

Selection of topics and issues for scrutiny by councillors, officers or members of the public

Anyone wishing to suggest a topic for scrutiny must complete Section 1 of this form.

1. Sources

The following are sources of ideas for the work programme:

- Performance indicators, both national and internal.
- Views of Cabinet and Leadership Team especially in relation to policy subjects.
- The Council's surveys, such as the annual residents' survey.
- The Complaints Report which is compiled annually by the Customer Service Centre.
- Service complaints more widely; although individual cases will not be taken up if a large volume of complaints is received about a single issue then it may be appropriate to pursue the topic.
- Reports of external inspections of services.
- The views of the Council's partners.
- Issues picked up by ward councillors in their locality.
- The Council's Forward Plan

2. Outcomes

Success indicators could include:

- Having identified local needs;
- Having evaluated alternative ways of working/how a service could improve and making recommendations to the Executive or the Council's partners;

- Having developed an awareness of any contractual, economic, legal or structural constraints on Council's or its partners approach.

3. Criteria

To qualify for consideration the topic must meet the following criteria:

- Affect a group or community of people. Scrutiny will not normally look at individual service complaints.
- Relate to a service, event or issue in which Watford Borough Council has a significant stake.
- Not be an issue that Scrutiny has covered during the last year.
- Not be a planning or licensing issue, or any other matter dealt with by another council committee.
- To match one or more of the Council's current priorities.
- To be feasible and able to be completed within the timescale projected for the work.
- There must be availability within the relevant department/service to support the review.
- Be a topic that members wish to scrutinise.

On completion please return to Sandra Hancock, Committee and Scrutiny Officer

By email – sandra.hancock@watford.gov.uk

By post – Democracy and Governance, Watford Borough Council, Town Hall, Watford, WD17 3EX

Suggestions for topics to be scrutinised – evaluation table

A Member, Officer or member of the public suggesting a topic for scrutiny must complete Section1 as fully as possible. Completed tables will be presented to Overview & Scrutiny for consideration.

<p>Section 1 – Scrutiny Suggestion – To review and evaluate the findings of the stakeholder engagement (undertaken during September 2016) as part of the leisure centre management contract (LCMC) retender</p>	
<p>Proposer: Lesley Palumbo Head of Corporate Strategy and Client Services</p>	
<p>Topic recommended for scrutiny:</p> <p><i>Please include as much detail as is available about the specific such as;</i></p> <ul style="list-style-type: none"> • <i>areas which should be <u>included</u> in the review.</i> • <i>areas which should be <u>excluded</u> from the review.</i> • <i>Whether the focus should be on past performance, future policy or both.</i> 	<p>The council awarded a 10 year (2008-18) leisure centre management contract to Sports and Leisure Management (SLM – Everyone Active) to operate the leisure centres. Current LCMC expires 6 June 2018. The council is undertaking a procurement exercise to select a new leisure operator to deliver the leisure centre service</p> <p>As part of the retender process the council is conducting a stakeholder engagement with the following groups:</p> <ul style="list-style-type: none"> • local residents (who could be users or non-users of the council owned leisure facilities e.g. Watford Centre and Woodside Leisure Centres and Woodside Athletics Stadium) • leisure centre users and members • user groups e.g. schools, colleges and sports clubs <p>to ascertain the level of satisfaction with the facility and the different areas and activities programmes. (copy of the questionnaire attached)</p> <p>The new contract will be designed with specific partnership principles and outcomes that will</p>

	<p>be reviewed on a regular basis to ensure that they remain in line with the council Vision</p>
<p>Why have you recommended this topic for scrutiny?</p>	<p>As part of the retender process feedback from users and non-users of the leisure centre service will provide valuable insight on the potential barriers to participation, current level of satisfaction and any operation issues with the facility</p>
<p>What are the specific outcomes you wish to see from the review?</p> <p><i>Examples might include:</i></p> <ul style="list-style-type: none"> • <i>To identify what is being done and what the potential barriers are;</i> • <i>To review relevant performance indicators;</i> • <i>To compare our policies with those of a similar authority;</i> • <i>To assess the environmental/social impacts;</i> • <i>To Benchmark current service provision;</i> • <i>To find out community perceptions and experience;</i> • <i>To identify the gap between</i> 	<p>For scrutiny to evaluate feedback from user and non-user questionnaire conducted during September 2016, topics included:</p> <ul style="list-style-type: none"> • How often they use the facilities • What activities they take part in e.g. swimming, gym and rackets sports • Identify areas that work well in the facilities • Identified areas which do not work well in the facilities • Future needs and demands e.g. different sports, activities spaces and programmes • Satisfaction levels • Would they recommend the facility to a friend or family member? <p>The feedback from users and non-users will also help shape and inform the new leisure contract and service specification for the new LCMC.</p>

