

Ref	Summary of Relevant CEW Recommendation.	Action being taken (please note that that delivering on the action in this column will see the Council deliver on the relevant CEW Recommendation).	Responsible Person	Target Completion	Comments
BMS_MST_20	CEW are of the view that the framework has the opportunity to deliver greater value for money. They suggest that (i) the success of mini-tenders should be extended, i.e. the Council should undertake more mini-competitions, and (ii) that more clarity is needed on the uplifts being paid to the contractors on the framework.	Agreement of pricing uplifts with Ian Williams Ltd on Domestic (General Building) and Domestic (Mechanical & Electrical) Lots; and R&M Williams Ltd on the Disabled Adaptations Lot.	Sue Bartlett	30-Sep-15	Negotiations under way. Both Ian Williams and R&M have offered % increase backdated to June 2015. Whatever is finally agreed will need capturing in formal documentation, and be approved in line with the Council's constitution. Faithful and Gould are reviewing to ensure that this is a reasonable uplift.
BMS_MST_23		Establishing a programme of mini-competitions to drive further VfM - sharing of the HRA Capital Programme - CMS	Sue Bartlett	30-Sep-15	SB has shared the current programme with R&M Williams Ltd, Ian Williams Ltd and Vinci facilities Ltd. DTR to circulate to all contractors.
BMS_MST_19		Agreement of a Pricing Principles Paper with Ian Williams Ltd regarding Non Domestic (General Building) "rogue" rates and Kier Services Ltd. regarding Non Domestic (Mechanical & Electrical) "rogue" rates. Percentage (%) uplifts for the remainder of the Framework Agreement are also to be agreed.	Lesley Ironfield	12-Nov-15	Update by Lesley Ironfield - 25th August 2015 Ian Williams have produced a proposal paper and agreement in principal following meetings with Procurement (DR) and Building Services manager (CR). They are currently preparing the legal papers to formalise the variation following CCC approval Kier Services Ltd.s. A proposal has been agreed in principal between Building services manager (CR) and Kier Services Ltd.s (TW) however it will need to be presented to corporate director and cabinet to form the legal variation following procurement advice .
BMS_MST_27	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). A key part of ensuring KPIs for this type of arrangement operate sensibly and accurately is ensuring there is agreement and clarity as to the payment/ application process under the arrangement.	Review and formalise information required to back up payment applications and agreement of process for payment applications - CMS	Sue Bartlett	30-Sep-15	Processes have been agreed and documented for approval of variations that support claims for payment. In addition to this the newly appointed Performance Manager has been tasked with reviewing the end to end processes to see if any further efficiencies can be gained.
BMS_MST_28		Review and formalise information required to back up payment applications and agreement of process for payment applications - FM	Lesley Ironfield	30-Sep-15	Lesley Ironfield Update - 25th August 2015 All payment applications are now monitored and approved via dedicated quantity surveyors. Introduction of a formal variation process in agreement with contractors now in place Regular 2 week finance meetings take place between contractors and Building services. Backed up by monthly meetings with senior managers. Payments and Variations monitored and recorded by new Business manager
BMS_MST_29		Review role of shared admin team where the process of applications and payments are concerned	Dylan Roberts/ Jane Thomas	30-Sep-15	DTR to raise with Christine Salter. DTR also to speak with Steve Jenkins & Ian Allwood. Issue needs to be escalated through the Council's portfolio structure. DTR to establish escalation point with MW.
BMS_MST_30	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). A key part of ensuring KPIs for this type of arrangement operate sensibly and accurately is ensuring there is agreement and clarity as to the way both parties log and manage complaints.	Review and share Council complaints procedure with all framework contractors – this needs to include how we log complaints (both formal and informal) - CMS	Sue Bartlett	30-Sep-15	SB has complaints procedure for Ian Williams and R&M Williams. No recent major issue. Monthly Surveys approximately 20 through calls made from C2C. Further work required on R&M arrangement. DTR happy to circulate process once agreed between parties.
BMS_MST_33		Review and approve ranked 1 contractor's complaints process – Ian Williams Ltd and R&M Williams Ltd - CMS	Sue Bartlett	30-Sep-15	SB has copies of the contractors complaints procedures and is reviewing these with the contractors.
BMS_MST_40		Review and formalise variation processes – CMS, Ian Williams Ltd and R&M Williams Ltd	Sue Bartlett	30-Sep-15	Work ongoing - review has been done and process is in place. Now a case of monitoring to see if effective.
BMS_MST_41	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary).	Review and formalise variation processes – FM, Ian Williams Ltd/ Kier Services Ltd.	Lesley Ironfield	30-Sep-15	Work is ongoing. Open ended emergency orders remain an issue. LI has reviewed but need to confirm its working well.
BMS_MST_43		Production of revised KPIs – Lot 1. Note: 2 way KPIs are to be agreed.	Sue Bartlett	31-Oct-15	Jane Thomas has suggested having one Performance Report to cover the whole framework. Jane will ask Rachel Jones to organise creating this report. Key Performance indicators are produced monthly and these are shared with the number 1 contractors at various meetings including the Strategic meeting.
BMS_MST_44		Production of revised KPIs – Lot 2. Note: 2 way KPIs are to be agreed.	Lesley Ironfield	31-Oct-15	Work is ongoing.
BMS_MST_45	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary).	Production of revised KPIs – Lot 3. Note: 2 way KPIs are to be agreed.	Sue Bartlett	31-Oct-15	Key Performance indicators are produced monthly and these are shared with the number 1 contractors at various meetings including the Strategic meeting.
BMS_MST_46		Production of revised KPIs – Lot 4. Note: 2 way KPIs are to be agreed.	Lesley Ironfield	31-Oct-15	Work is ongoing.
BMS_MST_47		Production of revised KPIs – Lot 5. Note: 2 way KPIs are to be agreed.	Sue Bartlett	31-Oct-15	Work is ongoing to develop and refine the performance information produced in respect of the DFS service.
BMS_MST_53	CEW are of the view that more integration and collaboration will help improve the framework. It is felt set up of a quarterly meeting with all of the ranked 1 contractors to discuss potential improvements to the framework would help build the necessary collaboration.	Set up of a quarterly, across lot meetings, with all of the ranked 1 contractors to discuss potential improvements to the framework	Dylan Roberts	30-Sep-15	DTR will ask Charlotte Williams in his team to arrange for these to be diarised.

BMS_MST_54	CEW are of the view that more integration and collaboration will help improve the framework. It is felt set up of a six-monthly meeting with all of the contractors on the framework to discuss potential improvements to the framework would help build the necessary collaboration.	Set up of a six-monthly, across lot meetings with all of the contractors to discuss potential improvements to the framework	Dylan Roberts	30-Sep-15	DTR to arrange for these to be diarised. To be progressed in September 2015.
BMS_MST_55	CEW are of the view that more integration and collaboration will help improve the framework. Clarity as to roles within the Council for FM type work, and the engagement around the framework with Schools in particular needs to be improved.	Review and formalise FM's new Customer Engagement Plan with relevant framework partners - Joint Plan	Lesley Ironfield	30-Sep-15	Update 28th September 2015 FM have attended New Head Teachers Conference. More results from Customer Engagement and also testimonials have been provided from Head Teachers. