LOCAL PARTNERSHIPS

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CONTRACT MANAGEMENT PIONEER PROGRAMME

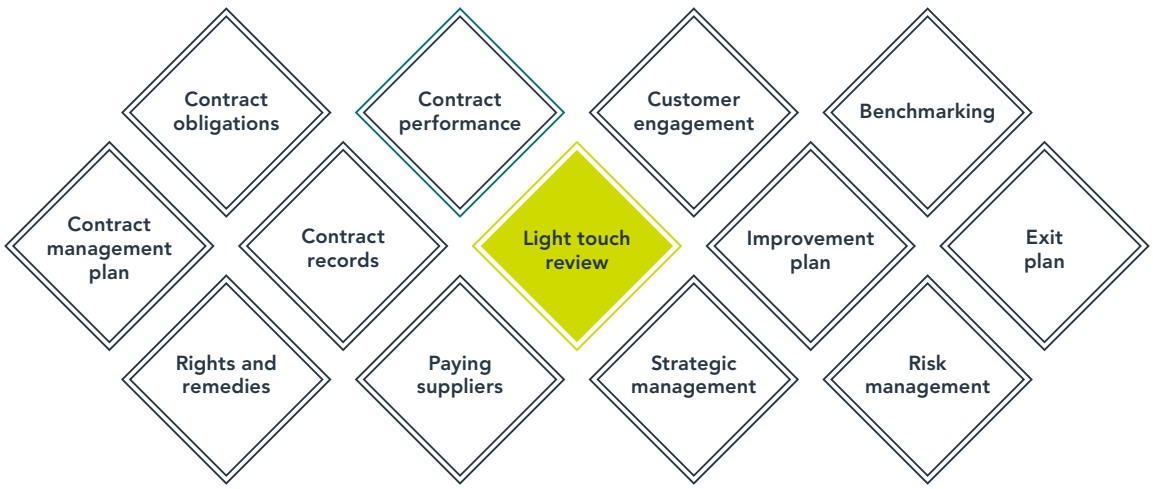
Light touch review

PART OF CONTRACT MANAGEMENT SUITE OF TOOLS



HOW TO USE THIS REVIEW

This quick initial review that asks key questions about the management of individual contracts. It can be completed as an individual or a group of people involved in the management of a particular contract. By answering the questions honestly, you can quickly see if there are any areas of concern which need addressing.



1	**Is there an up-to-date contract management plan?** This plan will help guide activities and determine who is doing what and when e.g. reporting, performance reviews, delivery confirmation etc.

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

2	**Are the contractual obligations identified and understood?** Are the council and the supplier clear about their contractual obligations and timelines?

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

3	**Are the rights and remedies in the contract identified and understood?** Identifying the key tools for managing the contract. Helping to identify and respond to poor performance at the appropriate time.

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

4	**Are contract records managed and up-to-date?** To ensure there is clarity of where records are stored and what they contain, including any contract variations, extension, performance reports, disputes etc. This is in case the need arises to access such as officer absence.

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

5	**Performance management: is the supplier delivering all services and obligations to contract?** This can cover a range of areas relating to the performance of the contract e.g. performance reporting, performance over time vs KPIs, discrepancies and disputes, documented supplier reviews and agreed actions. This should also include budget monitoring and payment management.

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

6	**Do we pay the supplier on time?**

☐ Yes	☐ No	☐ To a degree	☐ Don't know

Comment

7	**Are end customers/users engaged as part of assessing performance?** Ensures service delivery is optimised for those who should benefit from the service or outcome. This also allows improvements to be identified that could help with cost and/or performance.		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

8	**Is relationship management undertaken and supplier meetings held in line with contract obligations?** Do the frequency and content of review meetings with the supplier fulfil or exceed the requirements of the contract? Do these meetings drive service improvements in areas such as social value?		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

9	**Strategic management: have we undertaken a strategic review of the contract in the last 12 months to ensure it aligns with current corporate objectives?** A proportionate annual review helps to ensure the contract is aligned with current corporate objectives and facilitates contract variation if corporate priorities have changed.		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

10	**Is there an improvement/opportunity plan in place to improve performance and/or create savings?** An improvement plan helps drive better delivery and/or cost benefits from the contract. Typically this would seek performance and benefits beyond contracted levels.			
☐ Yes	☐ No	☐ To a degree	☐ Don't know	
Comment				
11	**Is there an up-to-date risk management plan?** That reflects the current risks and the actions to address or mitigate those risks. This could include business continuity plans (maybe a contractual obligation) and/or business failure planning. A review of the supplier's latest financial standing should be included.			
☐ Yes	☐ No	☐ To a degree	☐ Don't know	
Comment				
12	**Has benchmarking been undertaken on the contract within the last 12 months?** Benchmarking the contract's costs and performance helps the council understand whether a supplier is meeting expected levels and/or responding to market innovation. The benchmark could be of specific elements of cost (e.g. material costs that can be easily compared) or the whole service (e.g. comparing vs another local authority that has the same or similar service).			
☐ Yes	☐ No	☐ To a degree	☐ Don't know	
Comment				

13	**Is there an exit plan in place with up-to-date actions (including re-procurement planning)?** This should consider the closing of the contract (whether from natural expiry or early termination), including close-out reviews and lessons learnt, plans for the new contract including embedding lessons into the contract, specification and management approach and transition management (including TUPE).		
☐ Yes	☐ No	☐ To a degree	☐ Don't know
Comment			

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