

Appendix D - Performance monitoring of live contracts during 2013/14

Title	Start Date	End Date	Suppliers	Contract Value	Annual Contract Value	NAO	Overall Annual Rating	Comments on Performance & Financial Variance	Strategic Executive Board member	Unit	
Management Agreement between WCC and CityWest Homes	01/04/12	31/03/22	CityWest Homes	22,540,481	22,450,481	McCarthy, Daniel		The Council will be meeting to discuss Q1 performance in June.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	CityWest Homes	
Total Facilities Management	01/10/14	01/10/24	Amey	8,287,148	8,287,148	Mallett, Nigel	3.00	Satisfactory	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Corporate Property	
Training Flats	01/04/04	31/03/15	A2Dominion Housing	49,370	49,370	Aseervatham, Victoria	2.00		Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Tollgate Gardens Rights of Light negotiation	01/12/13	tbc	Rights of Light Consulting	229,204		Wright, Barbara	2.00	No cause for concern with performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
West London Day Centre	01/04/04	31/03/15	West London Mission	45,157	45,157	Aseervatham, Victoria	2.00		Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Supported Housing (Physical Disabilities): Kilburn Lane	01/04/04	31/03/15	A2Dominion Housing	23,370	23,370	Goulding, David	3.00	Contractor delivered outcomes contained in SLA and performed to a satisfactory standard	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Supported Housing (Older People): Dora House, St John's Wood Road	01/04/04	31/03/16	Central & Cecil Housing Trust	909,808	75,817	75,817	Emesim, Rita	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Older People): Ada Court, Maida Vale	01/04/04	31/03/16	Central & Cecil Housing Trust	868,769	72,397	72,397	Emesim, Rita	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Older People): Edna House, Norfolk Square	01/04/04	31/03/16	Central & Cecil Housing Trust	227,892	18,991	18,991	Emesim, Rita	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing: Valentia/Bradbury House (Mental Health)	01/04/04	31/03/15	Church Army	2,255,590	225,558	225,558	Thomas, Dave	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
CSTM over 25 day centre	01/04/04	31/03/15	Connection At St Martin's, The	258,619	258,619	Aseervatham, Victoria	3.00	Performance was consistent and acceptable	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
CSTM under 25 day centre	01/04/04	31/03/15	Connection At St Martin's, The	134,758	134,758	Aseervatham, Victoria	3.00	Performance was consistent and acceptable.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Supported Housing (Older People): Ernest Harris House, Elgin Avenue	01/04/04	31/03/16	Genesis Housing Group (Paddington Churches Housing Association - PCHA)	734,362	120,834	120,834	Emesim, Rita	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Women at Risk of Domestic Violence	01/04/12	30/06/16	Hestia	1,005,000	375,368	375,368	Emesim, Rita	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Private Rented Sector Services for Rough Sleepers (Shared Accommodation)	12/12/11	31/03/15	Hope Worldwide (ODAAT)	40,454	40,454	Aseervatham, Victoria	3.00	Performance was consistent and acceptable	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Ellis Franklin	01/04/04	31/03/16	Jewish Community Housing Association	155,230	1,620	1,620	Emesim, Rita	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Learning Disabilities): Key Ring (Stadium)	01/04/04	31/03/17	Keyring - Living Support Network	351,000	36,073	36,073	Goulding, David	3.00	The Contractor delivered outcomes contained in SLA and performed to a satisfactory	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Mental Health Supported Accommodation & Resettlement (Alderney Street, Cambridge Street & Queen's Gardens)	01/07/06	31/03/15	London Cyrenians Housing	667,102	667,102	Thomas, Dave	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Supported Housing (Learning Disabilities): Lisson Street	01/04/04	31/03/17	Look Ahead Care and Support	234,000	23,400	23,400	Goulding, David	3.00	The Contractor delivered outcomes contained in SLA and performed to a satisfactory	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
MH Supported Accommodation (Hopkinson House Flats, Beethoven Street & Harrow Road)	01/04/04	31/03/16	Look Ahead Care and Support	704,672	704,672	Thomas, Dave	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
