

Outsourced Services Scrutiny Panel: Outstanding Actions and questions

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments	
Performance Report					
PR5	<p>The Performance Report to include exception reporting of the 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		The Panel will receive their next performance report at the meeting in November.
PR6	The Panel to receive an annual report on the number of green flags achieved.	Partnerships and Performance Section Head	19/11/13		The Panel will receive their next performance report at the meeting in November.
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		The Panel will receive their next performance report at the meeting in November.
PR14	Details of the cleaning regime at Woodside Leisure Centre to be provided to the Panel, with particular reference to the cleanliness and maintenance of the showers.	Partnerships and Performance Section Head/ Commissioning Manager	23/09/14		Details will be forwarded ahead of the November meeting.

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PR15	The performance report to show how many complaints about the top three areas of complaint had been received.	Partnerships and Performance Section Head/ Commissioning Manager	23/09/14		The Panel will receive their next performance report at the meeting in November.
PR16	Details of the most common reasons why exercise classes were cancelled at the leisure centres to be circulated to the Panel.	Partnerships and Performance Section Head/ Commissioning Manager	23/09/14		This will be included in monitoring information received from the contractor and reported on in Quarter 3.
PR17	In respect of indicators LC5 and LC10, the Panel would like this information benchmarked against Watford's population as a whole.	Partnerships and Performance Section Head/ Commissioning Manager	23/09/14		The Panel will receive their next performance report at the meeting in November.
PR18	The Panel is interested in any data about why the levels of participation by those aged 55+ are low.	Partnerships and Performance Section Head/ Commissioning Manager	23/09/14		This will be included in monitoring information received from the contractor and reported on in Quarter 3.

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PR19	The Panel would like information about how the membership of the leisure centres had been affected by competition from low-cost gyms.	Partnerships and Performance Section Head/ Commissioning Manager	23/09/14		This will be included in monitoring information received from the contractor and reported on in Quarter 3.

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PR20	The Panel to be provided with details of the charging structure for the Colosseum. They suggested that the number of dark days could be reduced if community groups were offered these days at lower rates.	Partnerships and Performance Section Head/ Commissioning Manager	23/09/14		<p>The current charging structure will be provided ahead of the November meeting</p> <p>With regard to dark days, HQ Theatres advise that whilst 84 dark days appears to be a high number this actually equates to about 1.5 days a week. They expect to see a higher proportion of dark days in the first and second quarters of the financial year, i.e. the summer period due to there being more outdoor events taking place. Dark days can happen for a variety of reasons including:</p> <ul style="list-style-type: none"> - public holidays - sudden cancellation of a show e.g. due to the artist being unwell - Maintenance - Technical requirements to prepare for an upcoming performance <p>HQ Theatres advise that they are working to minimise the impact of these occasions. A range of community groups already use the venue at a reduced rate and will continue to be encouraged to do so, however for HQ Theatres as a commercial operator this has to be balanced with the need to generate sufficient income for sustainability.</p>

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PR21	Officers to discuss how the performance indicators for Revenues and Benefits should be reported.	Director of Finance/ Partnerships and Performance Section Head	23/09/14		The Panel will receive their next performance report at the meeting in November.
PR22	The Panel to be informed why PR9, satisfaction levels at the Palace Theatre, were being added to the performance report as it was not an outsourced service.	Committee and Scrutiny Support Officer	23/09/14		The minutes of the meeting of OSSP in February 2014 stated: 'Following a discussion about the satisfaction levels in CS15 (related to satisfaction with theatres and concert halls in the 3rd quarter performance report of 2013/14), it was agreed that it would be useful to include satisfaction at Watford Palace Theatre as a comparison.' However, the Theatre is not an outsourced service and so regular reporting would not fall within the remit of the Panel.

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SLM				
SLM 10	Partnerships and Performance Section Head to discuss with the Commissioning Manager the report of demand for further women-only swimming sessions at Central Leisure Centre.	Commissioning Manager/ Partnerships and Performance Section Head	14/07/14	SLM have provided usage figures for the women-only swimming session. The maximum capacity of the main pool is 100. The average take up as a % of capacity (taken over a period of 8 months) is around 19.5%. SLM advised that women also use the small pool which has a capacity of 32. Looking at figures over the 8 month period, it would appear that this is where there may be a capacity issue. SLM would like to have further information about what the issues are so they can consider this further.
Veolia				
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. The concerns were reiterated at the meeting in September 2014.	Client Manager	23/09/14	It is suggested that this matter be raised as part of the meeting in November on parks and streets cleansing.

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VE9	Committee and Scrutiny Support Officer to ask the Client Manager whether the Ward councillors were usually invited to the launch event of green flag awards.	Committee and Scrutiny Support Officer	23/09/14		Ward councillors are invited to any launch we have in the relevant park. If there is a national / regional launch the portfolio holder is invited.
VE10	Committee and Scrutiny Support Officer to obtain further information about the time taken to remove fly-tips and the role of Watford Community Housing Trust on their land.	Committee and Scrutiny Support Officer	23/09/14		It is suggested that this matter be raised as part of the meeting in November on parks and streets cleansing.
VE11	Committee and Scrutiny Support Officer to raise the Panel's concerns about the amount of time taken to remove green sacks containing litter.	Committee and Scrutiny Support Officer	23/09/14		It is suggested that this matter be raised as part of the meeting in November on parks and streets cleansing.
VE12	Committee and Scrutiny Support Officer to inform the Panel who was responsible for overgrown hedges on private land blocking alleyways.	Committee and Scrutiny Support Officer	23/09/14		The Transport and Infrastructure Section Head has advised that in these cases Councillors should contact him to determine responsibilities as it is dependent on the ownership of the land.
VE13	Committee and Scrutiny Support Officer to arrange a visit for councillors to the depot.	Committee and Scrutiny Support Officer	23/09/14		This has been arranged for 21 October 2014.

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Revenues and Benefits				
RB2	Head of Revenues and Benefits to arrange a briefing for councillors on council tax collection and recovery.	Head of Revenues and Benefits	23/09/14	Briefing to be arranged.
RB3	Head of Revenues and Benefits to circulate information to the Panel about how much the bailiffs charge.	Head of Revenues and Benefits	23/09/14	This information has been requested and will be circulated to the Panel when available.
Work Programme				
WP3	Committee and Scrutiny Support Officer to add Revenues and Benefits to the panel's work programme in July 2015.	Committee and Scrutiny Support Officer	23/09/13	This has been added to the work programme for 2015/16.