

Barrow Borough Council
Overview & Scrutiny Committee
Wednesday 7 December, 2022
Catering and Cleaning Contract Management Report

Report from: Sandra Baines Head of Culture and the Visitor
Economy
Report Author: Sandra Baines
Wards: (All Wards);

1.0 Summary and Conclusions

1.1 The purpose of this report is to seek approval for the agreed terms of reference for the quarterly contract monitoring review and Key performance indicators (KPI's) used to monitor the catering and cleaning contract at the Forum and Dock Museum.

2.0 Recommendation

2.1 **It is recommended that Committee: -**

1) Approve quarterly contract review terms of reference

2) Approve the KPI's currently being used

3.0 Background and Proposals

3.1 The formal agreement for the catering and cleaning provision at the Forum & Dock Museum, along with catering in the Town Hall came to an end in 2019. At previous Executive Committee meetings, approval had been sought to extend the current Catering Contract to allow for a new contract to be drawn up and advertised. The new agreement was for the Catering & Cleaning Contract at the forum and Dock Museum only.

3.2 In accordance with the Council's procurement policy the contract was advertised on the chest on the 14 February 2020. A bidder's day took place on 26 February 2020 and the final submission date for tenders was 24 March 2020. Due to Covid-19, a request was made from one of the bidders to extend the final submission date. This was agreed and the deadline was extended to 17 April 2020.

- 3.3 The new contract was awarded to Elior, commencing on 1 March 2021 until 28 February 2026 with the option of a three-year extension.
- 3.4 Elior pay the Council on the first anniversary of the agreement and annually thereafter either; a % of annual net sales or a fixed sum whichever is the higher. The combined annual fixed cost of the cleaning services at the Forum and Dock Museum is fixed for the duration of the contract. A contribution to utility & property insurance costs is paid annually.

Contract Management

- 3.5 Weekly, monthly and quarterly meetings are held with Elior. Agreed KPI's, Appendix 1, are carried out quarterly by the Head of Culture and Visitor Economy and a representative from Elior. The agreed terms of reference are adhered to, Appendix 2
- 3.6 The agreed KPI's are used to measure the performance of the Services. Consistent failure to meet 5 or more of the Target KPIs labelled "Not Happening" in a rolling 3-month period or 10 or more Target KPIs labelled "Unsatisfactory" in a rolling 6-month period may result in an improvement notice being issued, as detailed in the agreement.
- 3.7 Should there be inconsistency or concerns in the delivery of the services these are discussed with Elior at a local level and agreed improvement plans are put in place. If at the quarterly review meeting there is still cause for concern, appropriate action is taken, and a further review is carried out 28 days later.
- 3.8 At the quarterly review held in October 2022 Elior reported "the last 3 months of trading have proved very challenging across the hospitality trade. Despite this both Cafes at the Forum and Dock have traded well. Sales are matching those of 2019 and there is more interest coming in for future events".
- 3.9 Recruitment is proving challenging and staffing levels are low, Elior are looking at different options, apprenticeships and NVQ's.

4.0 Alternative Options

- 4.1 KPI's are monitored and amended if necessary.

5.0 Contribution to Council Plan Priorities

- 5.1 The contract monitoring and KPI's will help to deliver the Council's Place Priority as the Forum and Dock Museum are seen as a destination of choice for leisure, culture and sport.

6.0 Implications

6.1 Financial, Resources and Procurement

6.1.1 No financial implications are associated with the proposals set out in this report.

6.1.2 The Income received from Elior is verified by the Council's accountant.

7.2 Legal

7.2.1 No legal implications are associated with the proposals set out in this report.

7.3 Local Government Reorganisation

7.3.1 The Contract Management of the catering and cleaning contract will have no impact on Local Government Reorganisation.

7.4 Equality and Diversity

7.4.1 The report has no direct Equality and Diversity implications.

Risk

Risk	Consequence	Controls required
Not to approve the KPI's	Contract not monitored effectively	KPI's reviewed throughout the life of the contract

Contact Officers

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Appendices Attached to this Report – *If none, please state none or delete section*

Appendix No.	Name of Appendix
1	Key performance indicators
2	Terms of reference

Background Documents Available - None