

**APPENDIX 3  
LEARNING LOG**

**Neighbourhood Network Review – Learning Log 29<sup>th</sup> June 2010**

Issues	Learning	Proposed Action	Timescale
Confusion with regards to entering into a competitive process whilst at the same time being encouraged to collaborate with one another in submitting joint bids.	Assumptions cannot be made that an understanding has been reached through discussions and training events.	In addition to workshops/ training etc, written guidance to be produced for future procurement exercises and reference made to that guidance within the tender documentation.	October 2010
Concerns that Officers who had acted as advisors to the bidding organisations in the first part of the process were the same Officers who evaluated the bids	To not underestimate the level of anxiety experienced by some organisations and recognise the danger of this anxiety leading to misunderstandings and misinterpretations.	Advice sessions to respond to technical queries are provided by members of the Project Team who are not on the Evaluation Panel.  Consider the value of anonymising the tender submissions during the evaluation process.	Ongoing  Ongoing
No formal assessment of the impact of the recommendations.	Acknowledge the importance of formally recording and reporting the potential impact of decommissioning a service(s) before recommending award of a contract(s).	Formal impact assessments to be integral to all commissioning exercises and ensure one is undertaken at the point of making recommendations.  Council Members should be briefed and have sight of the business case accompanied with the risk and benefits assessment document.	Ongoing  Ongoing

Issues	Learning	Proposed Action	Timescale
<p>No provision within the scoring of the bids to take account of potential local disruption in the event of an organisation being unsuccessful in its bid.</p> <p>Insufficient consideration of the impact on service users and the ongoing support of volunteers.</p>	<p>More sensitivity and awareness to be applied when assessing the potential impact of procurement exercises of this nature</p>	<p>Refer to Legal service for further discussion</p> <p>Members should be briefed and have sight of the business case accompanied with the risk and benefits assessment document.</p>	<p>September 2011</p> <p>Ongoing</p>
<p>Lack of Member involvement in Procurement.</p>	<p>Members should be offered the opportunity to positively contribute towards commissioning processes.</p>	<p>Legal to investigate whether increased and timely Member involvement could be incorporated into the Contract Procedure Rules (CPRs).</p>	<p>October 2010</p>
<p>Contract award letters – format and language inappropriate for small to medium user-led organisations.</p>	<p>The standard contract award letter issued by the Corporate Procurement Unit needs to be reviewed and rewritten in a more service user friendly format whilst at the same time incorporating the legal requirements.</p>	<p>Adult Social Care, Legal and Corporate Procurement Unit to agree letters appropriate to the tendering of service</p> <p>Members to be offered the opportunity to be part of the discussions.</p>	<p>July 2010</p> <p>July 2010</p>