

## \*PART A

**Report to:** Outsourced Services Scrutiny Panel

**Date of meeting:** 19 November 2013

**Report of:** Partnerships and Performance Section Head

**Title:** Outsourced services performance data and information –  
Quarter 2 2013/14

### 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 as of quarter 2 2013/14.
- 1.4 From July 2013 the council's waste and recycling, street cleansing and parks and open spaces services are being delivered by Veolia Environmental Services – Veolia Watford. This means that performance measures relating to these services are now included in reports to the Outsourced Services Scrutiny Panel.

### 2.0 RECOMMENDATIONS

- 2.1 Panel to note and comment on the performance of the identified outsourced service indicators at the end of quarter 2 (July - September) 2013/14 - Appendix A.
- 2.2 Panel to consider if they would like to see any changes to the presentation of the information / data for future reports.

#### **Contact Officer:**

For further information on this report please contact:  
Kathryn Robson, Partnerships and Performance Section Head  
telephone extension: 8077 email: [kathryn.robson@watford.gov.uk](mailto:kathryn.robson@watford.gov.uk)

### 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 has agreed that performance information relating to the following outsourced contracts is reported to the Panel:

- SLM
  
- HQ Theatres
  
- Parking
  
- Veolia
  - Street cleansing
  - Waste and recycling
  - Parks and open spaces

3.1.3 Performance information available at Quarter 2 that relates to the areas outlined in 3.1.2 is included in the report at Appendix A.

3.1.4 Additional performance information, particularly relating to satisfaction with leisure facilities, concert halls, street cleansing, waste and recycling and parks and open spaces will be available in Quarter 3 for reporting to the Panel.

3.1.5 Information relating to complaints and compliments will also be included in the Quarter 3 report. The relevant client teams are working with partners to provide this data in a consistent and meaningful way that will enable effective scrutiny.

### 4.0 **IMPLICATIONS.**

#### 4.1 **Financial**

4.1.1 The Head of Finance comments that there are no financial implications within

this report.

4.2 **Legal Issues** (Monitoring Officer)

4.2.1 The Head of Democracy 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 2 (July-September) 2013/1