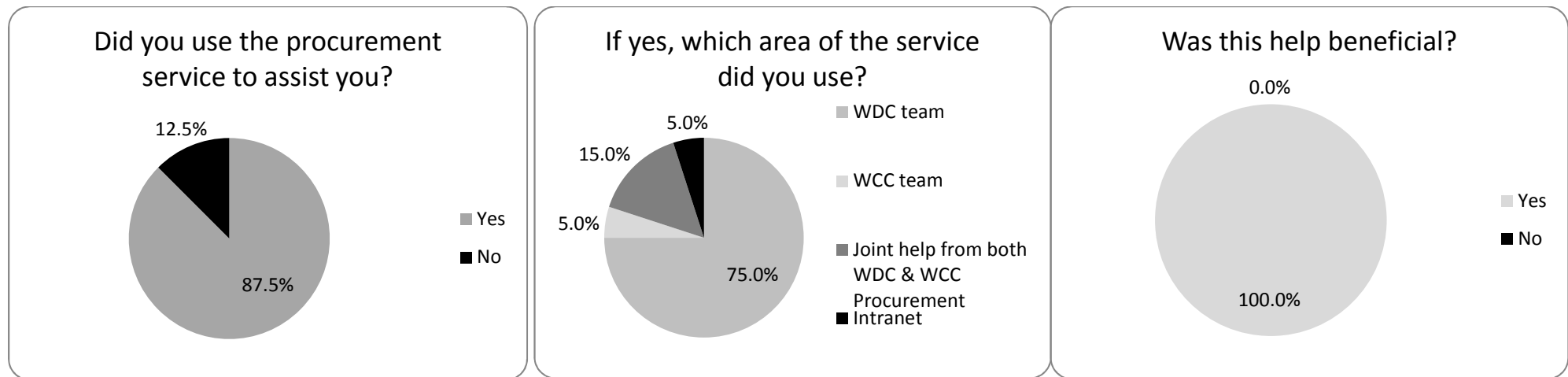


**APPENDIX THREE:
KEY PERFORMANCE INDICATORS - 01/04/18 – 31/03/19**

Part One: Stakeholder satisfaction

In February 2019, as review was undertaken of the newly restructured WDC Procurement service, including its shared service arrangement with WCC Procurement. As part of this review, a feedback questionnaire was issued to all members of Manager’s Forum with a request to also pass on to all other relevant Officers. The questionnaire was anonymous and a total of 25 responses were received.

