			II.		Owner						Timeline (Planned v. Actual) Actual							
Item Reference	Item Number	Contract Improvement Output	Expected Improvements	Actions	CBC	ner RJ	Due Date	Progress Commentary	Status		Sep-17		Nov-17	Dec-17	Jan-18	Feb-18	Mar-19	Completion
c	i	Relocation to Thorn Turn as part of the overall	Reduction in cost to the service by removing the	Appoint Project Manager for Build	LW		September	Vince Jenner appointed on an interim	not yet	Planned	Jup-17	OCULY	1604-17	560-27	7811-10	160-20	14161-10	Date
			interim service solutions and rent payments True Co-location to build a stronger partnership		ш	CM	ongoing	Meetings held weekly chaired by Jade	started In progress	Actual Planned								
		Central Bedfordshire Highways Contract accommodation strategy.	ethos Ability to drive consistency into the business	Hold regular Mobilisation Team Meetings		CM	ongoing	Jones and include RI HSEQ team, Operations Team and Programme team Meetings held weekly chaired by Michael	iii progress	Actual Planned								
			processes	Hold regular Risk Management meetings or entrance road	MW	JS	ongoing	Williams and include RI Operations Team and Programme team	In progress	Actual								
Α	н	Highways Service Organisational Map Detailing all CEA and RI key roles, clearly identifying each role's accountabilities and delegated authorities for decision making. To include key cross party relationship mapping.	Broadened scope of empowered decisions makers who make decisions that can then be run with and not undone	Create a combined Service Delivery Organisation Chart	II	HS	September		not yet started	Planned Actual								
			Focus on building better more effective partnerships on a management level in	Allocate key service stream areas to key CBC Operational Personnel and RJ Counterparts	PM	CG	September		not yet started	Planned Actual								
			operational functions	Relationship Map	11	HS	September		not yet started	Planned								
			Clear accountability and focus for tasks to be managed to deadlines allowing prioritisation of issues that can be aligned to the overall strategy for the service	Delegated authority matrix from both parties is rolled out amongst the leadership ensuring that contract processes are understood that accompany this delegation of authority	PM	CG	September		not yet started	Actual Planned Actual								
Α		Co-author a suite of integrated processes that provide inputs and outputs, controls and gates, clarity of organisational and team ownership and a comprehensive RACI matrix.	Clear understanding between both parties as to	Process to be written for Task order process split for	PS	AJ	November	First drafts discussed and second drafts in production	In progress	Planned								
			expectations at each handover stage and the impact on the overall process output as a result	Design, ECI, Build & Maintenance Process to be written for Target cost setting process	JW	TF	November	production Interim process in place.	In progress	Planned								
				Process to be written for KPI submission and acceptance	MW	HS	September	First draft in place ready for discussions	In progress	Actual Planned								
			Consistent approach to service delivery	Process to be written for Routine Service	MM	CM	November	TO raising training document completed review	In progress	Actual Planned								
					JW	TF	November	underway for lower tier processes	not yet	Actual Planned								
			Written down agreed approach to service delivery in line with the contract	Process to be written for Final Accounting					started not yet	Actual								
			Clearer roles, responsibilities, and understanding	Processes signed off at Ops Board	PM	CG	December		started not yet	Actual								
			of process failure and its root cause	Briefing roll out to all on the process	JB	HS	December		started	Planned Actual								
А	lv	Improved Task Order Quality	Task Orders issued with full information and detail which speed up the ordered to delivered timescales.	Review the training guidance for task order raising	MM/MB	CM/DS	September		In progress	Planned Actual								
				Set up standard templates across the board for the various Service Task Orders	MM/MB	CM/DS	October		not yet started	Planned Actual	-							
				Run workshop on why information is important and what RJ use it for	11	HS	October		not yet started	Planned Actual								
			Improved compliance with CDM regulations	Run workshop on Target Cost setting and what is required	JW	JG	November		not yet started	Planned Actual								
			improved safety records	Continue further CPD training in CDM processes and responsibilities	PS	AJ	October		not yet started	Planned Actual								
			improved safety records	Audit regime on order quality.	MW	HS	November		not yet	Planned								
			More accurate Target Costs	Develop stats provision resilience strategy	мм	СМ	October		started not yet	Actual Planned								
В	v	Ringway Jacobs to achieve compliance across the agreed Key Performance Indicator framework.	An agreed KPI framework reflective of the	Complete the business case regarding % attainment	PM	CG	September		started In progress	Actual Planned								
			service required by CBC	against the KPI measures. Sign off the definition documents for each KPI	PM	CG	September		In progress	Actual Planned								
			Performance improvements in the measures		MW	HS				Actual Planned								
		mocator framework.	included in the framework Clarity of what services (and scope of the	Set up joint improvement plans per KPI where required	MW	HS	ongoing		In progress	Actual								
c	vi	Improved Cost efficiency for the contract - Collective agreement and road map on the movement of service commissioning to the use of Target Cost	services) target cost is to be used for as a priority Greater focus on the understanding of target	Road map with timescales for each service area moving to Target Cost.	JW	TF	September		In progress	Planned Actual								
			cost benefits and build ups Focus on data quality and service understanding	Establish key CBC and RJ owner for each service area to	PM	cg	September		In progress	Planned								
			to reduce priced risk.	move to target TC owners to meet and present service plan and target			·			Actual								
			Target cost agreements made more quickly	process for each	various	Various	December		In progress	Planned Actual								
			Cost efficiency to the service more widely understood and undertaken	Preparation of information to enable smoother	information to enable smoother reduction of priced risk in targets going JT HS	нс	December		not yet	Planned								
			More collaborative working and clarity of targets	forward		December		started	Actual									
c			increased contract throughput	Establish key CBC "account managers" for each of the					not yet	Planned								
		Improved perception of the Highways Service	improved certainty of work, unlocking scalable efficiencies	CBC departments that will use the contract.	PM	CG	September		started	Actual								
	vii	Contract within CBC Departments and increased use of the contract to deliver services	improved internal customer service	Provide a guidance manual for prospective third party	MW	AJ/DS	November			Planned								
			clear understanding from other CBC departments about how they can use the	users of the contract that establishes the requirements of all parties and advises on which processes are required					not yet started	Actual								-
			highways contract	to be used.														
с		Ringway Jacobs maintain a supply chain sufficiently skilled and resourced to deliver a fluctuating programme of works and overall contract resilience for emergency response as required.	Managed Budget profiles to allow engagement with sub-contractors to be cost effective	Annual Plan budget progress reporting to be part of Ops Board	МВ	DS	September		not yet started	Planned								
	viii		Improved quality of sub-contractors	Sub-Contractor list to be increased using the approved	JW					Planned								
	VIII		Improved confidence in sub-contract resource	sub-contract	JW	TF	ongoing		In progress	Actual								
				Sub-contractor audit regime to be undertaken	MW	HS	ongoing		not yet started	Planned								
		required.	Improved timely delivery of services Increase strategic planning aligned with		\vdash				started	Actual					-			
c	ix	Annual plans are developed for a 5 year rolling period. (Year an year development of annual plan)	improved Asset strategy and attracting funding	Establish 5 year planning working group - to include service leads	PS	AJ	December		not yet started	Planned								
			to the service Improved efficiencies in service delivery							Actual					-			
			increased compliance with the Annual Plan	Asset Management Incentive Fund Project Programme	ıı	AJ	ongoing		In progress	Planned								
			Annual Plan sign off process more timely				1			Actual								