

Grounds Maintenance Contract - Monitoring of performance

Contract reference	Performance specification requirement
55.1	The contract's performance of the services shall be measured against the obligations, standard, target and benchmarks set out in this agreement
55.2	The Contract Manager shall, at the request of an Authorised Officer, attend such meetings arranged by the authority with members of the public, other organisation officers of the Authority, elected members or auditors as are concerned with the provision of the service.
55.3	The contractor shall assist the authority as necessary and undertake as requested any monitoring of the services or of the used or recipients of the services as the authority shall require in order for the authority to fulfil and of its statutory obligations, including, without limitation, to meet its obligations under the Race relations (amendment) Act 2000
55.4	<p>The contractor shall throughout the term and any extension institute and maintain a system designed to ensure services are carried out to the standard as set out in Clause 18.1. such a system shall include (without limitation):</p> <p>55.4.1 Meetings once a month between the contract manager and the authorised officers</p> <p>55.4.2 Daily supervision of the work of the staff, the carrying out of frequent inspections of the grounds and premises sufficient to ensure the specification is met at all times and compliance with the instructions of any authorised officer.</p> <p>55.4.3. Provide for books and records to be kept in respect of the provision of the service to the extent</p> <p style="padding-left: 40px;">55.4.3.1 – requires by the specification; or</p> <p style="padding-left: 40px;">55.4.3.2 – reasonably required by the authority to ensure that any cost charged to the authority in respect of variation are properly vouched for; or</p> <p style="padding-left: 40px;">55.4.3.4 -otherwise reasonably required to ensure the services are provided in a proper and timely fashion.</p>
55.5	The system shall be operated by the contract manager on behalf of the contractor and all reports and records maintained in connection with such system shall be open to inspection by any authorised officer. In the event that any written recommendations concerning the improvement of such a system are made by an authorised officer from time to time, such recommendations shall, as soon as reasonably practicable and in any event within a month be implemented by the contract unless an appropriate waiver of the recommendation has been agreed by an authorised officer.
55.6	An authorised officer or his representative shall have the right at any time to inspect the grounds and premises (whether before, after or during the carrying out of the services or any of them).

55.7	The contractor shall as soon as reasonably practicable, provide an authorised officer with any information relating to the carrying out of the services which he may reasonably request.
55.8	Throughout the term and any extension, the parties shall work tighter to ensure that this agreement and the contractors performance of the services request value for money and continuous improvement for the benefit of the authority.
55.9	<p>Within 6 months of the commencement date, the contractor shall prepare and submit to the authority a half-year review of the services, to include the following matters:</p> <p>55.9.1 -The contractor’s view of successes and failure within the first 6 moths following the commencement date, along with the reasons for any weaknesses and/or failure, and respective responsibilities for those weaknesses or failure, along with an action plan for rectifying and ongoing problems identified.</p>
55.10	Within 2 months of each anniversary of the commencement date the contract shall prepare and submit to the authority a review (“the annual contract review”) which shall contain and analysis of the services throughout the previous year focussing on those areas which were particularly successful and those areas where the services might have been I proved and an action plan for rectifying any problem areas)
55.11	The annual contract review shall be held by the authority in commercial confidence and shall not be disclosed to anyone other than to elected members and officers of the authority directly associated with the provision of the services, internal and external auditors of the authority and the authorities’ solicitors.
55.12	The contractor shall attend all meetings arranged by the authority to discuss the annual contract review and the authority may in its absolute discretion issues instruction requiring the contractor to implement any measure which otherwise might reasonably be considered necessary by the authority to ensure value for money.
55.13	At any time during the term and any extension the authority shall be entitled to carry out, either itself of by engaging a suitably qualified third party, a through review of the operation of the agreement and the provision for the services, including, if considered appropriate a value for money review. The contractor hall offer all reasonable assistance to the authority and any independent third party in the carrying out of this review and shall attend such meetings and provide such documents as may be reasonably necessary for this purpose.
	Weekly playground inspections – Target 100%