

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	Within performance report.
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	Within performance report.

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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	Complaints and compliments are now included but are not yet themed. This will start from quarter 2.
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.
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. Will be added as a measure when available.
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		Within performance report.

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PR13	Indicator showing levels of fly-tipping to be broken down by ward.	Partnerships and Performance Section Head/ Client Manager	14 July 2014		Awaiting response, although this is not an outsourced indicator.
SLM					
SLM 10	Partnerships and Performance Section Head to discuss with Commissioning Manager report of demand for further women-only swimming sessions at Central Leisure Centre.	Commissioning Manager/ Partnerships and Performance Section Head	14/07/14		To follow.
Veolia					
VE6	Partnerships and Performance Section Head to raise issue of lack of clarity over responsibility for removing fly-tips on WCHT land with Client Manager	Partnerships and Performance Section Head/ Client Manager	14/07/14		Flytips on WCHT land are the responsibility of WCHT. Occasionally Veolia will remove flytips from private land if deemed necessary but on WCHT land we would report to their land agents accordingly to deal with.

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VE7	The Client Manager to provide the Panel with information about the street cleaning regime including how long bags of rubbish can be left before collection and detail of the regime in Woodside and Meriden wards in particular.	Client Manager	14/07/14	<p>The street cleansing regime varies across the borough depending on the contract zone: EPA high 1A in the town centre to EPA Medium 2B for most of the remainder of the town (including residential areas).</p> <p>The authority is split into 8 contract zones based on land use and intensity of use. Standards are defined for each zone based on the performance indicator relating to street cleanliness (NI19 5as was) agreed standards. In the event that cleanliness (litter, detritus, graffiti and fly posting) falls in standard the partner shall return that area to Grade A within the response times. Areas 2A and 2B have a 5 day core service and covers medium intensity - minor shop fronts, high density / high obstructed residential, associated main roads and other highways. All bagged waste or arisings collected within zones 1A, 1B and 1C shall only be left for collection immediately adjacent to a litter bin and collected for transportation within not more than 30 minutes. Bagged waste in all other contract zones shall only be left for collection at sites and in number agreed with the authority in advance and shall be collected prior to the end of the day.</p>

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VE8	Partnerships and Performance Section Head to ask Client Team whether surveys of street cleanliness reflect the variation experienced at different times of day/days of the week.	Partnerships and Performance Section Head/ Client Manager	14/07/14		This would need a significant investment in time to undertake the analysis across the borough as a whole. If there is a specific area that Panel are interested in, this could be done.
Revenues and Benefits					
RB1	The Committee and Scrutiny Support Officer to circulate the report of the Head of Revenues and Benefits which went to Overview and Scrutiny in March 2014.	Committee and Scrutiny Support Officer	14/07/14		This was circulated on 8 September 2014.
Work Programme					
WP1	Committee and Scrutiny Support Officer to change future meeting start times to 7pm.	Committee and Scrutiny Support Officer	14/07/14		The timetable of meetings has been changed. All meetings will now commence at 7pm.
WP2	The Committee and Scrutiny Support Officer to invite the relevant Three Rivers councillor(s) to future meetings where shared services are considered.	Committee and Scrutiny Support Officer	14/07/14		Three Rivers District Council are appointing a Lead Member for Shared Services at their meeting of Full Council on 16 September. An invitation will be sent to the relevant councillor before the meeting.