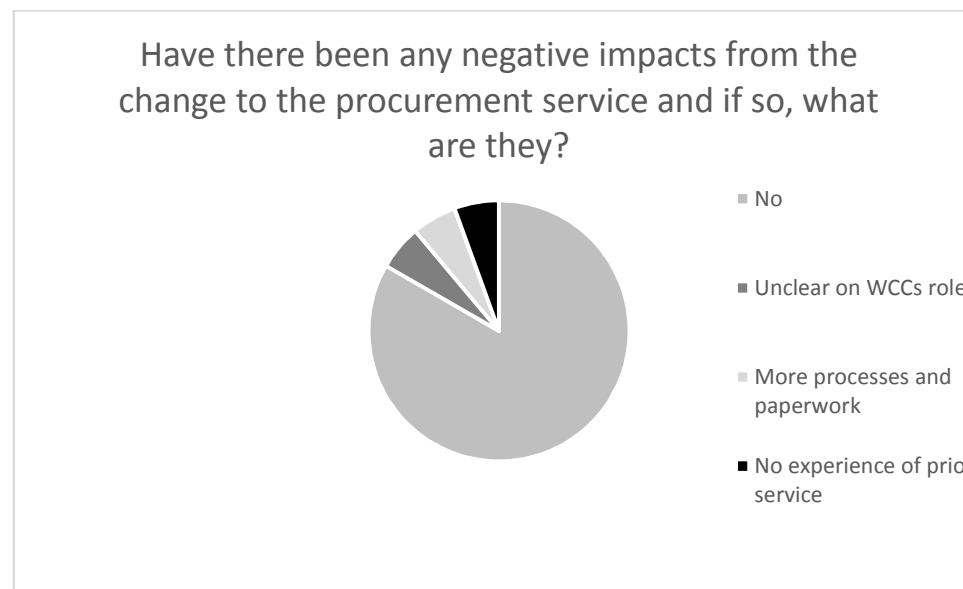
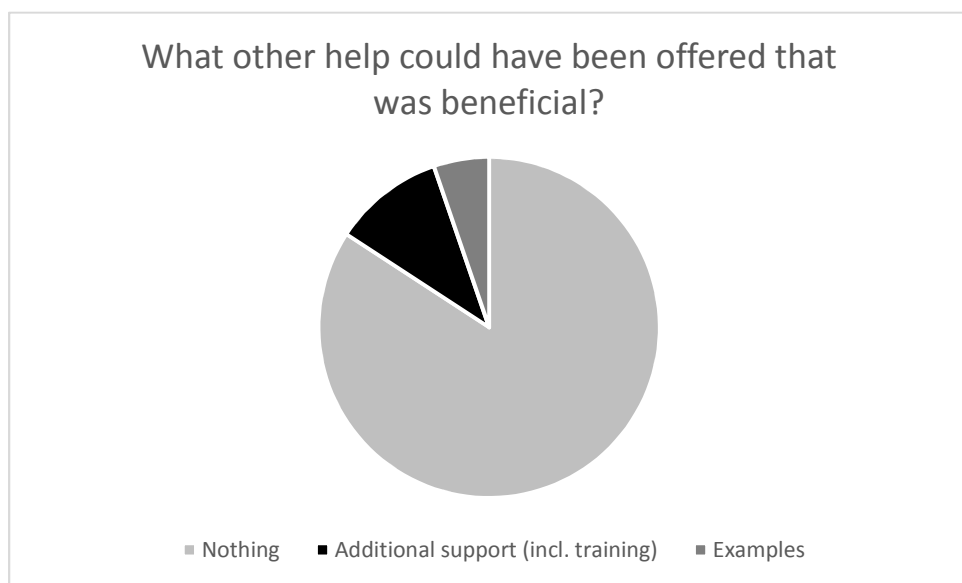
From the survey, the following key measures were identified:



Explain why this help was beneficial?

| | |
|---|--|
| Provide good general advice | Being relatively new to the council I wasn't sure on the procurement process and what I needed to do. Jonathan has been very helpful with timely reminders and guidance and letting me know which forms to complete. |
| I have received a lot of very helpful advice about potential procurement projects and how to go about them. | Advice re contract renewal and information about the parent company. |
| Procurement approach. Regular guidance & compliance verification | I am really impressed with the new team, they are very helpful and always looking for the best procurement solution for the Council and service |
| Good support. | Understood the matters to be addressed and offered a reasoned way forward. |
| Plain language and patience. | Useful Guidance on the procurement policy. |

