

### Outsourced Services Scrutiny Panel: Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Completed	Target/comments
<b>Performance Report</b>				
PR1	To add the update on cleaning standards at SLM to the Panel's performance report	Partnerships and Performance Section Head	26/11/12	The client team is working with SLM on a meaningful method to collate and report this area of performance. They will be reported for Quarter 3.
PR2	To add complaints and compliments at the leisure centres to the Panel's performance report.	Partnerships and Performance Section Head	16/07/13	With regard to the request for complaints and compliments from the leisure centres and the Colosseum, the Corporate Strategy and Client Services team are currently working with both SLM and HQ theatres to undertake a thorough review of the current complaints procedure and develop systems and processes that will provide meaningful data ready for presentation at future scrutiny committees. This work has only recently commenced following the internal restructure, completed in September with a new officer position leading this area of work. They will be reported for Quarter 3.

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PR3	To add complaints and compliments at the Colosseum to the Panel's performance report.	Partnerships and Performance Section Head	16/07/13		With regard to the request for complaints and compliments from the leisure centres and the Colosseum, the Corporate Strategy and Client Services team are currently working with both SLM and HQ theatres to undertake a thorough review of the current complaints procedure and develop systems and processes that will provide meaningful data ready for presentation at future scrutiny committees. This work has only recently commenced following the internal restructure, completed in September with a new officer position leading this area of work. They will be reported for Quarter 3.
PR4	To add reasons why parking appeals had been lost to the Panel's performance report.	Partnerships and Performance Section Head	16/07/13		This has been added to the performance report.

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<b>SLM</b>				
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	<p>Key actions and proposed actions:</p> <ul style="list-style-type: none"> <li>▪ Advertising screens updated with green travel information.</li> <li>▪ Social media updated with green travel information.</li> <li>▪ Events booking form amended to include green travel.</li> <li>▪ Meeting with Watford Cycle Hub to look at cross-marketing – Follow up meeting planned with Sales Manager in November 13.</li> <li>▪ Meeting with Herts County Council in November regarding cycle path from Watford Junction station past Watford Central.</li> </ul> <p>SLM are also looking at a green travel survey to send out to customers &amp; colleagues in December 2013.</p>
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 st stop school scrolling atistics 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	26/11/12	<p>SLM Watford Leisure Centre – WOODSIDE:</p> <ul style="list-style-type: none"> <li>▪ The number of cleaners have been increased in the evening, adding a 5<sup>th</sup> cleaner Mon-Fri and a 4<sup>th</sup> cleaner at weekends.</li> <li>▪ Each cleaner has their own specific area of responsibility to make accountability</li> </ul>

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		Section Head		<p>easier in the event that cleaning standards have not been met.</p> <ul style="list-style-type: none"> <li>▪ A day time cleaner has been added to the cleaning rota.</li> <li>▪ A cleaner is now included with direct accountability for wet side areas during peak times and during swimming lessons in the evening.</li> <li>▪ A high level of deep cleaning has been undertaken of the squash courts following a customer comment and the centre has also undertaken external high level cleaning on the roof of the bin store to remove debris that has been thrown up there.</li> <li>▪ Cleaning company has removed chewing gum from outside walkways.</li> <li>▪ Currently working on cleaning plan for Christmas/New Year period of which this will encompass deep cleaning of all changing rooms, carpets and poolside. This will be undertaken by SLM and our cleaning contractors HCMS.</li> <li>▪ The centre are reviewing the completion rate of the cleaning schedules for the in-house cleaning standards and we have during the month of September had a 77% completion rate for cleaning completion.</li> </ul> <p>SLM Watford Leisure Centre CENTRAL:</p> <ul style="list-style-type: none"> <li>▪ Currently work in partnership with a cleaning company called HERTS</li> </ul>

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				<p>CLEANING LTD.</p> <ul style="list-style-type: none"> <li>▪ Provide 4 cleaners from: 4pm-6pm Monday to Thursday 10pm – 1am Monday to Friday 8pm - 11pm Weekends</li> <li>▪ Work to a scheduled cleaning program which is overseen by a shift leader.</li> <li>▪ Bi-weekly meeting with the HERTS cleaning manager to bring to attention any matters regarding cleaning and the staff HERTS provide.</li> <li>▪ When HERTS cleaning staff aren't present, SLM staff will carry out cleaning duties which are scheduled on a daily and weekly basis.</li> <li>▪ Recent focus on improving cleanliness of the exterior of the building and the car park. Students from West Herts College use the car park as an access route. We do try to educate students on where bins are provided locally. We have increased how often staff litter pick the exterior and change the bins around the building.</li> <li>▪ New weekly weeding of paths and pavements around the building and car park improving the presentation of the facility.</li> <li>▪ Recently changed the schedule of the afternoon HERTS cleaner so that the changing village has a cleaner between 4-6pm.</li> </ul> <p>Future meeting with an external company to</p>

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					discuss a steam clean on our poolside tiles.
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		SLM Watford Leisure Centre – WOODSIDE: The centre are currently working on new publicity to promote this activity at the stadium by using all forms of advertising through in house, website, FB and twitter.  Implementing a monitoring system to get a true reflection on no's of attendance going forward.
SLM 8	The SLM staff satisfaction survey to be re-circulated to the Panel	Commissioning Manager	16/07/13		This was circulated on 16 October 2013.
<b>Vinci</b>					
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		The 2012/13 Parking Service Annual Report has now been updated and was published online on 25 October 2013. This includes details of write-offs in similar authorities. Copies were circulated to all Councillors.