

*PART A

Report to: Outsourced Services Scrutiny Panel
Date of meeting: 13 February 2014
Report of: Partnerships and Performance Section Head
Title: Outsourced services performance data and information –
Quarter 3 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 3 2013/14.

2.0 **RECOMMENDATIONS**

- 2.1 Panel to note and comment on the performance of the identified outsourced service indicators at the end of quarter 3 (October - December) 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.

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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 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 Over the last quarter, work has been undertaken between client teams for leisure and community and environment to establish a robust, meaningful set of indicators to report to Outsourced Scrutiny Panel. These include complaints and compliments. Whilst a number of these indicators are now reported in Appendix A, others require additional time for the organisations to establish the collection and reporting mechanisms. Therefore, a number of new indicators will be reported from quarter 4 2013/14 or quarter 1 2014/15.

3.1.4 Performance information available at Quarter 3 that relates to the areas outlined in 3.1.2 is included in the report at Appendix A.

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 Legal and Property Services comments that there are no legal implications within this report.

Appendices

Appendix A

WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE - Outsourced Services
Scrutiny Panel – Quarter 3 (October - December) 2013/14