MH Supported Accommodation (Saltram Crescent)	01/06/07	31/03/16	Look Ahead Care and Support	1,910,400	210,973	210,973	Thomas, Dave	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
MH Supported Accommodation (Kean Street)	01/06/07	31/03/16	Look Ahead Care and Support	545,015	545,015	Thomas, Dave	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Safer Streets Homeless Unit	01/04/03	31/03/15	Metropolitan Police	78,000	78,000	Aseervatham, Victoria	3.00	Performance was consistent and acceptable	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Leonora House, Lanark Road Extra Care Housing Scheme For Older People And People With Learning Disabilities	08/02/10	28/02/17	Octavia Housing & Care	483,005	483,005	Sohotey, Surinder	3.00	Contractor has performed on a satisfactory level.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Leonora House	08/02/10	31/03/17	Octavia Housing & Care	27,300	27,300	Sohotey, Surinder	3.00	Contractor has performed on a satisfactory level.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Randolph Avenue and 4 Shirland Road	08/08/12	01/05/17	One Housing Group (formerly Community Housing Group/Association)	582,361	582,361	Thomas, Dave	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Supported Housing (Mental Health): Riding House Street	01/04/04	31/03/15	One Housing Group (formerly Community Housing Group/Association)	120,159	120,159	Thomas, Dave	3.00	Contractor delivered KPI targets and outcomes to a satisfactory/good standard.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Bruce House Supported Housing	01/04/04	31/03/15	Riverside	120,788	120,788	Aseervatham, Victoria	3.00	Performance was consistent and acceptable.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
Edward Alsop Court Hostel	01/04/04	31/03/15	Salvation Army	614,800	614,800	Aseervatham, Victoria	3.00	Performance was consistent and acceptable	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	
The Passage Day Centre	01/04/04	31/03/15	The Passage	332,245	332,245	Aseervatham, Victoria	3.00	Performance was consistent and acceptable.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing	

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City Wide Building Based Intervention Services For Rough Sleepers	01/04/11	30/06/14	The Passage	1,091,700	363,900	363,900	Aseervatham, Victoria	3.00	Performance was consistent and acceptable.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing	01/04/04	31/03/15	Wytham Hall		19,848	19,848	Aseervatham, Victoria	3.00	Performance was consistent and acceptable.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing	01/04/09	31/03/15	Wytham Hall		19,848	19,848	Aseervatham, Victoria	3.00	Performance was consistent and acceptable.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Tollgate Gardens stage C plus plus 2 extensions to D+ and Design guidance	01/10/12	01/12/15	BDP Consortium	755,591	450,000	450,000	Wright, Barbara	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing	01/04/04	31/03/15	Broadway		91,433	91,433	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Young People): Ameway Street	01/04/09	31/03/16	Cardinal Hume Centre	3,281,698	310,103	310,103	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Young People): Bruce House	01/04/09	31/03/16	Centrepoint	3,828,968	348,088	348,088	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Young People): Soho Accommodation Services (Greek Street)	01/04/09	31/03/16	Centrepoint	1,791,290	497,019	497,019	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Young People): Soho Accommodation Services (Berwick Street)	01/04/09	31/03/16	Centrepoint	1,618,110	404,469	404,469	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Harrow Road Hostel	01/04/04	31/03/15	Community Housing Association		622,108	622,108	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
The Lodge	01/04/11	31/03/15	Community Housing Association		40,000	40,000	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Single Homeless): Home Base (Hostel Services - Support for ex-Forces)	01/04/09	31/03/15	Community Housing Trust (CHT)	348,278	39,278	39,278	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
City Wide Building Based Intervention Services For Rough Sleepers	01/04/11	30/06/14	Connection At St Martin's, The	1,440,600	480,200	480,200	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
