

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 update on cleaning standards at SLM to the Panel's performance report	Partnerships and Performance Section Head	26/11/12		Action update to be circulated at the meeting.
PR2	To add complaints and compliments at the leisure centres to the Panel's performance report.	Partnerships and Performance Section Head	16/07/13		Action update to be circulated at the meeting.
PR3	To add complaints and compliments at the Colosseum to the Panel's performance report.	Partnerships and Performance Section Head	16/07/13		Action update to be circulated at the meeting.
PR5	The Performance Report to include exception reporting of performance of the Veolia contract as well as compliments and complaints. (See VE2)	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13		Action update to be circulated at the meeting.

Action to be carried out		Responsibility	Committee Date	Completed	Target/comments
PR6	The Panel to receive an annual report on the number of green flags achieved. (See VE3)	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13		Action update to be circulated at the meeting.
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		We are continuing to monitor actions and activity arising from the Green Travel Plan on a quarterly basis.
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		We are continuing to monitor actions with regard to cleaning at both sites as well as carrying out regular inspections. Woodside has had recent work on drains completed in the wetside changing rooms and they advise that this has already made a major difference and that complaints to them have decreased.

Action to be carried out		Responsibility	Committee Date	Completed	Target/comments
SLM 5	<p>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</p> <p>UPDATE: the Panel suggested that it be advertised at the Women's Centre and the Community Centres (19 November 2013)</p>	Area Contracts Manager for SLM	26/11/12		Update on the marketing of services to women's only - this is being actively marketed and reported to us on a quarterly basis. An example of numbers attending: between November and end of December 2013 there were 141 participants at the Women's running session. Posters were forwarded to the Women's Centre and the Community Centres.
VEOLIA					
VE1	The issue of circuses fly-posting on empty shops to be reported to Planning Enforcement.	Client Manager (Waste and Recycling)	19/11/13		This has been reported to Planning Enforcement.
VE2	The Performance Report to include exception reporting of performance of the Veolia contract as well as compliments and complaints. (See PR5)	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13		A report will be presented at the meeting.

Action to be carried out		Responsibility	Committee Date	Completed	Target/comments
VE3	The Panel to receive an annual report on the number of green flags achieved.(See PR6)	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13		Update to be provided at the meeting.
VE4	The Client Manager (Waste and Recycling) to attend the meeting in February 2014 to give an update on the service.	Client Manager (Waste and Recycling)	19/11/13		This will be given at the meeting.