

*PART A

Report to: Outsourced Services Scrutiny Panel
Date of meeting: 16 July 2013
Report of: Partnerships and Performance Section Head
Title: Outsourced services performance data and information

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.
- 1.4 From May 2013, Watford Borough Council's ICT services are being provided by Capita and from July 2013 the council's waste and recycling, street cleansing and parks and open spaces services are being delivered by Veolia Environmental Services. This means that performance measures relating to these services will, from quarter 2, be considered by Outsourced Services Scrutiny Panel.

2.0 RECOMMENDATIONS

- 2.1 Note and comment on the performance of the identified outsourced service indicators at the end of quarter 4 (January – March) 2012/13 - Appendix A.
- 2.2 Note the future inclusion of performance measures relating to recently outsourced services in the next report to the Panel (November 2013).

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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 agreed at its meeting in November 2012 that further performance information is reported to the Panel in future

This included:

- SLM – additional usage figures
 - Swimming lessons – Woodside and Central
 - Number of remedy notices issued
- HQ Theatres
 - Number of commercial hires
 - Number of community hires
 - Number of performances
- Parking
 - Penalty Charge Notices issued
 - Tribunal appeals (won / lost / not contested)

3.1.3 Performance information relating to the measures outlined in 3.1.2 are included in the report at Appendix A.

4.0 **IMPLICATIONS.**

4.1 **Financial**

4.1.1 The Head of Strategic Finance comments that there are no financial implications within this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Democracy and Governance comments that there are no legal implications within this report.

Appendices

Appendix A

WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE - Outsourced Services
Scrutiny Panel – Quarter 4 (January – March) 2012/13