CSTM night centre	01/04/04	31/03/15	Connection At St Martin's, The		206,336	206,336	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Young People): St Stephen's Crescent (Westbourne House)	01/04/09	31/03/16	DePaul Trust (New To London)	1,703,394	192,105	192,105	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Private Rented Sector Services for Rough Sleepers (Self-Contained Accommodation)	01/04/12	31/03/15	Hope Worldwide (ODAAT)		36,654	36,654	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Hopkinson House	01/04/10	31/03/15	Look Ahead Housing and Care Ltd		707,937	707,937	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Bayswater Hostel	01/04/04	31/03/15	Look Ahead Housing and Care Ltd		577,398	577,398	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing for Offenders	01/04/09	31/03/15	NACRO Community Enterprises Ltd	1,536,137	168,242	168,242	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
13a Great Chapel St (previously known as:Contemporary Urban Centre Soho (Hostel))	01/04/11	31/07/14	One Housing Group		508,000	508,000	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Young People): Gosfield Street	01/04/09	31/03/16	One Housing Group (formerly Community Housing Group/Association)	1,963,250	196,325	196,325	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
King George's Hostel	01/04/04	31/03/15	Riverside ECHG		533,528	533,528	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
King George's Hostel (Substance Misuse Unit)	01/04/04	31/03/15	Riverside ECHG	476,355	95,271	95,271	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Supported Housing (Young People): Bravington Road	01/04/09	31/03/16	St Mungo Community Housing Association	419,551	38,141	38,141	Samuels, Jennifer	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
City Wide Building Based Intervention Services For Rough Sleepers	01/04/11	30/06/14	St Mungo's Community Housing Association Ltd		327,521	327,521	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Homeless Criminal Justice and Anti Social Behaviour Services	01/04/11	30/06/14	St Mungo's Community Housing Association Ltd	750,000	250,000	250,000	Aseervatham, Victoria	4.00	Recognised by ASSET team for their excellent work in support ASB applications	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Shroton Street	01/04/04	31/03/15	Thames Reach		286,404	286,404	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
PCHA Training Flats	01/04/04	31/03/15	Thames Reach		41,316	41,316	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Hostel	01/04/04	31/03/15	The Passage		596,920	596,920	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing
Monfort House	01/04/04	31/03/15	The Passage		138,054	138,054	Aseervatham, Victoria	4.00	Performance was good, and in some areas exceeded the specified level of performance.	Ben Denton, Strategic Director for Housing, Regeneration and Worklessness	Housing

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For the provision of Managed Services for Temporary Agency Resources - lot 1A	03/06/13	02/06/16	Comensura	15,190,000		2,621,888	Carolyn Beech/Mike Knight	3.00	While Comensura may be broadly meeting performance targets set initially in the contract, there have been a number of complaints from managers about the Relationship Manager, his availability and proactive assistance, and also there has been an issue with the Home Office requesting details of 2 agency workers and their right to work documents. This is still under investigation, but has raised concerns to WCC in terms of Comensura ensuring that agencies signed to them are carrying out the appropriate checks on their staff.	Charlie Parker, Chief Executive	Human Resources
Recruitment Advertising	01/07/12	30/03/15	Penna	343,401	114,467	114,467	Marks, Julie	3.00	Meets requirements.	Charlie Parker, Chief Executive	Human Resources
HR Services	03/11/13	03/05/14	Serco		2,427,000	2,427,000	Beech, Carolyn	3.00	The management of the contract improved after Serco took over Vertex. Serco management have been extremely helpful in this period in respect of the transfer to BT during 2014. On occasions there have been errors but these have been quickly corrected.	Charlie Parker, Chief Executive	Human Resources
