

EMS PARTNERSHIP CONTRACT MANAGEMENT FRAMEWORK ----- SEE ANNUAL MEETING SCHEDULE

OPERATIONAL

Agenda items for all Operational meetings can be requested by Chair or Core member of all meetings

AUDIT REVIEW AND PERFORMANCE ASSESSMENT
(Monthly-initially)

Chair: Olive Gray

Core Membership: Olive Gray, John Farrell, Chris Hyett

Occasional Membership: Other EMS/NBC/DDC staff as required

Remit: Verification of performance data provided by EMS to NBC for P+ and DCC performance reports. Site visits to audit inspection reports.
Preparation and management of Audit schedule
Output - Formal sign off of Performance Reports

NBC/DDC Communication group
(Bi monthly)

Chair: Julie Lewis

Core Membership:

NBC/DDC	EMS
Lois Winstanley	John Farrell
Becky Hutson	

Occasional Membership: As required

Remit: All external communication issues, strategy and forward PR plans, educational issues, liaison with NWP, policy & enforcement communication issues.

Notes: Sue Ousley

EMS/CUSTOMER CONTACT MEETING
(Monthly)

Chair: Olive Gray

Core Membership:

NBC	DDC	EMS
Felicia Black or	Liz Barrett or	Kieron
Geraldine Mahney	Katie Jones	Elaine Murfitt

Occasional Membership: NBC/DDC IT services or subs

Remit: NBC/DDC contact centres - day to day public interface issues, Performance definitions, Communication plans, Web info /scripts etc, Review of Business Rules and Contact Centre Scripts

Outputs : statistics for missed collections, complaints and requests for service

Notes: Sue Ousley

EMS OPERATIONS ISSUES MEETING
(Weekly)

Chair: Kieron King/ Mick Tyrell (Alternate)

Core Membership: Olive Gray, Julie Lewis, Tim Ansell NBC, Kieron King (EMS), Paul Chambers (EMS), Kerry Greaves(NBC)

Occasional Membership: Any relevant member from Customer contact or Coms group, plus others as agreed

Remit: Primary discussion point of day to day operation issues and improvements that cross over or go beyond other operational meetings and service areas within either council. Interpretation of policy into operational procedures. Review of Resource plans and scheduling of works

Notes: Sue Ousley

DDC/CONTRACT MANAGEMENT LIAISON

Chair: Mick Tyrrell

Core Membership: Mick Tyrrell, Simon Bowers

Occasional Membership: Steve Elsey

Remit: Any EMS issues relating to DDC, including those that impact on both authorities. Focus on DDC. Items/matters not resolved at Operational level

Notes: Simon Bowers

NBC/DDC CONTRACT MANAGEMENT MEETING

Chair: Mick Tyrrell

Core Membership: Mick Tyrrell, John Farrell, Steve Elsey

Occasional Membership: Kieron King+ Chris Hytt (EMS), Simon Bowers (DDC)

Remit: All Contract Management issues unresolved and recorded on the EMS Primary Action Plan. Policy and strategy development. Changes in service. Disputes.
Escalation point for the Audit Assessment, EMS/Customer Contact and Communications meetings and operational issues meeting to discuss any items that cannot be immediately resolved.

Notes/minutes/action plan updates: Sue Ousley

EMS COMMERCIAL MEETING

Chair: Mick Tyrrell/ Chris Hyett

Core Membership: Mick Tyrrell, Chris Hyatt

Occasional Membership: Steve Elsey, Kash Rahuf, John Farrell

Remit: Financial/Commercial issues. Any issues impacting on finance/invoicing

Notes: Chris Hyett/Mick Tyrrell

PARTNERSHIP Management

Agenda items are requested by any chair or core member of Partnership/Strategic and Contract framework

STRATEGIC

NBC/DDC PARTNERSHIP BOARD

Chair: Relevant

Director: (NBC/DDC)/

Core Membership:

NBC/DDC	Enterprise
Councillor Daniel Cribbin	John Farrell
Councillor John Caswell	Dave Martin and/or
Mick Tyrrell	Kash Rahuf
Steve Elsey	
Julie Seddon	
Isabell Proctor	
Simon Bovey	
Audrey Statham	

Occasional Membership: As required

Remit: Any issues escalated to Board/ Major Policy and strategic changes. Major service changes, Performance status. Dispute process, Policy review

Notes: NBC or DDC support as relevant

CONTRACT

