

Item Reference	Contract Improvement Issue	Improvement Actions	Contract Improvement Output	Output target date
A	Work Taking Too Long	Collaboration Accreditation - action plan Quality of information on task orders Roles and Responsibilities and structure resilience Target Cost process understanding and agreement	Meeting Contract KPIs Joint Organisation Chart Signed Off Target Cost Process (not interim)	March 18 October 17 October 17
B	Lack of Information on the Service	Members Portal implementation programme to be delivered Complete implementation of SIC version 2	Members Portal Live SIC2 Live	December 17
C	Not Demonstrating Value for Money	Road map of target cost for remaining services not yet using target cost Annual plan improvements (5 year) to allow economies of scale to be maximised Increasing use of the contract within CBC contract to allow economies of scale to be maximised Final Accounting releasing pain/gain pot	Programme of services to target cost 5 Year Plan Increased Contract Throughput Gain share valued and back in the service	September 17 April 18 March 18 October 17