

Overview and Scrutiny Committee – 19 January 2016
Performance Review of Contracts

Name of Contract:	Meals on Wheels supply of Vehicles and food		
Supplier/Contractor:	Apetito		
Value:	£455,000		
Length:	5 Years	Expiry:	31 July 2019
Contract Manager:	Janice Lowin/Niky Rentall		
Scope of Contract:			
To supply 4 vehicles for the council to lease in order to deliver meals on wheels to vulnerable residents of the borough, and to supply individual meals and desserts to suit various dietary and ethnic requirements			
Contract performance measures:			
Supply 4 vehicles to required specification and a temporary vehicle within 24 hours for any non-planned events. Supply individual meals and desserts to suit all dietary and ethnic requirements			
How often is contract performance reviewed?	As required		
When did last review take place?	7 May 2015		
How was the review undertaken?			
Telephone meeting. Any queries outside of meeting are called through or emailed. E.g. a broken oven will be telephoned through.			
Was Customer satisfaction monitored?	No		

If yes, by what means?

When any customer feedback is received, relating to meals, this is passed through to Apetito

What was the outcome of the review?

Spelthorne to contact Apetito if we look to explore other options for food (e.g. soups, Centres)

Due to the nature of the service, should any queries arise, these will be addressed at the time and not left until a meeting. There have been very few occasions where a response has been slow in coming, and these have been resolved by immediate escalation.