

Overview and Scrutiny Committee – 19 January 2016

Performance Review of Contracts

Name of Contract:	Vehicle supply- contract hire of street cleansing & refuse collection vehicles		
Supplier/Contractor:	Riverside Truck Rental Ltd		
Value:	£653,000 plus ad-hoc repairs		
Length:	3 & 5 years	Expiry:	August 2016
Contract Manager:	Jackie Taylor		
Scope of Contract:	Contract hire with maintenance for the supply of refuse collection & street cleansing vehicles on a fixed term basis, linked in with lease of the depot workshop facilities		
Contract performance measures:	There are no KPI's set within this contract. The specification sets the standard for key aspects of the contract i.e. vehicle downtime and replacement in event of failure which are key in delivering the services that these vehicles are used for.		
How often is contract performance reviewed?	1.Three monthly via contract meetings with the SBC & Riverside transport managers 2.Six monthly with the SBC head of service and senior managers from Riverside.		
When did last review take place?	1.October 2015 2.December 2015		
How was the review undertaken?	Contract meeting where all aspects of the contract are discussed individually and any concerns are raised and addressed.		
Was Customer satisfaction monitored?	In this contract SBC are the customers as it relates to direct vehicle provision, any service failures are recorded and monitored by the transport manager		
If yes, by what means?	Transport manager deals with monitoring at regular		

contract meetings and also monitors daily in terms of fleet maintenance and provision.

What was the outcome of the review? At this late stage it is unlikely that a further review will be undertaken other than those scheduled by the transport manager as all vehicles will be coming to the end of their lease life in August/September 2016. A procurement exercise will be undertaken early in January 2016 which will include a new specification based on vehicle type/need and also take into consideration the use of the depot workshop facilities.