| | |
|--|---|
| Helped to take us through the process and meet financial regs. | Being relatively new to the council I wasn't sure on the procurement process and what I needed to do. Jonathan has been very helpful with timely reminders and guidance and letting me know which forms to complete. |
| There is always some complications with a procurement exercise and it is important to get assistance in those times. | Advice ref. contract renewal and information about the parent company. |
| Becky provided practical assistance in accessing and using framework agreements and completing contract agreements. | I am really impressed with the new team, they are very helpful and always looking for the best procurement solution for the Council and service. |
| The procurement team here help simplify process where possible and support is available when requested. Although the forms to be completed are the most onerous part to procurement exercises. | Understood the matters to be addressed and offered a reasoned way forward. |
| Shared knowledge and expertise and hopefully quicker. | I believe that the use of the WDC Procurement Team is a necessity for any form of procurement undertaken - It is vital for all Officers to sense-check the tendering of services and works to ensure that we adhere to the Council's Standing Orders as well as current legislation. As such, the benefit is that by using the Procurement Team for any given project we ensure that it is compliant regarding the PC Regs. etc. There is a common misunderstanding that the Procurement Team stand as a blocker to progressing a project, however (and more recently) the team have been delivery-focussed, providing solutions that consider the competing interests of cost, time and quality. The added support of the WCC team has also added an additional layer of security for more challenging procurement routes. |
| Being new to WDC, it was very helpful to receive Becky's assistance on how WDC 'does things'. Jonathan Huxley was also very helpful with general enquiries and 'silly' questions. | |
| Refresher training in scoring the tender. | |
| Technical input and up date. | |
| Clarification around thresholds very helpful. | |



What positive changes have you seen following the implementation of the new procurement

service in April 2018?

| | |
|--|---|
| Same Service. | A great mix of experience and a pragmatic approach to procurement. |
| The team is now very knowledgeable and experienced. | It's not been that relevant to me at this stage. |
| More realistic figure for single quotes. Works better for commodity items. | Didn't know that we had a shared service. |
| Flexibility to use WDC or WCC. | The team have been delivery-focussed, providing solutions that consider the competing interests of cost, time and quality. The added support of the WCC team has also added an additional layer of security for more challenging procurement routes. |
| Accessibility/prompt response/always willing to help. | Approachable team who I can work with. Where further expertise is required there is a greater shared resource improved tender documentation that is more fit for purpose. |
| Gives answers than problems. | Being new to WDC, I am not familiar with the old system - so am unable to compare/comment. |
| Streamlined process, 'can do' attitude. | Not noticed any real change. |
| Easier, accessible, consistent information, timely reminders. | New arrangements need to bed-in fully but an excellent start. |
| No discernible changes noticed. | The attitudes within the team are more welcoming and I have not heard a negative word said about them. The revisions to the code of procurement practice make it much easier for everyone. |
| Hands on approach. | A more simplified process proportionate to the value of the contract. |
| I've not really got experience of what the service was like before this. | Clear guidance and access to information. |

Additional comments:

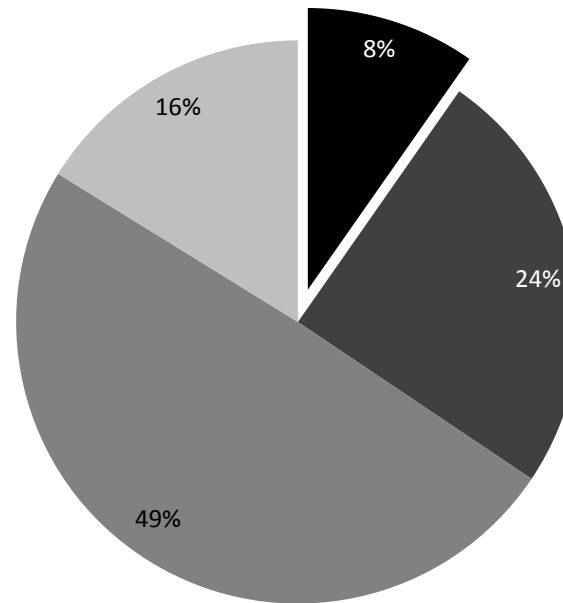
- Having an in-house team that actively assist during the tender process rather than just act as an informational/consultancy service cannot be underestimated.
- Great service thank you
- The procurement team would benefit from additional capacity. Work load is totally unrealistic.
- Well done to all involved. A very enthusiastic team.
- Keep up the good work and keep speaking to people.
- I have seen improvements in the service in last 12 months. Well done all

Part Two: Percentage of collaborative contracts

| Contract Arrangement | Description | Number of contracts |
|---|---|---------------------|
| Public Sector Collaboration - | Contracts procured via a collaborative arrangements with other public sector bodies | 24 |
| Private Sector through Not-for-profit collaboration - | Contracts procured through consortia frameworks/buying organisations | 61 |
| Private Sector through competition - | Contracts procured through a competitive procedure | 122 |
| Private Sector through exemption - | Contracts awarded by exemption | 40 |

WDC has 8% of its contracts arranged as shared services with other local authorities, but the percentage of contracts procured with or through other non-for profit organisations overall accounts for almost one third (32%) of WDC contracts.