<i>provision and need</i>	
<p>How do you think evidence might be obtained?</p> <p><i>Examples might include</i></p> <ul style="list-style-type: none"> • <i>Questionnaires/Surveys</i> • <i>Site visits</i> • <i>Interviewing witnesses</i> • <i>Research</i> • <i>Performance data</i> • <i>Public hearings</i> • <i>Comparisons with other local authorities</i> 	<p>The questionnaire will be distributed in the following ways:</p> <ul style="list-style-type: none"> • WBC council website and social media channels - use and non-user • WBC customer service centre – paper copies • Everyone Active – website, social media channels and user/sport clubs data base • Face to face meetings with WBC officers and general managers at the leisure centres
<p>Does the proposed item meet the following criteria?</p>	
<p>It must affect a group or community of people</p>	<ul style="list-style-type: none"> • All sections of the local community accesses the leisure facilities and the operator complies with the 2010 Equalities Act
<p>It must relate to a service, event or issue in which the council has a significant stake</p>	<ul style="list-style-type: none"> • In 2007 the council invested £24m to build a new leisure centre (Central) and refurbish and extend the provision at the existing facility (Woodside). Over one million visits were recorded in 2013-14 and 1.2 million visits in 2014-15 • The leisure centres are a high profile front facing public service which helps to deliver the council corporate objectives

<p>It must not have been a topic of scrutiny within the last 12 months</p> <p><i>There will be exceptions to this arising from notified changing circumstances. Scrutiny will also maintain an interest in the progress of recommendations and issues arising from past reports.</i></p>	<p>N/A</p>
<p>It must not be an issue, such as planning or licensing, which is dealt with by another council committee</p>	<p>N/A</p>

Does the topic meet the council's priorities?

WBC Corporate Objectives

- **Champion smart growth and economic prosperity**
 - The current LCMC operator employs over 400 people the majority are Watford residents
- **Provide for our vulnerable and disadvantaged communities**
 - The LCMC service specification has a progressive concessionary pricing policy, which allows all sections of the community to access the leisure facilities
- **Deliver a digital Watford to empower our community**
 - The current operator employs a wide range of digital and ITC packages e.g. online bookings and exercise programmes to users of the service
- **Secure our own financial future**
 - The current LCMC operator pays WBC a positive management fee to deliver the leisure centre service

<p>Are you aware of any limitations of time, other constraints or risks which need to be taken into account?</p> <p><i>Factors to consider are:</i></p> <ul style="list-style-type: none"> • <i>forthcoming milestones, demands on the relevant service area and member availability:</i> • <i>imminent policy changes either locally, regionally or nationally within the area under review.</i> 	<p>The engagement will conclude 30 September 2016 and the observations and recommendations by the OSC group will help inform the new LCMC and service specification</p>
<p>Does the topic involve a Council partner or other outside body?</p>	<p>The current LCMC operator is Everyone Active (SLM)</p>

<p>Are there likely to be any Equality implications which will need to be considered?</p> <p><i>Protected characteristics under the Equality Act 2010 are:</i></p> <ul style="list-style-type: none"> • <i>Age</i> • <i>Disability</i> • <i>Gender reassignment</i> • <i>Pregnancy or maternity</i> • <i>Race</i> • <i>Religion or belief</i> • <i>Sex</i> • <i>Sexual orientation</i> • <i>Marriage or civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)</i> 	<ul style="list-style-type: none"> • All sections of the local community accesses the leisure facilities and the operator compiles with the 2010 Equalities Act • A full EIA will be conducted as part of the LCMC retender process
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<p>Sign off <i>(It is expected that any Councillor proposing a topic agreed by Overview and Scrutiny Committee will participate in the Task Group)</i></p>	
<p>Councillor/Officer</p> <p><i>Chris Fennell, Corporate Leisure and Community Client Section Head</i></p>	<p>Date</p> <p>30 August 2016</p>