

Contract Mobilisation Update

From: Ismina Harvey, Contract Implementation Manager

Date: 17 December 2017

Stage: Implementation

Status: On Track

<p>Progress summary</p> <p>since last JWC Committee on 9 December 2016</p>	<ul style="list-style-type: none"> • All documents required for re-evaluation have been submitted by Amey and are being reviewed by Eunomia, ahead of contract close • The Technical Group has worked with Customer Service teams to produce web form templates and scripts for Amey contact centre. • Amey have visited all Depots and started a health and safety operational review • Contractual Performance management reporting processes have been reviewed • Communications strategy has been developed. • Property data is being finalised.
<p>Highlights</p>	<ul style="list-style-type: none"> • The order for the Elmbridge and Woking vehicles has been placed • On track to close contract by end of March
<p>Issues:</p>	<ul style="list-style-type: none"> ● ICT: Progress is a few weeks behind schedule. Contingency arrangements agreed with Elmbridge to continue use of CRM until system ready. ● Depots: Plan being developed to bring Elmbridge depot up to statutory compliant position
<p>Risks</p>	<ul style="list-style-type: none"> ● Vehicle delivery dates not yet confirmed by Amey, hire vehicles to be used until delivered. ● If the Contract is not signed early April then the date will move a month, due to Amey sign off processes. This may impact on Contractor staff engagement and ICT development.

<p>Decisions required</p>	<ul style="list-style-type: none"> ● This update is for information only.
<p>Next steps</p>	<p>Contractor staff engagement: Amey will commence engagement at Veolia staff at Elmbridge as soon as Contract signed, with Woking shortly after.</p> <p>Depots: Depot leases to be agreed by mid-March</p> <p>ICT: ICT meeting at Amey Contact Centre on 27/28 March, to view progress and firm up implementation timetable</p> <p>Data: LLPG property data to be sent to Amey, so that round configuration can begin</p> <p>Performance Management: KPI performance management reports to be signed off</p> <p>Service Operations: Workshops to be arranged to work through 'day 1' service delivery</p>
<p>Forward plan</p>	<ul style="list-style-type: none"> ● June 2017 –Elmbridge contract commencement ● September 2017 – Vehicles delivered ● September 2017 – Full implementation of ICT system ● September 2017 – Woking contract commencement