- Public Sector Collaboration - Contracts procured via a collaborative arrangements with other public sector bodies
- Private Sector through Not-for-profit collaboration - Contracts procured through consortia frameworks/buying organisations
- Private Sector through competition - Contracts procured through a competitive procedure
- Private Sector through exemption - Contracts awarded by exemption

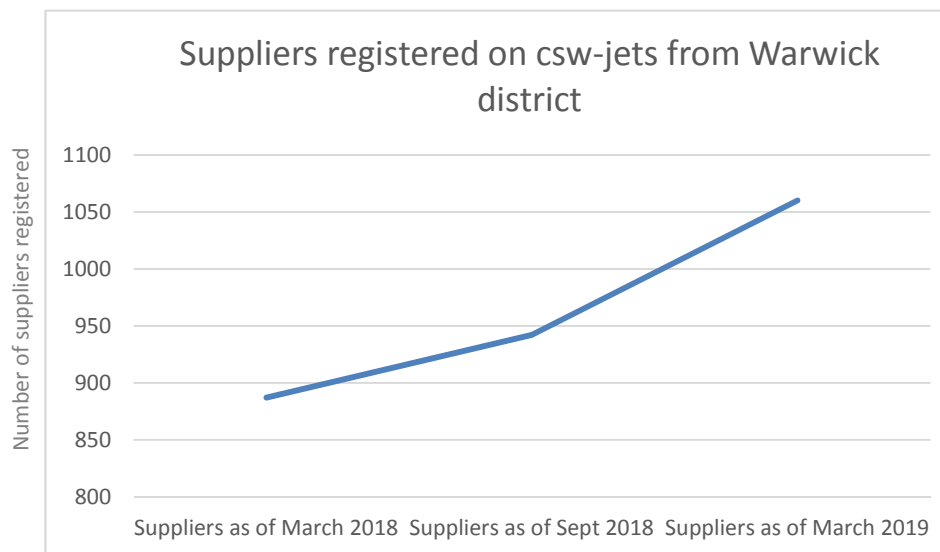


Part Three: SMES and local suppliers

Warwick district council utilises a joint e-procurement portal with Warwickshire County Council, Solihull Borough Council, Coventry City Council, Nuneaton and Bedworth Borough Council, Rugby Borough Council, North Warwickshire District Council and Stratford on Avon District Council.

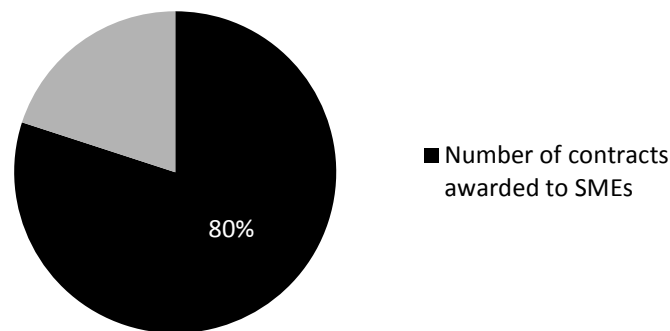
The procurement portal of www.csw-jets.co.uk supplies e-procurement facilities for the whole of Warwickshire, Solihull and Coventry. There are currently 1060 suppliers local to Warwick district registered on the portal. Since September 2018, we have seen an increase of 12.5% in the number of local suppliers registering on council's procurement portal.

