

## Overview and Scrutiny Committee – 19 January 2016

## Performance Review of Contracts

<b>Name of Contract:</b>	Cleaning Contract for Council Offices at Knowle Green, plus Fordrdbridge & Greeno Community Centres		
<b>Supplier/Contractor:</b>	Ocean Contract Cleaning London LTD		
<b>Value:</b>	£69,074.57		
<b>Length:</b>	From 1/11/2011for 5years	<b>Expiry:</b>	31 <sup>st</sup> Oct 2016
<b>Contract Manager:</b>	Head of Asset Management & Office Services		
<b>Scope of Contract:</b>	To provide cleaning services to the various sites including the provision of all staff materials and equipment		
<b>Contract performance measures:</b>	<p>Day to day problems passed on to Ocean site supervisor</p> <p>Regular meeting between SBC caretakers/community centre managers and Ocean site supervisor.</p> <p>Complaints received from office users reported by Caretakers to Ocean and outcome monitored</p> <p>Escalating if necessary with line managers.</p> <p>Annual meeting (or as required) between Head of Asset Management and Ocean management.</p> <p>All cost and invoicing inspected by Offices services and authorised by Head of Asset Management &amp; Offices Services</p> <p>The contract has a performance default mechanism which can be used if the standards of cleanliness are not to those set out in the specification or if there are other problems concerning the performance of the contract. A formal default notice has been served on the contractor previously concerning their performance. The errors of the contractor were subsequently rectified following the default</p>		

notice.	
<b>How often is contract performance reviewed?</b>	Continuous/Ongoing
<b>When did last review take place?</b>	December 2015
<b>How was the review undertaken?</b>	
Meeting with head of Service, Caretakers & Ocean cleaning Team Leader	
<b>Was Customer satisfaction monitored?</b>	Yes
<b>If yes, by what means?</b>	
Verbal E- mails	
<b>What was the outcome of the review?</b>	
<p>Communications between Ocean cleaning manager and site supervisor to be reviewed as found to be unsatisfactory. Supplies to site to be reviewed as found not to be timely. All deliveries now come to office services/caretakers to enable monitoring/action</p> <p>Options/Re- tendering of a new contract will be influenced by the progress of the Knowle Green re-location/development project. Consideration may be given to a possible extension of the existing contract subject to the performance of the existing contractor.</p>	