

## **Lessons Learned**

The conclusion of any contract is the ideal time to review how well the contract performed.

You should explore lessons learned: these can inform future contract terms or strategies. The Organisation should determine what worked well and any areas which could be improved.

All those involved with the bid and/or contract, both in your Organisation and the bidder Organisations, should be asked for feedback. This could include a variety of roles e.g. contract managers, procurement officers, logistics, estate managers, etc.

### **Care and Support Services**

Open or close

For Care and Support Services, please read the Care and Support Services Lessons Learned Guidance.

Quickfire Guide

Quickfire Guide

### **Lessons Learned - Example Questions**

Lessons learned could consider, for example:

- What worked well and what didn't work?
- What areas of the contract were most important to you and your organisation?
- Were any innovations implemented and if so, what value-add did they deliver?

- Were there processes/practices used that could be improved upon or are not needed at all?
- Can Information and Communications Technology (ICT) systems be used in any way to improve performance?

Further examples include:

- the total cost of the contract, including staff costs, and costs which were not anticipated at the planning stage;
- the total savings achieved on contract value; and
- any impact of the exercise on the market.

**Any documents you need are listed below**

**Care and Support Services Lessons Learned**

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**YOU HAVE NOW COMPLETED ROUTE 3 HOWEVER PLEASE REMEMBER TO CONTINUALLY UPDATE YOUR STRATEGY.**