

**“WE’VE GOT SOMETHING
YOU MIGHT LIKE TO SEE”**

Watford Borough Council Outsourced Services Scrutiny Panel

Monday 9 July 2018

7pm



**WATFORD
BOROUGH
COUNCIL**

Watford Borough Council's Contract Management Arrangements

Alan Gough

Head of Community & Environmental Services

AND

Chair of WBC Contract & Relationship Management Forum



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The contracts OSSP scrutinises (from ToR):

- **Waste, Recycling, Street Care, Parks and Open Spaces (Veolia)**
- **Leisure centres (SLM/Everyone Active)**
- **Watford Colosseum (HQ Theatres)**
- **Watford Market (as of 14.05.18) (Town and Country Markets - TCM)**
- **Portfolio Holder for all the above is Cllr Tim Williams**
- **Management of Hostels and Temporary Accommodation**
- **The Parking Service**
- **The Shared Services under the agreement with Three Rivers District Council**

Contract Renewal dates

- **Waste, Recycling, StreetCare, Parks and Open Spaces - 2020**
- **Leisure centres - 2033**
- **Watford Colosseum (HQ Theatres) – 2021**
- **Watford Market (TCM) - 2024**

Governance

Veolia:

- Strategic Partnership Board – 2 x per year
- Quarterly PI's – LT, PHs, OSSP
- Monthly Portfolio Holder Meetings
- Monthly Performance / Operational Meetings
- Monthly Finance Meetings
- Weekly Performance Reports
- Daily conversations

Governance

SLM/Everyone Active:

- Strategic Partnership Board – 2 x per year
- Annual year end report to LT, PHs and OSSP
- Quarterly PI's – LT, PHs, OSSP
- Quarterly Finance Meeting
- Monthly Performance / Operational Meetings
- Daily conversations

Governance

HQ Theatres:

- Quarterly PI's – LT, PHs, OSSP
- Quarterly Finance Meeting
- Annual year end report to LT, PHs and OSSP
- Monthly Performance / Operational Meetings
- Daily conversations

Governance

Town and Country Markets (TCM):

- Quarterly Finance Meeting
- Quarterly Performance / Operational Meetings
- Daily conversations

Partnership Approach

- WBC and Partners delivering for the Town
- Shared goals and service delivery standards
- Both work together to resolve any issues
- Financial penalties are collected for performance issues (such as missed bins)

The Added Value of OSSP

- In touch with local residents who receive / use the services
- Mystery Shopping - customer service
- Mystery Shopping – communications, including promotion of new / seasonal initiatives
- Positive Pressure in scrutiny of Quarterly PI's



QUESTIONS ?



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