

Appendix A – Contract Governance Meetings

Strategic Board

The Strategic Board meets quarterly throughout the Service Period unless otherwise agreed. The Strategic Board formally comprises two people from the *Client* and two people from the *Contractor*. The *Service Manager*, *Contractor's* Contracts Manager and other attendees may be invited but will not be formally part of the Strategic Board per se. This wider officer attendance will provide continuity between the governance tiers. The Parties may agree to vary the number of people forming the Strategic Board. The Strategic Board will be chaired by the *Client*. The Board is advisory in nature, with decision-making resting with the *Client*.

Both parties ensure that the people they appoint are able to attend all meetings of the Strategic Board. Any replacement person is only accepted with the prior consent of all the other members of the Strategic Board (such consent not to be unreasonably withheld). The members of the Strategic Board act in a spirit of mutual trust and cooperation.

The Strategic Board is responsible for:

- Providing the contract with its strategic direction;
- Taking ownership of, and commitment to, the success of the contract;
- Monitoring the overall performance of the contract using the Strategic Maturity Matrix and Tactical KPIs
- Approving and monitoring the strategies, priorities and targets for the contract;
- Supporting the Operations Board in promoting a shared culture of mutual trust and cooperation; and
- Reporting to each party's senior management team on the progress and performance of the contract, identifying any lessons that can be learned or practices that can be improved upon and obtaining any approvals or consents required.

Operations Board

The Operations Board meets monthly throughout the Service Period unless otherwise agreed. The Operations Board comprises three people from the *Client* and three people from the *Contractor*. This will include the *Service Manager* and *Contractor's* Contracts Manager. Other attendees may be invited but will not be formally part of the Operations Board per se. The Parties may agree to vary the number of people attending the Operations Board. Both parties ensure that the people they appoint are able to attend all meetings of the Operations Board. Any replacement person is only accepted with the prior consent of all the other members of the Operations Board (such consent not to be unreasonably withheld). The members of the Operations Board all act in a spirit of mutual trust and cooperation.

The Operations Board is responsible for:

- Approving and monitoring the *Client's* Annual and Forward Plans and the *Contractor's* Plan if required, instructing the *Service Manager* to vary the Plans in the interests of ensuring best value for the *Client*;
- Supporting the Operations Board in ensuring progress and performance in accordance with the Performance Framework, Plans and Task Orders;
- Monitoring the progress and performance of the contract against the Performance Measures (Strategic, Tactical and Operational), Plans and Task Orders;
- Monitoring the effectiveness and implementation of a shared culture of mutual trust and cooperation, considering proposals for improvement, and making recommendations to the Strategic Board; and
- Reporting to the Strategic Board on the progress and performance of the contract, identifying any lessons that can be learned or practices that can be improved upon and obtaining any approvals or consents required.

Service Delivery Group

The Service Delivery Group meets every two weeks during the Service Period unless otherwise agreed by the Parties. The Parties will agree the number of attendees for the Programming Group as appropriate to the nature and extent of the *service* being undertaken. The attendees are expected to include persons having day-to-day responsibility for delivery of the *service*.

The Programming Group is responsible for:

- The day-to-day management of the contract;
- Preparing, or advising on strategies, priorities and targets for the contract;
- Preparing the *Client's* Annual and Forward Plans and the *Contractor's* Plan;
- Determining the operational information base for the contract/services and ensuring its alignment with the Tactical and Strategic performance measures
- Approving Task Orders prior to these being issued by the *Service Manager*
- Programming and co-ordination of the works
- Review of resource availability
- Review of progress against Task Order programmes.