

Outsourced Services Scrutiny Panel
Written report to Overview and Scrutiny Committee – 26th September 2013

The Outsourced Services Scrutiny Panel met on 16th July. The meeting was fairly brief and there is not a huge amount to feed back. In summary, the panel:

- Updated its terms of reference to reflect the recent outsourcing of new services
- Reviewed the Actions list and signed off a number of actions arising from previous meetings which were considered to be complete
- Reviewed the performance report and KPIs. It was agreed that these tended to focus on quantitative indicators, which did not give the whole picture and which may be less important to Watford residents than more qualitative ones such as complaints or compliments. The panel intends to start looking at these in future reports.
- Received a presentation on the new Client Services team following the restructure within WBC due to outsourcing changes
- Agreed its work programme for the forthcoming year.

Shirena Counter

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