

ENTERPRISE CONTRACT - PRIMARY IMPROVEMENT ACTION PLAN
22 May 2013 O and S extract

Appendix 1 Report for 10th June 13

ID	ISSUE	ACTIONS	TIME-SCALES	PARTNERSHIP UNIT LEAD OFFICER	R A G	NOTES/COMMENTS	OPEN/CLOSED
1	Performance Payment Mechanism	i Review detailed processes for capturing data used in the Perf Payment Mech; recalc Qtr 1 and 2 Deduction; calc Qtr 3 and Qtr 4 Deduction; propose reasonable compromise for 2012/13 Deductions	May-13	KM	Financial	KM has completed his investigation and a draft report is being prepared Meetings with EMS and DDC are in hand	open
2	Property Number/Council Tax Database	e NBC position to be agreed.	On-going	MT	Financial	Letter from EMS claiming for extra collections etc. Response resisting claim. MT to respond to EMS by 5 April -This information has been provided, further discussions planned.	open
3	Ownership of Wheelie Bins/Contract Obligations	g NBC position to be agreed.	End of year 12	SE	Financial	In dispute - agreement pending. Hearing date 5 June 13	open
5	Performance Data Audits	d Document process.	Feb-13	OG		Completed	closed
		e Plan process for auditing all PIs over 12-18 month rolling period.	Apr-13	OG		Initial audit programme drafted. Documentation audits to be added at appropriate dates	closed
		f Rationalise PIs within contract.	Jun-13	MT		Clarity on what is reported, requirement/need. Linked to 5e. DC/OG working on proposal to rationalise. Any changes to be agreed through the Contract Management Group.	open
9	Highway Tree Maintenance	b EMS and NBC agree final positions prior to next commercial meeting	Oct-12	MT	Financial	To dispute Step 4. Hearing date 5 June 13	open
		e NBC position to be agreed.	Nov-12	SE		Case evidence agreed	open
16	EMS Annual Contract Review Report - clause 30.8	Content agreed in principle.	30.4.13	MT		Report outlines agreed in principle. Dates and order of priority agreed.	open
18	EMS Resource Marketing Plan Documents	Content agreed in principle.	31.5.13	MT		Report outlines agreed in principle. Dates and order of priority agreed.	open
19	EMS Recycling Strategy clause 18	Content agreed in principle.	30.4.13	MT		Report outlines agreed in principle. Dates and order of priority agreed.	open
28	Contract Manual – clause 14	Content agreed in principle.	On going	MT		Completed in part	open
29	Annual Business Plan (referred to in SOMS 1-6)	Content agreed in principle.	TBA	MT		Report outlines agreed in principle. Dates and order of priority agreed.	open
40	Review of disaster recovery plan and business continuity plan	To review plan	30.8.13	MT		In hand	open
38	Expiry Plan	Content agreed in principle.	30.6.13	MT		Report outlines agreed in principle. Dates and order of priority agreed.	open

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39	EMS loss of South Northants recycle		Mar-13	MT	Financial	Letter and invoice now received from Enterprise. Additional info to EMS -Under legal consideration. To dispute Step 4. Hearing 5 June 13	open
39	Customer Services Strategy developed	To include Customer Care Policy, pg 40 section 19	Apr-13	JL	Customer service	Part of Comms plan.A communications plan has already been submitted by EMS to the group, although this is currently being reviewed and it is proposed a further plan is produced. Designs have been submitted to the group for the proposed web page. Updated drafts now being considered by coms and contact groups.	open
41	Partnerships identified and developed	Friends of groups to be identified and action plan developed	Sep-13	MT			open
14	Sports Facility Electronic Booking facilities and Usage Monitoring	a Identify a source of a new cash register for the Racecourse	Mar-13	MT		Not now required	closed
		b Develop credit card/online booking facility	Mar-13	MT		MT to meet EMS to discuss options-Operations are drafting business solution	open
10	Cyclical Highway Maintenance	a MT attended initial meeting with NCC/May Gurney regarding their new working arrangements and proposals to develop a new SLA for Cyclical Highway Maintenance	TBA	MT		In discussion with NCC	open
		Review of improvements to Northampton Gateways (23)	Apr-13	MT		Audits complete on the seven main gateways. Meeting with NCC, EMS held.Maintainance spec and responceibilities under clarification. All work now planned and now near completion	closed
23	Green Flag Awards	Planning and approach.	Mar-13	RA		Rangers now involved, an and application for Abington/Delapre parks and Daventry country park in hand	open
24	Britain in Bloom	Planning and approach.	Jan-Oct 13	SE		Progressing. Future meetings booked. See NBC Bloom action plan in hand	open
42	Environmental Impact Control Plan	Plan to be produced, five step carbon management programme	Aug-13	MT		Content to be agreed	open
6	Communications Plans/ Web Publishing	a Agree Strategy and content	Feb-13	SE (JL, DDC, Chair of Comms Grp)	Customer service	Project scoping being managed by Julie Lewis. Draft strategy under consultaion	open

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41	Carry out customer surveys	Questionnaire to be produced and survey carried out as per annexe 16.5.1.1.2	TBA	OG	Customer service	EMS to do - still open - first draft rejected. Dispatch date to be agreed	open
45	Bin round changes/ Black /Green bag changes	Clarification of bin round data and updates to be sent to us regularly to update our systems and websites	Jun-13	MT	Customer service	On-going. Will change when round changes made. A detailed programme has been submitted to the Contract Management Group. Time table agreed and implimented	open
12	Salary and Wage TUPE Transfer Implications on NBC - Contractual Overtime	a Enterprise provided names of staff, particularly those being paid contractual overtime	Oct-12	MT	Finacial	Details from EMS sent to Legal/HR/Finance. Dispute Step 4. Hearing date 5 June 13	open

Steve Elsey (SE)	NBC
Mick Tyrrell (MT)	NBC
Olive Gray (OG)	NBC
Derek Cooper (DC)	NBC
David Kennedy (DK)	NBC
Julie Seddon (JS)	NBC
Chloe Paintin (CP)	NBC
John Farrell (JF)	Enterprise
Sue Morrell (SM)	NBC
Enterprise Managed Service	EMS
Northampton Borough Council	NBC
Daventry District Council	DDC
Kieron King (KK)	Enterprise
Keith Mitchell (KM)	NBC