

# Record of Cabinet portfolio member decision

## PERFORMANCE OF CONTRACTOR: SODEXO LIMITED

**DATE OF PUBLICATION – 21 JUNE 2013**

- NB: The Head of Legal and Democratic Services must receive a request to call-in this decision by 4.30pm on Friday 28 June 2013.
- Subject to the call-in mechanism this decision will be implemented on Monday 1 July 2013.
- The council's cabinet portfolio holder has taken the executive decision outlined below. This decision is published in accordance with the council's procedure rules.

DECISION TAKER	DETAILS OF DECISION
Mr D Dodds	<p>To assess the overall performance of Sodexo Limited, in delivering the grounds maintenance services contract for South Oxfordshire District Council for the period 1 January 2012 to 31 December 2012 as <b>'fair'</b>.</p>
	<p><b>Reasons for recommending decision</b></p> <ul style="list-style-type: none"> <li>• This decision follows the comments made by the Scrutiny committee held on 23 April 2013 where the committee considered the head of corporate strategy's annual performance review report of the grounds maintenance contractor, Sodexo Limited for 2012.</li> <li>• I have assessed the contractor's overall performance measured against key performance targets and client satisfaction.</li> </ul> <p>The committee commented :</p> <ul style="list-style-type: none"> <li>• The review covered the first year of the contract and because of this, and the extremely challenging weather, it was hard to accurately assess the likely performance over the life of the contract. The weather and growing conditions had a major impact on the service.</li> <li>• The larger contract across the two councils allowed for reductions in cost without compromising the service. The contract required multiple schedules for different aspects of the work and was output driven so work was only carried out when needed.</li> <li>• Sodexo had taken on five full-time apprentices who would be trained externally. More experienced staff then took on supervisory roles. The additional staff and changes to work patterns increased productivity.</li> <li>• The contractor maintained only two play areas, and two cemeteries inherited from the rural and borough councils in 1974. Other play areas and cemeteries were managed by parish and town councils.</li> <li>• Better co-ordination of schedules between Sodexo, Biffa, and Oxfordshire County Council would help to improve outcomes and reduce the work for</li> </ul>

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	<p>each contractor. The committee noted the generally good performance and were assured that the areas for improvement would be addressed.</p>
	<p><b>Alternative option considered</b></p> <p>The performance review allows for an assessment of performance ranging from poor to excellent.</p>

If you have any queries regarding this decision please contact the decision taker above or Ian Matten, Shared Waste and Parks Manager, [ian.matten@southandvale.gov.uk](mailto:ian.matten@southandvale.gov.uk)  
Tel: 01235 540373

A copy of the report considered by the Cabinet member is available from Steven Corrigan, Democratic Services Manager, Legal & Democratic Services, 01491 823049, [steven.corrigan@southandvale.gov.uk](mailto:steven.corrigan@southandvale.gov.uk)