

Schedule 5

The Service Improvement Arrangements (including the Service Specification Process)

As a part of the arrangements entered into by the Council and the BID Company for the delivery of the BID Arrangements, the Parties have signified their commitment to a continuous improvement in services within the BID Area.

This Schedule sets out the framework under which continuous improvement is to be achieved.

It is intended to apply to all services in the BID Area, but specifically it will apply to the following;

- Baseline Services
- Estate Management Services
- Support Services
- New Services
- BID Performance Criteria.

1. Service Specification Process.

In respect of each of the Baseline Services, Estate Management Services, Support Services and the New Services the Council will prepare a service specification in the form of the service specification pro forma annexed.

The service specification shall be prepared, initially in draft by the Council, and agreed with the BID Company, and the final agreed service specification shall then be held together with other, already agreed service specifications. Service specifications for services provided as at the Effective Date shall be agreed within three months of the Effective Date. For New Services, the Parties intend that the Service Specification Process will be combined with the introduction of the service under the Variation Procedure, but in the event that it is not, a service specification for the service will be drafted and agreed in accordance with arrangements set out in this Schedule.

The Parties intend that the services shall be output, rather than input based, and the service specifications shall reflect that intention.

The Parties intend that performance of the services shall be measured against agreed targets and performance criteria. The criteria to be used in respect of any particular service shall be agreed between the Parties, but shall include such best value performance indicators as are applicable to the service in question, together with general best value indicators, as well as any indicators which are specific to the services as they are provided within the BID Area.

Service Improvement Arrangements

The Service Improvement Arrangements are to operate at three levels;

1. Service level reviews – are intended to provide a process by which the performance of the services is regularly monitored so that corrective action may be taken if there is a concern that performance in accordance with the service specification is not being maintained.
2. Service improvement reviews – are intended to be reviews applicable to all of the services provided under this Agreement, under which the Council and the BID Company will jointly review the services provided in the BID Area in order to identify any possibility of improvement. Not all services will be reviewed annually, but a proportion of the services to be reviewed will be agreed, so that over a series of annual reviews over the duration of the Agreement all services will have been subjected to at least one review.
3. BID objective reviews- in which the Council and the BID Company review the performance of the BID Company against the BID Performance Indicators.

1. Service level reviews

The Council will monitor and record, on a monthly basis, their performance against the targets set under the Service Specification Process, for each of the Baseline Services, the Estate Management Services, the Support Services and the New Services. Without prejudice to any action the BID Company may wish to take in respect of the information thus obtained, the Council may, at its discretion discuss the performance of a service with the BID Company and agree or use this agreement to effect improvements to the service.

The BID Company may request the Council to provide them with information relating to the performance of any or all of the services and to convene a meeting or meetings to consider the information obtained by the Council as to performance of a service or services. Where, as a consequence of such meetings the BID Company considers that the Council has persistently failed to perform to the target(s) it may invoke the termination and disagreement procedures set out in the Agreement.

2. Service improvement reviews

Not less than once per calendar year throughout the Term the Parties will meet and review the performance of such of the services provided under this Agreement as are agreed, with a view to identifying any possible service improvement arrangements in respect of individual or all services provided by the Council to the BID Company under this Agreement. The intention of the Parties is that throughout the duration of this Agreement all services within the BID Area will have been subjected to at least one such review.

Any service improvements identified as a consequence of a service improvement review shall be dealt with in accordance with the Variation Procedures.

3. BID objective reviews

The BID Company will monitor and record their performance against the BID Performance Indicators and not less than once per calendar year throughout the Term the Parties will meet to consider the performance of the BID Company against those indicators.

If the Council considers it appropriate, it may invoke the procedures outlined in the termination provisions of this Agreement in relation to the performance of the BID Company.