

# DRAFT Communications Protocol

## Purpose of this document

To explain how the Company will liaise with, agree plans with, and report performance to, Councillors and Commissioners. Figure 1 (Annex A) is a useful reference for the below narrative.

## Key decision points

- Each Council's Annual Service Plans will be agreed in February / March of each year between each Council and the Company. These service plans will set out contract requirements to be delivered by the Company for the following Contract Year. These will reflect the aims and objectives of each Council's Annual Plan.
- The Company's Business Plan will be developed and agreed by the Company's Board having regard to clause 41 of the Agreement and will be subject to the approval of the Members in accordance with the Members' Agreement
- For the avoidance of doubt, decisions on all Reserved Matters (as defined in the Members' Agreement) will be taken by the Members in accordance with the Members' Agreement.

## In year performance monitoring against pre-set plans

- The Council's Representative and the Company's Representative shall meet once every calendar month, the first such meeting to be held within one (1) Month of the Commencement Date.
- The purpose of each meeting shall be to:
  - review and discuss any day to day issues arising out of the provision of the Services including any issues arising out of Performance Monitoring and any Monitoring Reports;
  - consider any improvements to the provision of the Services; and
  - review and discuss any other matters relating to the provision of the Services including any anticipated Variations.
- At any time the Council's Representative and the Company's Representative may agree to reduce the frequency of the meetings, but not so that they should occur less frequently than every two (2) Months.
- Quarterly meetings will be held between Council Portfolio Holders, Service Commissioners and members of the Company's Board to review the Company's performance against Annual Service Plans and KPIs.
- Each Council's Scrutiny Committee will have the opportunity to scrutinise the Company's service performance and feedback any concerns to Members via a Member Representative Board (**MRB**) which will be established by the Members in accordance with clause 3 of the Members' Agreement.
- The Members will also establish a Client Officers Group (**COG**) which will be chaired by the Executive Director Commissioning, and will comprise Council Lead Commissioners (Heads of Paid Service) and the Company's Service Leads. The COG will produce a quarterly report, to

be considered by the MRB. The MRB will feedback to the Company's Board and to Members on performance issues.

### Annex A: Company Governance and Service Scrutiny

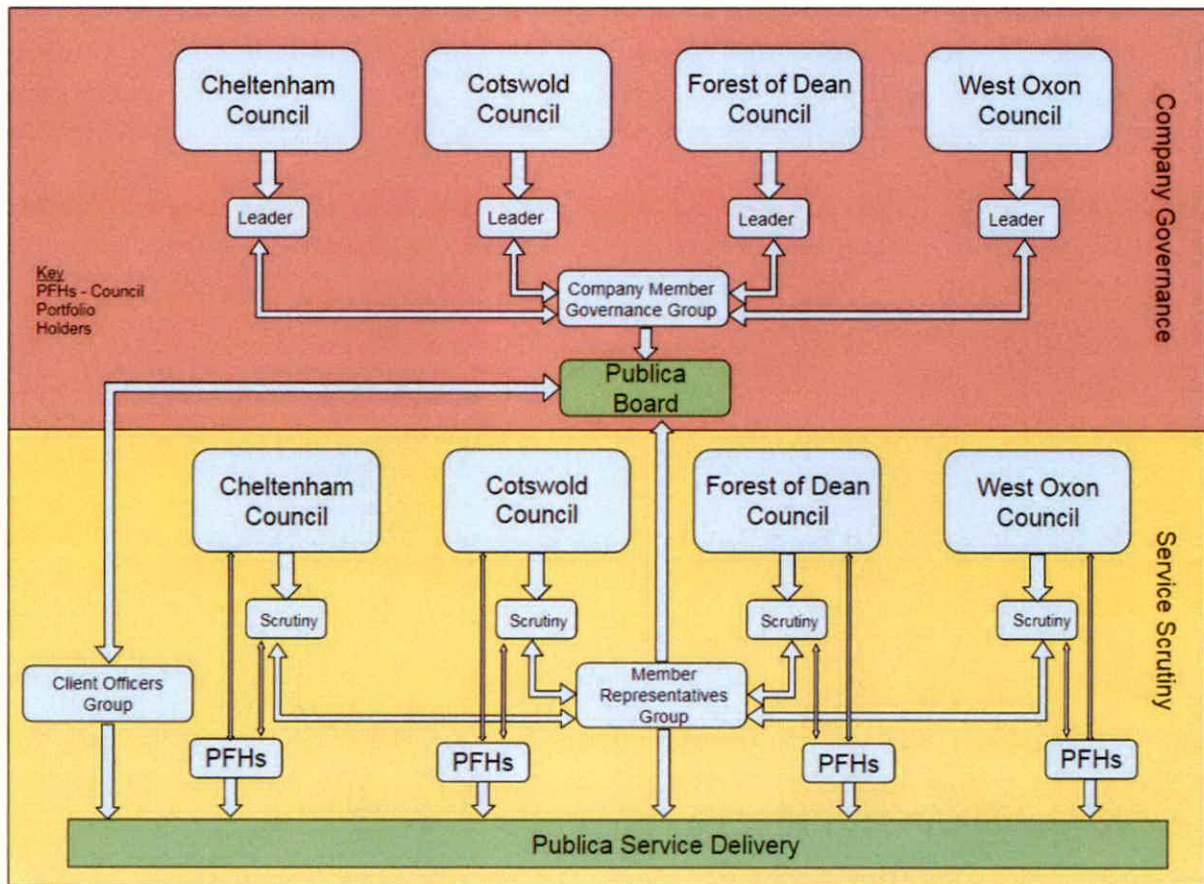


Figure 1: Company Governance and Service Scrutiny