Liberata UK Ltd for Hosting and Management of Westminster Financial Management System (WIMS)	01/04/12	31/10/15	Liberata plc	1,448,160		492,374	Columna, Elaine	3.70	The Contractor has fully met and often exceeds the requirements of the Service Level Agreement. Liberata staff are helpful, responsive and committed to delivering a customer-focussed and high quality service. Positive working relationships have been forged over several years and Liberata staff have a good knowledge of our system. Overall, the system is very stable and reliable. During this quarter, the system performance was very stable, with no significant issues arising. There is one long outstanding "problem" which is still open, but arises infrequently. It arose only once during the quarter. A workaround is in place and the issue is being monitored by Liberata. Liberata continue to respond positively to City of Westminster's frequent change requests and action such requests quickly. The actual expenditure on the contract agrees with estimated outturn to-date. However, due to the cost of a JDE Tools Release upgrade, the outturn will exceed the contracted price but will still come under the overall budget.	Charlie Parker, Chief Executive	Information Services
Debt management solution for Parking Services	15/03/13	14/03/15	Marston Group Limited	600,000		300,000	Budds, Damon	2.75	Instructed them to supplement the process with additional methods of contact. Performance levels are up to 2.7% with significant further scope to improve. Post warrant performance figures have already exceeded the 15% KPI and are on track to hit the 20% performance levels Marston have said they will achieve on the older debt they received. In the context of overall PCN recovery it has hit a maximum of 1.9% (equating to £1.3 million) which is almost double the average achieved by the last supplier and 3 times higher than in the previous financial year. There will be a budget variance as they have yet to qualify for a share of recovered debt.	Leith Penny, Strategic Director for City Management	Parking
On-Street/CCTV parking and traffic enforcement and street based city management services	01/07/10	30/06/14	NSL	39,794,951	9,132,000	9,132,000	Poston, Bob	3.00	Continued to perform well in line and above expectation in all areas, meeting and exceeding all KPI's. Responsive to a further change (Traffic Marshals Phase 3) redeploying and maximising resources to meet changing requirements, deploying resources out of the area covered by Traffic Marshals to evenings and nights. Bringing continued improvements to customers and stakeholders alike, engaging and working with partners to deliver multi agency solutions. Compliance remains above the 98% threshold at 98.65% during the day and at 100% of a night.	Leith Penny, Strategic Director for City Management	Parking
To provide end to end service for customers to pay for parking by phone	30/01/08	16/01/15	Pay to Park			1,464,700	Sutton, Sara	3.00	PaybyPhone performance has remained consistent through the year. Exit strategy in place for July 2014. We have now added a PIN retrieval function for renewal permits to enable residents who have forgotten/lost their renewal PIN.	Leith Penny, Strategic Director for City Management	Parking
Parking services agreement	05/07/05	04/07/15	Serco	78,115,000	6,878,600	6,878,600	Sutton, Sara	3.00	Acceptable. All KPIs met. There has been a significant improvement in the last quarter with only one incentive not being met but overall SLA's have been achieved.	Leith Penny, Strategic Director for City Management	Parking
Management of sport and leisure facilities	01/09/99	30/06/16	Greenwich Leisure		450,730	450,730	Barua, Sagar	3.00	The Contractor has performed to contract standard	Leith Penny, Strategic Director for City Management	Sport and Leisure
Starting Over - Adult Reoffending Service (Males)	15/10/13	14/10/16	Consortia led by Turning Point	2,700,000		900,000	Taylor, Adam	2.50	Significant delays in implementing the service due to fewer than expected TUPE'd staff. All resolved by Jan 2014; Concerns over quality of staff and case management but actions in place and improvements seen; Initial results are positive although cohort size is below expected.	Leith Penny, Strategic Director for City Management	Street and premises management
Independent Domestic Violence Advocacy Service (joint with RBKC)	01/07/11	31/03/14	Advance	426,000	266,000	266,000	Taylor, Adam	3.00	The contract continues to perform well.	Leith Penny, Strategic Director for City Management	Street and premises management
