

Commercial Contracting – The Challenge

Why you should take this challenge

Major contracts and the associated relationships are of crucial importance to all organisations as they have a direct impact on:

- The quality and timeliness of the service or outcome you achieve
- The costs paid through the duration of the contract including the cost of changes/ variations
- Your reputation as a commissioning organisation
- How contractors see you as a customer and their desire to work with you

If you see contract and relationship management as being part of successful delivery, cost control and creating value, then **the challenge is for you.**

Contract and relationship management is an acknowledged major weakness; key questions need to be asked about how it can be improved including:

- Do our major contracts suffer from cost overrun, service failure or poor performance?
- Do we have people with the right skills to manage our contracts and relationships effectively?
- Are our Contract Standing Orders fit for purpose?
- How good are our systems for locating copies of contracts and any changes made to them?
- Do we write outcome specifications and plan ahead?
- How well do we manage contract and relationship meetings and manage change?

What you receive

You will receive a short management report with an executive summary informing future direction and outlining areas for improvement backed with evidence based information. Findings and recommendations are clearly laid out under six distinct topics. We also offer the option to present the results to members and / or chief officers.

We gather evidence from four sources:

- Multi-stakeholder workshop - bringing together people from across the organisation, including commissioners and contract managers to discuss what works well and where there are gaps
- One-to-one interviews - with representatives from different departments and/ or disciplines
- Expenditure analysis - looking at the top suppliers used and checking the key records, including those on the contracts register
- Use of a contracting diagnostic tool to help you develop an understanding of where your main weaknesses are and gauge what needs to be done to improve things

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So much effort is put in to getting the contract in place and then more often than not, it is either forgotten about or the relationship management is handed to someone with no experience or even time to make it work. ”

Sally Hughes
Chief Operation Officer
The International Association for Contract
and Commercial Management (IACCM)

Why Us?

This challenge process has been developed by working in partnership with one of the UK's leading independent consultancy firms that specialises in contract & relationship management. We have worked with dozens of public bodies and have a proven track record of delivering results:

- We offer exceptional value for money and work on a fixed price basis
- We have an enviable track record of successful engagement and delivery
- We guarantee the continuity of the consultants assigned to projects
- We can offer a choice of options to ensure you fulfil your desired goals
- We have an ethical charter ensuring that no organisation pays for research already undertaken by any other client

Cost and next steps

The Challenge:

- Takes 6-8 weeks from start to completion
- Is delivered for a fixed price agreed up-front
- Typically costs about £8,500 plus VAT for a medium sized council

Please contact us if you would like a quotation for your organisation

After we send you the report and subject to discussion, we can either help up-skill your staff, improve systems or manage the contract and relationship management process for you.

50% of English local authority services are now commissioned and that figure is going to increase. We need, not only to be able to let sound contracts, but to client them effectively too, as that is where the real money is.

Rob Whiteman, CEO Chartered Institute of Public Finance and Accountancy (CIPFA)



The challenge is led by Ken Cole, a leading authority on Public sector commissioning, procurement and contract management with over 30 years direct experience. He has been involved in the inception and delivery of many high profile, ground breaking projects which have helped public sector organisations make significant cashable savings and expand their commercial skills and knowledge. Ken is a Fellow of the Chartered Institute of Purchasing and Supply (CIPS) and has worked at senior levels in both the public and private sectors.

Booking a Challenge:

Contact Eddie Gibson, eddie.gibson@eelga.gov.uk
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