



360 Degree Contract Review

Brook House Immigration Removal Centre Custodial and Detention Services Central Government Services

**Prepared by Ben Saunders
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Service Delivery - Performance

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Describe mechanisms to ensure contractual performance of any obligations not covered by KPIs (For example, ICT, screening & vetting , environmental standards, etc).

The Vetting and Certification process has been comprehensively reviewed this year in light of issues identified and subsequent Improvement Notices. The Home Office are reassured of the current system and are keen to resolve this following an audit. We have developed a master spreadsheet which alerts a dedicated person to forthcoming renewals 90 days ahead of the expiry date. Please see the process attached in Appendix 11.

Environmental standards are managed and reviewed through the Energy Conservation Meeting and includes a review of monthly data and analysis concerning electricity, gas and water consumption. We have recently achieved accreditation in ISO 9001, 14001 and 18001, which constitutes an integrated management system and is internationally recognised.

Locally much pride is taken to ensure the Centre is clean and standards of hygiene and presentation are high. This is noted by the Home Office auditor who inspects monthly.

Major contract changes and projects in current implementation

[RAG]	July 2012	Contract extended to May 2017 through offering clustering and efficiency savings to the customer (Brook House Efficiency Savings £246k p.a., Clustering Savings £61k p.a.) (Overall £800k pa savings from Brook House, Tinsley House and Cedars) This amounts to £1.5m savings at Brook House and £4m across Gatwick over 5 years
	March 2013	Additional 22 beds(Ongoing - Revenue £482k p.a., Margin £28k p.a.)
	Estimated March 2015	Brook House Beds proposal increase by 60 Beds(Ongoing - Revenue £1.5m, Margin £91k), (Estimated Start up Revenue £3.9m, Start up Margin £232k)

Financials – Detailed Financials

Owner Of This Page - Kalpesh Mistry



Contract revenue £11,835m

Contract margin 6.38%

Actual Contract Margin 18% (to achieve change from Contract Margin we have restructured our staffing, introduced clustering and efficiency savings such as key vend, introduced over 100 Notices of Change since bidding the contract and added a further 22 beds to change from 426 to 448 beds at this current time)

Cash flow conversion : 99.3%

Day Debtor 30 day payment terms

Income in advance: None

Accrued revenue : Currently Indexation from 20th May 2014 £9.3k (Awaiting RPIX index less 0.5%, Capped at 2.5%).

Capitalised mobilisation cost: None

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