

Recommendations and updates from other committees to Cabinet 29 September 2023



Joint Scrutiny Committee

The committee met on 21 September to discuss the performance of the car parks management contractor and the leisure management contractor in 2022/23.

In respect of the car parks management contractor, Saba, the committee was satisfied with the overall performance rating 'good' within the report of the Head of Development and Corporate Landlord, and the committee provided comments which could be considered during contract negotiation and for future service provision. The Cabinet member will sign-off the decision on the performance rating.

In respect of the leisure management contractor, Greenwich Leisure Limited (GLL), the committee accepted the performance rating 'good' in the report of the Head of Development and Corporate Landlord. The Cabinet member will sign-off the decision on the performance rating.

The committee also asked officers and Cabinet members to work with GLL to:

1. consider how we look at customer satisfaction as a whole; and
2. provide a granular look at individual centres in future reporting, where the key performance targets can be appropriately broken down to that level. This would be for officers to decide the format and what was achievable.

Democratic Services

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