the cricket wicket.
VE22	Client Manager to examine the staffing capacity deployed at the Woodside ward.	Client Manager	26/11/14		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.

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
<b>Revenues and Benefits</b>				
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 be looking to arrange this briefing.
<b>ICT Contract</b>				
ICT2	ICT Client Section Head to provide a progress report on the contract to the Panel for the 12 <sup>th</sup> February 2015 meeting.	ICT Client Section Head	22/10/14	The ICT Client Section Head will attend the meeting in February.

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# Agenda Item 8

## Outsourced Services Scrutiny Panel Work Programme 2014/15

<b>Date of Meeting</b>	<b>Item for agenda</b>	<b>Officer</b>
<b>8 July 2014</b>	Terms of reference	Committee and Scrutiny Support Officer
	Introduction to Shared Services Lead Authority model	Director of Finance
	Actions and questions update	Committee and Scrutiny Support Officer
	Work programme	Committee and Scrutiny Support Officer
	Performance indicators (quarter 4 2013/14)	Partnerships and Performance Section Head
<b>23 September 2014</b>	Update on Revenues and Benefits	Head of Revenues and Benefits
	Actions and questions update	Committee and Scrutiny Support Officer
	Performance report (quarter 1 2014/15)	Partnerships and Performance Section Head
<b>22 October 2014</b>	ICT contract with Capita	Director of Finance / ICT Client Manager
	Actions and questions update	Committee and Scrutiny Support Officer
	Feedback from visit to the depot	Councillors
	Work programme	Committee and Scrutiny Support Officer

<b>Date of Meeting</b>	<b>Item for agenda</b>	<b>Officer</b>
<b>26 November 2014</b>	Update on Veolia contract - parks and street cleansing	Contract Manager
	Actions and questions update	Committee and Scrutiny Support Officer
	Performance report (quarter 2 2014/15)	Partnerships and Performance Section Head
<b>7 January 2015</b>	SLM and the leisure centres	Head of Corporate Strategy and Client Services
	Actions and questions update	Committee and Scrutiny Support Officer
<b>12 February 2015</b>	Update on ICT contract	ICT Client manager
	Actions and questions update	Committee and Scrutiny Support Officer
	Performance report (quarter 3 2014/15)	Partnerships and Performance Section Head

### **Topics for 2015/16**

July 2015 – Revenues and Benefits Update

Hostels and temporary accommodation

Parking Service annual report