

ENTERPRISE CONTRACT ----- PRIMARY IMPROVEMENT ACTION PLAN - BEASLEY REPORT

SOURCE	ISSUE	ACTIONS	TIME-SCALES	PARTNERSHIP UNIT LEAD OFFICER	R A G	NOTES/COMMENTS	OPEN/ CLOSED	
Contractual								
1	Performance Payment Mechanism	a	Additional legal and interpretation advice received re process	Sept	MT		April to June reductions agreed. Deductions are on quarterly basis and made at the end of each following quarter.	closed
		b	Payment reductions for 1st quarter 2012/13 calculated		MT		Reductions to be made to Oct invoice	closed
		c	Payment reductions requested and agreed by EMS		MT		2nd quarter reductions in Jan 2013	closed
		d	Agreed NBC/DDC split	Oct	MT			closed
		e	Calculate any reductions for 2nd quarter Jul-Sept (to be processed in Jan 2013)	Oct	MT			closed
		f	MT/SE to agree calculations. Aim to submit to EMS by the end of October.	Oct	MT/SE		Submitted to EMS	closed
		g	Two definitions still need agreement - around complaints and missed bins.	Nov	MT/SE		With EMS to pursue as required. Mtg requested by EMS. MT/SE to discuss	open
		h	Draw up a procedure note for agreement. Then becomes business as usual	Dec	SM		DC to undertake this action working with MT. DC/MT mtg cancelled due to DC off sick. To be rescheduled.	open
		i	EMS to confirm agreement for 2nd quarter.	Nov	MT		Submitted to EMS. Response received	open
4	Complaints Definitions and Records	a	Create and agree scripts for Call Centres	Nov	OG		Special meeting booked to agree 22/11. Meeting deferred for diary reasons.	open
		b	Agree sharing of EMS forward planning (eg winter maintenance).	Nov	MT		Not to be used to pin down specific dates, just an overview of what is planned and when.	open
		c	Action and management of complaints		OG		OG Progressing	open
		d	Matchworks process and agreed action plan for dealing with complaints legacy		OG		Moving to a national call centre. Trail with DDC at present	open
5	Performance Data Audits	a	Develop an audit plan for monitoring performance data - priority for those linked to Payment Mechanism.	Sept	OG			closed
		b	Reporting process for annual targets - priority for those linked to Payment Mechanism.	Nov	OG			closed
		c	Review process for those covered in 5a and b.	Oct	SM		SM/OG mtg booked.	closed
		d	Document process.	Dec	OG		DC to undertake this work with OG. Including reconciliation process for complaints.	open
		e	Plan process for auditing all PIs over 12-18 month rolling period.	Jan	OG/SM		Lower priority than 5a etc. Jan deadline reflects this.	open
		f	Rationalise PIs within contract.	Jan	MT/SM		Clarity on what is reported, requirement/need. Linked to 5e.	open
6	Communications Plans/ Web Publishing	a	Scope to be developed once Contract Management Framework agreed.	tbc	tbc		Develop in line with Customer Contact and Communications Meeting.	open
7	Contract Management Processes, Meetings and Liaison	a	Proposed structure drafted.	Oct	SE			closed
		b	To be reviewed and discussed with DDC and Board.	Oct	SE			closed

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		c Final structure for agreement.	Nov	SE		EMS/DDC to confirm agreement or provide feedback w/c 12/11. Final agreement at Board in December.	open
8	Contract Manual, Protocols and Process Charts	a Format and detail to be agreed.	Dec/Jan	SM		DC to undertake this action working with MT. DC/MT mtg cancelled due to DC off sick. To be rescheduled. Certain aspects to be prioritised.	open
14	Sports Facility Electronic Booking facilities and Usage Monitoring	a Identify a source of a new cash register for the Racecourse	tbc	SM		Scope to be defined. Chloe Paintin to help deliver this action. SM confirmed no cost. CP/MT to meet 13/11. CP/SM/SE to meet 14/11. Meeting held, follow up mtg with EMS. CP and SM to meet 4/12 to agree next steps	open
		b Develop credit card/online booking facility	tbc	SM		As above	open
15	EMS Resource Audit Report - clause 29	SW to produce contents outline for each document by 16/11 for agreement. SW/SM to then agree timings and priority documents	outline 16/11	SM		SM/SW met 29/10. SM sent SW list of outstanding plans. SW to comment by 2/11 - no comments received.	open
16	EMS Annual Contract Review Report - clause 30.8	SW to produce contents outline for each document by 16/11 for agreement. SW/SM to then agree timings and priority documents	outline 16/11	SM		SM/SW met 29/10. SM sent SW list of outstanding plans. SW to comment by 2/11 - no comments received.	open
17	EMS Annual Crew Audit Documents – (referred to in SOMS 1&2)	SW to produce contents outline for each document by 16/11 for agreement. SW/SM to then agree timings and priority documents	outline 16/11	SM		SM/SW met 29/10. SM sent SW list of outstanding plans. SW to comment by 2/11 - no comments received. SM to discuss with John F.	open
18	EMS Resource Marketing Plan Documents	SW to produce contents outline for each document by 16/11 for agreement. SW/SM to then agree timings and priority documents	outline 16/11	SM		SM/SW met 29/10. SM sent SW list of outstanding plans. SW to comment by 2/11 - no comments received. SM to discuss with John F.	open
19	EMS Recycling Strategy clause 18	SW to produce contents outline for each document by 16/11 for agreement. SW/SM to then agree timings and priority documents	outline 16/11	SM		SM/SW met 29/10. SM sent SW list of outstanding plans. SW to comment by 2/11 - no comments received. SM to discuss with John F.	open
27	SM review Operational Plan (inc. Depot Management Plan among others) – clause 13	SW to produce contents outline for each document by 16/11 for agreement. SW/SM to then agree timings and priority documents	outline 16/11	SM		SM/SW met 29/10. SM sent SW list of outstanding plans. SW to comment by 2/11 - no comments received. SM to discuss with John F.	open
28	SM review Contract Manual – clause 14	SW to produce contents outline for each document by 16/11 for agreement. SW/SM to then agree timings and priority documents	outline 16/11	SM		SM/SW met 29/10. SM sent SW list of outstanding plans. SW to comment by 2/11 - no comments received. SM to discuss with John F.	open
29	SM review Annual Business Plan (referred to in SOMS 1-6)	SW to produce contents outline for each document by 16/11 for agreement. SW/SM to then agree timings and priority documents	outline 16/11	SM		SM/SW met 29/10. SM sent SW list of outstanding plans. SW to comment by 2/11 - no comments received. SM to discuss with John F.	open
20	NBC Training and Development Needs and Programme	Undertake training gap analysis. Scope to be agreed		SE		SE/SM to meet to discuss scope - 27/11. SM to produce needs analysis and identify gaps.	open
23	Green Flag Awards Planning		Jan	SE		New Ranger to take the lead and deliver with EMS. To use the feedback to create an action plan.	open

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24		Britain in Bloom Planning	Lead to be identified		SE		Planning meeting booked. To include wild flower corridors/ meadows when planning for net year's contract	open
25		EMS loss of South Northants recycle			MT		Currently with EMS. Coming back with figures and background information.	open