

Outsourced Services Scrutiny Panel: Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Completed	Target/comments	
Performance Report					
PR2	<p>To add complaints and compliments at the leisure centres to the Panel's performance report.</p> <p>Update – The Panel have also requested an overview of the themes of compliments and complaints be included in the report.</p>	Partnerships and Performance Section Head	16/07/13 and 13/02/14	By end of quarter 1 2014/15	This will be ready for reporting from the first quarter of 2014/15. Compliments and complaints will be reported for the end of 2013/14 but this will not have the breakdown into themes.
PR3	<p>To add complaints and compliments at the Colosseum to the Panel's performance report.</p> <p>Update – The Panel have also requested an overview of the themes of compliments and complaints be included in the report.</p>	Partnerships and Performance Section Head	16/07/13 and 13/02/14	By end of quarter 1 2014/15	This will be ready for reporting from the first quarter of 2014/15. Compliments and complaints will be reported for the end of 2013/14 but this will not have the breakdown into themes.

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PR5	<p>The Performance Report to include exception reporting of performance of the Veolia contract as well as compliments and complaints.</p> <p>Update – The Panel have also requested an overview of the themes of compliments and complaints be included in the report.</p>	Partnerships and Performance Section Head/ Head of Corporate Strategy and Client Services	19/11/13 and 13/02/14	By end of quarter 1 2014/15	This will be ready for reporting from the first quarter of 2014/15. Compliments and complaints will be reported for the end of 2013/14 but this will not have the breakdown into themes.
PR6	The Panel to receive an annual report on the number of green flags achieved.	Partnerships and Performance Section Head	19/11/13	By end of quarter 2 2014/15	The outcome of green flag submissions will be known by quarter 2.
PR7	Levels of fly-posting on empty shops to be added to the performance report.	Partnerships and Performance Section Head	13/02/14	Yes	The fly posting indicator will provide details of the extent of fly posting and the locations.
PR8	Levels of fly-tipping to be added to the performance report.	Partnerships and Performance Section Head	13/02/14	See comments.	This indicator is reported to Overview and Scrutiny as it is reported by Environmental Health.
PR9	Data relating to customer satisfaction levels at the Palace Theatre to be added to the performance report.	Partnerships and Performance Section Head	13/02/14	By end of quarter 1 2014/15	Working with the Palace Theatre on collecting this data annually.

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PR10	Levels of contamination in the recycling collections to be added to the performance report.	Partnerships and Performance Section Head / Client Manager (Waste and Recycling)	13/02/14	Yes	The performance indicator to be reported from quarter 1 2014/15 shows the total number of deliveries to the recycling processors each quarter (80) and the percentage of those which are rejected due to contamination i.e. over 5%.
PR11	Annual indicator showing the number of local bands who have performed at the Colosseum to be added to the performance report.	Partnerships and Performance Section Head/ Commissioning Manager	13/02/14	See comments.	Following discussions with the Colosseum regarding this information, it was felt that it would not constitute a good measure of this area of activity across the borough. The community events indicator will provide information on the extent of hire and would pick up community related performances by local bands.
PR12	Number and an indication of types of community events at the Colosseum to be added to the performance report.	Partnerships and Performance Section Head/ Commissioning Manager	13/02/14	In progress	This indicator is being discussed with the Colosseum. The aim is to report from quarter 1.

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SLM					
SLM 9	The Panel to receive details of the report back to leisure centre members on the outcomes of the customer satisfaction survey.	Commissioning Manager/ Partnerships and Performance Section Head	13/02/14	Yes	Circulated April 2014.
Veolia					
VE5	The Head of Corporate Strategy and Client Services to provide the Panel with more detail on how gum-cleaning operates.	Head of Corporate Strategy and Client Services / Client Manager (Parks and Streets)	13/02/14	Yes	<p>The contract specifies the following:</p> <p>The Town Centre is annual gum removal programme as part of a deep spring clean. Gum and stain removal - There shall be annual gum and stain removal which shall be carried out in accordance with SC06. Elsewhere - Chewing gum removal will be carried out as and when instructed by the Authority and payment will be calculated using the rates supplied in the Cost Proforma</p> <p>Client Manager (Parks and Streets) will include this area in the presentation to Panel in November 2014.</p>

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HQ Theatres					
HQ1	The Head of Corporate Strategy and Client Services to circulate the presentations from the meeting.	Head of Corporate Strategy and Client Services	13/02/14	Yes	Circulated February 2014.