

MONITORING ARRANGEMENTS

Monitoring	Frequency	Who attends/approves from WBC
Face to face meetings with General and Operational Managers at Central and Woodside	monthly	Contract Monitoring Officer
Meetings with Area Manager	Quarterly As necessary (if escalation of issue)	Contract Monitoring Officer Commissioning Manager/Section Head/Head of Community Services
Meetings with Regional Director and Area Manager	Four monthly	Contract Monitoring Officer, Commissioning Manager, Section Head
Green Travel Plan meeting – with General and Operational Managers Woodside and Councillor	Quarterly	Contract Monitoring Officer/WBC officers from Planning/Property Maintenance/Parks and Open Spaces
Proposal (attached)	When SLM propose to make any changes to services/building	Reviewed by Contract Monitoring Officer/Commissioning Manager/Section Head - Community Services Property Manager – Property Services Approved by Head of Community Services
KPI's	Monthly on usage relating to: Gym; Swim; Squash; Astroturf; Climbing Wall; Stadium	Presented at Quarterly Review (swim and gym usage only) Collated for Section Head meetings
Fees and charges	Yearly	Negotiated and agreed by Head of Service and Portfolio Holder. Presented to Budget Panel.
Opening hours	Christmas and Easter.	Approved by Section Head
Complaints	Monthly	Collated on quarterly basis and sent to Sonia Shirley who prepares corporate report.