

WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 3 JULY 2012

Title:

CONTRACT COMPLIANCE AND MONITORING OFFICER

[Portfolio Holder: Cllr Stephen O’Grady]

[Wards Affected: All]

Summary and purpose:

The purpose of this report is to seek approval to create a new full-time post to monitor both the Waverley Borough Council and Surrey County Council grounds maintenance contracts as a replacement for the existing part-time post.

How this report relates to the Council’s Corporate Priorities:

This report relates to the Council’s corporate priority of ‘Environment’ which undertakes to continue to improve our grass-cutting and grounds maintenance services.

Equality and Diversity Implications:

The postholder will ensure that any contract works are undertaken in a manner that will not exclude or prevent persons from accessing the Council’s sites.

Environment and Climate Change Implications:

The postholder will ensure that any contractual works that are completed are undertaken in a manner that protects the environment and limits the impact on climate change.

Resource/Value for Money Implications:

The new postholder will ensure the grounds maintenance contract operates in such a way as to provide value for money for the Council and make best possible use of resources available.

Legal Implications:

There are no legal implications.

Background

1. The current part-time contract monitoring post (12.5 hours/week) has been in existence since May 2010 and has led to significant benefits in the monitoring of the grounds maintenance contract. The post has enabled an increase in the number of monitoring visits across the borough (from 60 visits/month – 250 visits/month), leading to an increase in the performance of the grounds maintenance contractor, Glendale and also a reduction in number of complaints received at the offices. The benefits of this post cannot be overstated and it is through the improvements seen in contract performance that the Council has actually considered the extension of the grounds maintenance contract, rather than a re-tendering process.
2. The Council in April agreed to take over Surrey County Council's (SCC's) highways horticultural contract function from their previous contractor. The Council will be able to improve upon the performance of this contract and provide an improved service to our residents. However, in order to achieve this, regular monitoring of Glendale's performance on the new SCC contract is required alongside the existing monitoring of the WBC grounds maintenance contract.

Introduction

3. The proposed new post of full-time Contract Compliance and Monitoring Officer is an expansion over the previous part-time role. Presently the current part-time monitoring role does not have enough capacity to monitor fully the SCC highways horticultural contract nor assist the Green Spaces Contract Officer in arranging ad-hoc works because of the time constraints (12.5 hours/week) imposed by the part-time nature of the position. With the expansion of the role to a full time position (37 hours/week), the Council will be able to monitor adequately both aspects of the grounds maintenance contract, ensuring contract compliance and good performance of the contract.
4. The new role will assist the Green Spaces Officer and provide improvements in the following areas:
 - Monitoring of SCC highways horticultural work, ensuring contract compliance and that the service level agreement is met
 - Re-mapping of SCC highways horticultural areas (data anomalies found), feeding back of these anomalies to the GIS mapping assistant to ensure accurate data records are kept
 - Assist in the amalgamation of SCC highways contract areas into the WBC grounds maintenance contract regimes, to ensure efficient and effective use of contract resources and to provide excellent customer service to residents
 - Investigating complaints made by members of the public, elected members and others. They will be required to effectively resolve these complaints and clearly communicate the findings with customers and the contractors
 - Organise, commission and direct contractors (other than main contractor) in undertaking ad-hoc improvement works on the Councils open spaces

- The checking of 'permits to play' in addition to our contractor's responsibilities and also ensuring that organisations/personal trainers/ice cream vans are authorised to operate from the Councils sites.
- Assisting both the Council and Contractor by making recommendations to improve service delivery and operational efficiency

Conclusion

5. The proposed full-time post will ensure that regular contract monitoring continues and that contract performance is maintained at acceptable levels so that the Council continues to provide excellent customer service to residents. The expansion of the role into a full-time position will provide much needed assistance to the Green Spaces Contract Officer and enable them to focus more on the running of the contract and the organising of other contractors and works associated with projects. The creation of a full-time role will also provide resilience for the Parks & Countryside service, when individuals are on leave or absent from work due to sickness.

Recommendation

It is recommended to the Council that the role of Contract Compliance and Monitoring Officer be increased from a part-time to full-time post and the establishment be amended accordingly.

Background Papers

There are no background papers (as defined by Section 100D(5) of the Local Government Act 1972) relating to this report.

CONTACT OFFICER:

Name: Matthew Lank

Telephone: 01483 523190

E-mail: matt.lank@waverley.gov.uk

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