

Overview and Scrutiny Committee – 19 January 2016

Performance Review of Contracts

Name of Contract:	Grounds maintenance		
Supplier/Contractor:	VPS Lotus Landscapes Ltd		
Value:	£1,453,454		
Length:	5 + 5 years	Expiry:	March 2019
Contract Manager:	Jackie Taylor		
Scope of Contract:			
<p>Spelthorne has over 750 acres of parks and open spaces, including several miles of riverside walks.</p> <p>The grounds maintenance contract to manage these 750 acres is based on a number of specific operational areas centred on the major parks and cemeteries.</p> <p>The scope of the services within the contract include:-</p> <ul style="list-style-type: none"> Grass & shrub bed maintenance Maintenance of hedges Seasonal bedding supply & maintenance Litter management, sweeping & cleaning including:- leaf clearance, litter & dog waste bins Sports pitch maintenance including:-football pitches, cricket square, artificial surfaces Provision of staff for serviced water feature Gate opening & locking service Maintenance of cemeteries and burials Play/sports area maintenance and inspections 			
Contract performance measures:			
<p>There are no KPI's set within this contract. The specification sets the standard as "output" rather than the less flexible arrangements under an input based frequency. e.g. grass shall not exceed 65mm rather than grass shall be cut 2 x per month. This means that grass is cut as often or little as needed to meet the specification standards the majority of which are based around British Standard Industry codes of practice. These standards are monitored by the JET officers during both scheduled and unscheduled visits to all areas.</p> <p>Time plans have been produced by the contractor that provide a clear maintenance plan so that it is easier for unqualified staff to establish what tasks are being undertaken and when.</p>			

<p>Monthly recorded meetings are held with contract managers The contractors are also required under their ISO 9001 quality standard to monitor performance on all aspects of the contract, the details of which are passed to SBC for random checking. Play area inspections are carried out to industry standards and recorded at varying frequencies but no less than weekly within specialist software managed and maintained by the contractor. Residents are also encouraged to report issues or areas of concern via the on-line "report it" forms.</p>	
How often is contract performance reviewed?	Monthly via contract meetings
When did last review take place?	December 2015
How was the review undertaken?	
<p>Monthly contract meetings where all aspects of the contract are discussed individually and any concerns including customer/client complaints are raised. Forward planning for events and future workloads/proposals are also discussed and recorded</p>	
Was Customer satisfaction monitored?	There was no requirement for this built into the contract but customers are encouraged via the online report it form to report any issues/concerns
If yes, by what means?	
What was the outcome of the review?	
<p>Reviews are undertaken monthly and outcomes from issues raised as new or from previous meetings are logged and monitored through to completion and/or closure in agreement with the contract manager. A review of the grounds maintenance contract was also undertaken by the Audit committee in June 2015</p>	