

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		Complaints and compliments are now in the report and areas they relate to identified. Further work is needed regarding themes.
PR6	The Panel to receive an annual report on the number of green flags achieved.	Partnerships and Performance Section Head	19/11/13		Included in the performance report.
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		To follow.

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
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	<p>SLM has recently changed the external cleaning contractor for the Leisure Centres. A robust cleaning schedule has been designed, to ensure that all areas are cleaned daily. Internal staff are also responsible for monitoring this and for keeping areas tidy and clean. Deep cleans are also scheduled on a quarterly basis. Cleaning Schedules are checked by the Duty Managers who do inspections to ensure works are carried out to a satisfactory standard which can then be signed off. Furthermore there is an electronic system now in place where the cleaning schedules will be recorded and managers can ensure works are being carried out on time and being signed off by the responsible person in order to monitor this more effectively.</p> <p>Woodside has a 'cleaning champion' who works closely with the team to ensure that this area is a high priority.</p> <p>Any maintenance issues reported either via a customer comment or following staff inspections must be notified by staff to the Operations Manager. The issue is then recorded on the maintenance system and allocated a timescale to resolve dependent on priority. Out of order signage is placed where required with an estimated date of completion.</p>

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments																								
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		This is now included for SLM and HQ Theatres.																								
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		To follow.																								
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		<p>Whilst the leisure centres provide the information that has been disclosed to them, it is known that not everyone discloses information particularly around age and disability.</p> <table border="1"> <thead> <tr> <th></th> <th>Woodside</th> <th>Central</th> <th>Watford</th> </tr> </thead> <tbody> <tr> <td>14 – 25yrs</td> <td>13.7%</td> <td>15.5%</td> <td>15%</td> </tr> <tr> <td>BME</td> <td>29.4%</td> <td>27.2%</td> <td>38%</td> </tr> <tr> <td>Women + girls</td> <td>58.5%</td> <td>58.4%</td> <td>51%</td> </tr> <tr> <td>55+</td> <td>8.3%</td> <td>8.2%</td> <td>22%</td> </tr> <tr> <td>Disability</td> <td>0.32%</td> <td>0.32%</td> <td>14%</td> </tr> </tbody> </table>		Woodside	Central	Watford	14 – 25yrs	13.7%	15.5%	15%	BME	29.4%	27.2%	38%	Women + girls	58.5%	58.4%	51%	55+	8.3%	8.2%	22%	Disability	0.32%	0.32%	14%
	Woodside	Central	Watford																										
14 – 25yrs	13.7%	15.5%	15%																										
BME	29.4%	27.2%	38%																										
Women + girls	58.5%	58.4%	51%																										
55+	8.3%	8.2%	22%																										
Disability	0.32%	0.32%	14%																										

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
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 require further research. Of the 22% of the population who are 55+, 4% are over 80 and so might be expected to be more limited in taking part in sports / leisure activities. This still leaves a significant percentage of the population within the targeted age range and whilst some inferences might be drawn regarding the propensity of this age range to choose leisure centre based activities, this would not be based on sound information / known facts.
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		To follow.

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
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>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>

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
				<p>HQ Theatres are committed to encouraging as many community groups as possible to utilise the facilities at the Colosseum. There will be a variety of different types of events requiring different levels of input and support from staff, but they are able to offer a basic Community Hire rate which is considerably less than the full commercial rate as follows:</p> <p>Commercial Hire rate £5,000 + VAT</p> <p>Community Hire rate from £2,200 + VAT, depending on day of week/time of year.</p> <p>Included in the hire charge are the following:</p> <ul style="list-style-type: none"> • Use of building from 9am until curtain down (no later than 10.30pm) • Use of all standard installed lighting and sound equipment as per the technical specification as listed on the website • Duty Manager and all Front of House staff • All heating and lighting • 2 x technicians for 8 hours (All additional hours and labour recharged)

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
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		Two Revenues indicators now included for consideration alongside the two Benefits indicators
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.
SLM 11	Committee and Scrutiny Support Officer to arrange a visit by the panel to the Leisure Centres before the end of 2014.	Committee and Scrutiny Support Officer	22/10/14		This has been arranged for 9 December 2014.

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments
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.
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.

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
VE14	Committee and Scrutiny Support Officer to ensure issues of shopping trolleys left abandoned in public places and litter in Meriden and Woodside be raised as part of the meeting in November on parks and street cleansing.	Committee and Scrutiny Support Officer	22/10/14		It is suggested that this matter be raised as part of the meeting in November on parks and streets cleansing.
VE15	Committee and Scrutiny Support Officer to re-circulate presentation on how waste contract works to the Panel.	Committee and Scrutiny Support Officer	22/10/14		This was circulated on 29 October 2014.
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		The Head of Revenues and Benefits will be looking to arrange this briefing.

Action to be carried out		Responsibility	Committee Date	Deadline for completion	Target/comments
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		<p>Bailiff charges are as follows:</p> <ul style="list-style-type: none"> • Compliance stage (initial letter sent by the bailiff) - £75. • Enforcement stage (visits to the property) - £235 (regardless of how many visits are made). • Sale of belongings - £110. • Where a debt is over £1500.00, the fee charged at enforcement stage is £235 plus 7.5% of the amount of any debt over £1500. <p>The amounts charged are statutory and not set by WBC.</p>
Work Programme					
WP4	Committee and Scrutiny Support Officer to remove the 'update on the Veolia contract – waste and recycling' item from the agenda for the 12 th February Panel meeting and replace with 'update on the ICT contract with Capita'.	Committee and Scrutiny Support Officer	22/10/14		The work programme has been amended.

Action to be carried out	Responsibility	Committee Date	Deadline for completion	Target/comments	
ICT Contract					
ICT1	Committee and Scrutiny Support Officer to circulate the ICT roadmap to the Panel once approved.	Committee and Scrutiny Support Officer	22/10/14		This document will be circulated once available.
ICT2	ICT Client Manager to provide a progress report on the contract to the Panel for the 12 th February 2015 meeting.	ICT Client Manager	22/10/14		The ICT Client Section Head will attend the meeting in February.
ICT3	Partnership and Section Head to include the 5 Key Performance Indicators on the core ICT service in the next Performance Report to the Panel.	Partnership and Performance Section Head	22/10/14		These indicators are included in the performance report.