Appendix 1

Governance Arrangements

a) Barnsley NORSE should allocate a dedicated contract manager and provide contact details prior to the commencement of the contract.
b) An overview of the staff to be engaged in the service delivery and organisation chart to be provided.
c) A contract management meeting schedule to be established for the duration of the contract. The meeting schedule will include monthly operational service delivery meetings, quarterly contract review meetings and annual performance reviews.
d) Governance structures for both parties to support relationship management and escalations.
e) Barnsley NORSE will need to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and outputs, throughout the term of the agreement. Barnsley NORSE will provide regular reports to the Council regarding its delivery of the Services provided, both reactive and proactive and to demonstrate performance against all the key objectives outlined in the Key Performance Indicators.
f) There is a key requirement for Barnsley NORSE to:
    a. Meet the Council Contract Manager/team for operational and contract performance meetings over the period of the agreement.
    b. Maintain clear lines of communication to report issues and raise queries including invoices and payments and general service queries.
    c. Collect, collate and report on a range of agreed indicators on a quarterly basis and provide a quarterly report to the Council Contract Manager.
    d. Discuss and review the performance report with the Council's Contract Manager and provide any additional information/clarification, if required.
    e. Work with the Council to deliver the contract outcomes, address issues and support with service improvements.
    f. Provide an end of year report if required detailing performance, proposals for efficiencies or improvements, benefits realisation, achievement against milestones, and an updated list of equipment used to deliver the services.
g) Services to be delivered in full accordance with the Key Performance Indicators detailed below:

Ref	KPI	Target	Method of measurement	Timing of application – review at contract meetings	Measured by Norse/BMBC	Consequence for non-achievement TO BE AGREED
1	Quality standards	98%	Customer satisfaction report Spot checks	Quarterly	BMBC	Improvement plan to be developed. Any additional costs incurred as a direct consequence to be met by Norse.
2	Complaints	<2%	Performance report	Quarterly	Both	Improvement plan to be developed. Any additional costs incurred as a direct

						consequence to be met by Norse.
3	Staffing levels	98%	Attendance records	Quarterly	Norse	Any additional costs incurred as a direct consequence to be met by Norse.
4	Staff training	100%	Training undertaken and expiry dates by person	Quarterly	Norse	Improvement plan to be developed. Any additional costs incurred as a direct consequence to be met by Norse.
5	Safety performance	100%	Reports of any near misses/incidents	Quarterly	Both	Improvement plan to be developed. Any additional costs incurred as a direct consequence to be met by Norse.
6	Services delivered against agreed costs schedule	100%	Services delivered against agreed cost schedule	Quarterly	Norse	Any additional costs incurred as a direct consequence to be met by Norse.
7	Productivity – completion of ad-hoc work within agreed timescales	100%	Reports from FM helpdesk	Quarterly	BMBC	Any additional costs incurred as a direct consequence to be met by Norse.