Minerva - Adult Reoffending Service (Females)	06/01/14	05/01/16	Advance	323,000		161,500	Taylor, Adam	3.00	Positive feedback from stakeholders but still early days and a small cohort; very complex caseload which accounts for 20% of police contacts despite making up less than 10% of overall cohort.	Leith Penny, Strategic Director for City Management	Street and premises management
Provision, maintenance and cleaning of automatic public conveniences	12/03/11	11/03/15	Clear Channel Ltd	4,226,874	263,049	263,049	Griffiths, Jon	3.00	The Contractor has performed to contract standard.	Leith Penny, Strategic Director for City Management	Street and premises management
CCTV Management Service	01/09/13	31/08/15	G4S	1,210,005	403,335	403,335	Sammon, Paula	3.00	Performing well and meeting all the requirements of the specification.	Leith Penny, Strategic Director for City Management	Street and premises management
Provision of Safe and Secure plus Sanctuary grants schemes	01/06/08	30/09/14	Mr M A Matthews T/A Westminster Maintenance Services	700,000	110,000	110,000	Acic, Annette	3.00	Very reliable; flexible and responsive when emergency situations occur plus work carried out to a high standard.	Leith Penny, Strategic Director for City Management	Street and premises management
Provision of Animal Warden Services	21/09/12	12/07/16	SDK Environmental Ltd	240,000	80,000	80,000	Griffiths, Jon	3.00	Performance has been satisfactory.	Leith Penny, Strategic Director for City Management	Street and premises management

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Provision of Public Health Funeral Services	01/10/08	31/07/17	W Sherry			22,000	Acik, Annette	3.00	Performing well. Collection and Funeral arranging are efficient, and funerals attended are performed to the specification of the contract with dignity and respect.	Leith Penny, Strategic Director for City Management	Street and premises management
Specialist independent licensing advice service for residents.	01/08/08	31/07/13	Westminster Citizens Advice Bureau	400,000	80,000	80,000	Wroe, Chris	3.00	High level of performance being maintained. Excellent customer feedback continues to be received.	Leith Penny, Strategic Director for City Management	Street and premises management
Supply and maintenance of hanging baskets across the City of Westminster	01/10/09	30/09/14	Windowflowers	540,500	130,000	130,000	Griffiths, Jon	3.00	High quality hanging baskets during the summer period contributing to the high value London in Bloom awards.	Leith Penny, Strategic Director for City Management	Street and premises management
Provision of grounds maintenance services and patrolling to the City of Westminster to Parks and Open Spaces and the management and maintenance of cemeteries	01/04/07	31/03/15	Continental	16,104,000	2,413,496	2,413,496	Griffiths, Jon	3.00	Retention of all Green Flags and high value accreditation-London in Bloom.	Leith Penny, Strategic Director for City Management	Waste and Parks
Waste transfer and disposal	05/10/02	16/09/16	Cory	16,744,000	1,200,000	1,200,000	Griffiths, Jon	3.00	The contractor has accommodated joint recycling exercises with WCC and prevented unauthorised usage of the CA site.	Leith Penny, Strategic Director for City Management	Waste and Parks
Waste collection, street cleansing and ancillary services	16/09/10	15/09/17	Veolia	367,000,000	35,000,000	35,000,000	Griffiths, Jon	3.00	The Contractor continues strong performance. Most notable success in the period was the sustained reduction in waste and recycling collection complaints and the growth of the commercial food waste service.	Leith Penny, Strategic Director for City Management	Waste and Parks
Waste transport and disposal	15/09/95	16/09/16	Veolia	124,404,000	8,048,000	8,048,000	Griffiths, Jon	3.00	Veolia has performed according to the specified contract standards. Waste sent for cost effective EfW incineration reached a new record high at 145kt and landfill tonnage ran at 5.1kt for the year which means that landfill tax payments have been reduced.	Leith Penny, Strategic Director for City Management	Waste and Parks
Waste transfer	15/09/95	16/09/16	Veolia	10,443,300	753,000	753,000	Griffiths, Jon	3.00	The contractor has performed to the contract specification and standard.	Leith Penny, Strategic Director for City Management	Waste and Parks
Penfold Street Extra Care Facility - Care for Older People with Dementia	01/11/04	31/10/14	Notting Hill Housing Trust		1,053,022	1,053,022	Borges, Paulo	3.00	Delivering service as required.	Liz Bruce, Tri Borough Executive Director of Adult Social Care	Adult Social Care