

Contract Management Structure

External Processes

Contract Review and Development Board

To review and develop the contract at a high level to ensure that the strategic outcomes of the procurement and award of the contract are delivered across the three councils.

To agree with the contractor the service delivery plan for the forth coming year and to monitor the high level performance of the contract. To receive reviews of performance with particular reference to issues which are considered high risk to either the councils or the contractor. This in particular shall make reference to instances where:

- Escalation of Default
- Council Step In
- Suspension or Omission
- Risk of termination
- Contentious Council or Contractor Change or those with a greater than *de-minimus* financial impacts
- Resolve disputes between the contractor and the councils

To develop the contract to provide opportunities for cost reduction, new or improved services, change management and service development to the mutual benefit of all parties. To agree priorities in terms of projects and developments in the contract as necessary.

Monitor the performance and effectiveness of the Contract Management Board.

The council have identified membership through the Strategic Board and the contractor will be represented by persons of a similar seniority at all meetings who can agree to direct resources or services of the company to deliver the outcomes agreed.

The Board will meet quarterly.

Contract Management Board

The council have identified membership through the Contract Management Group and the contractor will be represented by Regional Manager or Contract Manager with the authority to implement agreed change. The Board will meet monthly or more frequently as is necessary.

Particular reference of the Board will be:

- Performance monitoring and review of the services provided
- Dialogue in the development of the Service Delivery Plan
- Deal with areas of dispute between the councils and the contractor and make decisions and implement them or refer to the Strategic Contract Review and Development Board
- Review the financial performance of the contract in delivering value for money
- Identify the areas where potential contract thresholds for uplift are being reached and review opportunities for cost reduction or avoided increase.

- Agree annual indexation calculations (if any)
- Council or Contractor Change Notices and agree those which are *de-minimus* or refer to the Strategic Contract Review and Development Board
- Resolve disputes relating to Notices served by Authorised Officers where more than one council area is affected
- Health and Safety

The Board will also be responsible for the agreement on issues which affect the contract in common across the areas of the three councils including:

- Insurances
- Operator's Licence
- Quality Systems
- Vehicle Signage and Livery
- Condition of Vehicles
- Age of vehicles
- Uniforms and forms of identification
- Availability
- Levels of supervision by the contractor
- Certification of Managers
- Communications to residents
- Resourcing of the contract and Contractor events of default
- Whole Contract Audit

The Board will also deal with issues of service suspension due to emergency and Force Majeure and the implementation of recovery measures where the implementation of the contract conditions and specification requirements would have an impact over the area of more than one council. The arrangements of such meetings will be ad hoc and may include teleconferencing or virtual meetings as necessary due to the nature of the circumstances.

The Board will meet monthly.

Contract Delivery Meeting

The Authorised Officer of the each council is expected to meet with representatives of the contractor routinely to discuss and review local service delivery and matters of local service and financial management. Each Council will determine its own frequency for such meetings whilst being mindful of the requirements of other councils in the contract.