| Warwick district suppliers | Number registered at www.csw-jets.co.uk |
|---|---|
| B93, B94, B95 | 95 |
| CV3 to CV35 | 610 |
| CV4 | 140 |
| CV7 | 100 |
| CV8 | 115 |
| Total registered on csw-jets from Warwick district as of March 2019 | 1060 |
| Total registered on csw-jets from Warwick district as of Sept 2018 | 942 |



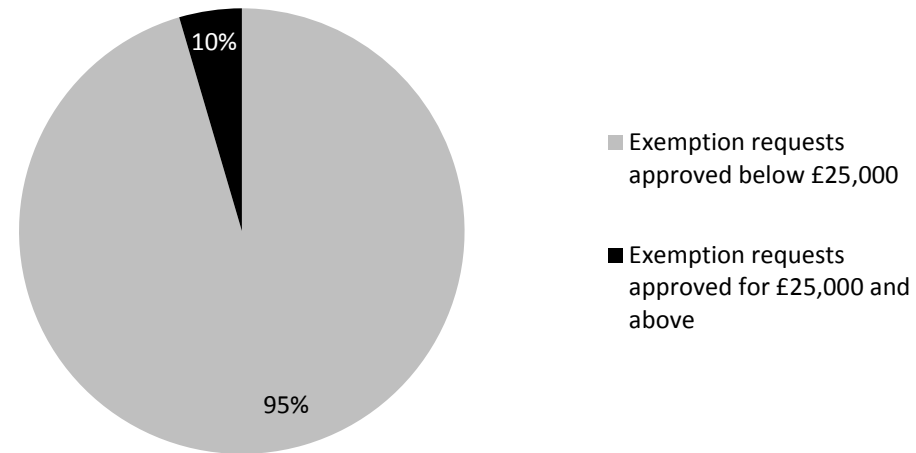
For the period of 1 April 2018 until 31 March 2019, 19 out of 25 contracts were awarded to SMEs. This includes all competitions worth £25,000 or more, above and below OJEU; and all competitions via a framework.

% of contracts awarded to SMEs via competition 01/04/18 - 31/03/19



Part Four: Exemption requests

Full details of exemptions granted can be found in Appendix 5.



Part Five: Social Value

For the period of 1 April 2018 until 31 March 2019, one opportunity has been advertised and awarded which had a value in excess of £1,000,000, which was for digital CCTV. We also have another opportunity for Covent Garden carpark currently anticipated as being awarded July 2019, which has included a social value clause as well as evaluation criteria.

Part Six: In-house training

Informal training for tender evaluation, specification writing, KPI generation and contract register maintenance has been increased since the Procurement restructure. Procurement has become more proactive in offering one to one and small group training opportunities on an adhoc basis for specific projects and contracts, or in response to contract reviews. This approach has increased assurance of procurement advice and guidance for services areas as well as improving the visibility and approachability of the new Procurement service. There have been 2 formal Procurement awareness training sessions run for WDC, a total of 18 staff attended.

A contract Management Principles training package is being created with an estimated started date of June 2019.

Part Seven: Formal Legal Challenges

There have been no formal legal challenges received or upheld during 1 April 2018 until 31 March 2019.

Part Eight: Contracts terminated early

There have been three contracts varied to terminate early during the period of 1 April 2018 until 31 March 2019.

1. Spa Centre Programming software - Termination was mutually agreed between WDC and the supplier in order to enter into a new contract via a consortia framework on better terms.
2. Roofing Replacement and repairs contract - Terminated by mutual agreement between WDC and the supplier following their inability to meet the contract after their acceptance of a 12month contract extension.
3. Corporate Cleaning contract – An early termination of the contract which moved its end date from 31 March 2021 to 31 March 2020 was negotiated by WCC legal on WDCs behalf. This was due to the novation of the contract from the original supplier Ocean to Kingdom Cleaning.