

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 following to the Panel's performance report: 1. The number of remedy notices issued by the Council to SLM 2. Update on cleaning standards	Partnership and Performance Section Head	26/11/12	The number of remedy notices issued was included in the Performance report in February 2013.
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	The Green Travel Plan for Watford Leisure Centre Central is in its final draft and will be ready for circulation by the agreed deadline of 16 July 2013. Some actions that have already or are in the process of being implemented include <ul style="list-style-type: none"> - appointment of Travel Coordinator at SLM to oversee implementation of the Green Travel Plan - increased number of cycle racks – this brings the current total cycle spaces to 40. - Booking forms updated to include information on green travel options - Website in process of being updated to include green travel information.

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SLM 2	SLM to ensure Watford Leisure Centre Central's users aware of alternative parking at West Herts College	Area Contracts Manager for SLM	26/11/12		WBC officers have been informed by West Herts College that their car park is no longer available for public use and is for the sole use of West Herts College student/staff and visitors.
SLM 3	Audit to be carried out of the qualification of staff employed by SLM	Area Contracts Manager for SLM	26/11/12		WBC officers will continue to work with SLM to ensure that SLM staff are appropriately qualified for the roles that they have been employed into.
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		<p>SLM have provided WBC with cleaning rotas which outline what the cleaners were required to do in each area (wetside/dryside). These are reviewed and signed off by the Duty Manager.</p> <p>WBC officers recently conducted a random inspection of Woodside Leisure Centre. This was during the morning session and officers found the facilities to be clean to an acceptable standard. The main issues were around cleanliness outside the centre and the wearing of overshoes in the wetside area being more strictly enforced.</p> <p>WBC officers will continue to conduct these inspections and are scheduled to visit Central Leisure Centre by the end of July 2013.</p> <p>WBC has been working with SLM to develop a general survey covering what users like and don't like about visiting the centre. Cleaning</p>

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				<p>is a part of this survey. Discussions are currently taking place with regard to the roll out of this survey and for SLM to incorporate mechanisms to collect feedback on cleaning.</p> <p>SLM have provided the following update on improvements relating to cleaning at each centre:</p> <p><u>Central</u></p> <ul style="list-style-type: none"> - better quality cleaning chemicals - new scrubbing machine that fits into cubicles to improve quality of floor cleaning - improved time management of cleaners by their supervisor - improved visibility of day cleaner - improved communication between the day cleaner and SLM to resolve urgent cleaning tasks <p><u>Woodside</u></p> <ul style="list-style-type: none"> - better cleaning contractor – reliable and committed to the task ahead - better cleaning chemicals being used - new cleaning rotas - cleaning champion appointed - better monitoring of cleaning <p>Both sites have appointed a 'cleaning</p>

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					<p>champion' to keep a closer eye on cleaning and ensure tasks are completed and issues brought to managers' meetings.</p> <p>Recent feedback to WBC officers regarding cleaning indicate that some of the issues are around internal maintenance e.g. broken handles on changing room lockers.</p> <p>WBC officers will work with SLM to ensure that regular maintenance inspections are carried out and issues addressed in a timely manner.</p>
SLM 5	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	Area Contracts Manager for SLM	26/11/12		A leaflet has been developed by WBC's Sports Development Officer in conjunction with SLM to market the women's only session at Woodside Stadium. WBC is currently in discussions with SLM regarding publicity and marketing. .
SLM 6	The number of Remedy Notices to be included in the quarterly performance report – target to be set at zero. See PR1	Culture and Community Section Head / Partnerships and Performance Section Head	26/11/12		There have been no remedy notices issued.

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SLM 7	The Panel to be updated on the work with Watford Swimming Club	Commissioning Manager			Following the letter that was received in response to the Scrutiny Panel's consultation, WBC officers met with representatives of Watford Swimming Club (WSC) to hear their concerns. WSC wanted additional pool time, however they were frustrated that this had not be positively considered. WBC worked with SLM to identify potential availability for the club. As a result WSC was able to secure extra pool time on a Friday evening. WBC pulled out of any further negotiations allowing WSC and SLM to develop an ongoing relationship.
Vinci					
VIN1	The HCC scrutiny report about Safer Routes to Schools to be circulated to the Panel.	Committee and Scrutiny Support Officer	05/02/13		Circulated by the Committee and Scrutiny Support Officer 19 April 2013.
VIN2	The Panel to receive information about write-offs in other councils in the family of similar authorities.	Transport and Infrastructure Section Head / Parking Services Manager	05/02/13		Bailiff write-off information is being gathered in relation to similar authorities and will be included in the 2012/13 Parking Services Annual Report, which is due to be published in October 2013.
VIN3	The Panel to receive a breakdown of income by CPZ permit zone.	Parking Services Manager	05/02/13		Sent to Panel 11 February 2013.