

Parkwood Leisure Contract Monitoring Plan

Rec No.	Recommendation	Criticality	Comments	Responsible Officer	Implementation Date and Updates
1.	An internal Contract Monitoring Group to be established with the appropriate skills mix to effectively monitor the leisure contract.	Fundamental	Links to recommendations 3, 5 and 6 of the Council's Internal Audit report (August 2013) and recommendations P1 and P2 of the Wales Audit Office report (June 2014).	DRT – Director of Development Services	An internal Monitoring Group was discussed at a review meeting held on 4 th September and will consist of:- <ul style="list-style-type: none"> • Director of Development Services • Operational Manager Leisure and Tourism • Operational Manager Property • Operational Manager Accountancy
2.	A formal Contract Monitoring regime to be established with Parkwood Community Leisure, to allow the timely and appropriate exchange of information, data and concerns.	Fundamental	Links to recommendations 1, 2, 3 and 4 of the Council's Internal Audit report (August 2013) and recommendations P1 and P3 of the Wales Audit Office report (June 2014).	DRT – Director of Development Services	By end of September 2014. This will entail formal contract monitoring meetings (6 per year) with standard agenda items, all relating to contract monitoring. This will replace current meetings being held, the key difference being that the new meetings will focus solely on the contract and compliance with the contract. Parkwood to be advised by letter of the above arrangement.

Rec No.	Recommendation	Criticality	Comments	Responsible Officer	Implementation Date and Updates
3.	A contract monitoring check list to be produced detailing all financial, property, service level and employment provisions within the contract and the level of monitoring required. The checklist will also include all the relevant performance indicator and measures.	Fundamental	Links to recommendations 1, 2, 3, 4 and 5 of the Council's Internal Audit report (August 2013) and recommendations P1 and P3 of the Wales Audit Office report (June 2014).	DRT – Director of Development Services	By end of September 2014. This will entail the production of a monitoring checklist to guide the work of the Council's internal Contract Monitoring Group (Rec 1), the Contract Monitoring regime (Rec 2) and the scrutiny of the contract by Scrutiny Committee (Rec 4).
4.	Regular (quarterly) reports to be presented to Scrutiny Committee on contract monitoring arrangements and contract performance against indicators.	Significant	Links to recommendation 3 of the Council's Internal Audit report (August 2013) and recommendations P1, P3 and P4 of the Wales Audit Office report (June 2014).	DK – Operational Manager (Leisure and Tourism)	By end of December 2014 and ongoing. This will allow the regular scrutiny of contract performance with the benefit for Members of being able to relate and refer to the monitoring checklist (Rec 3).

Rec No.	Recommendation	Criticality	Comments	Responsible Officer	Implementation Date and Updates
5.	A presentation on contract monitoring and performance measures to be given to Scrutiny Committee to ensure effective member involvement in contract monitoring.	Significant	Links to recommendation 3 of the Council's Internal Audit report (August 2013) and recommendation P1 of the Wales Audit Office report (June 2014).	DK – Operational Manager (Leisure and Tourism)	By end of December 2014. This will ensure that recommendation 4 can be delivered with confidence.
6.	A mystery shopper approach should be established with immediate effect to ensure effective quality control checks are undertaken at all Parkwood sites.	Significant	Links to recommendation 4 of the Council's Internal Audit report (August 2013).	DK – Operational Manager (Leisure and Tourism)	By end of September 2014 with a series of visits scheduled on a 12 month rolling programme with regular reporting to the formal Contract Monitoring meetings with Parkwood (Rec 2) and to be included within the regular Scrutiny reporting process (Rec 4).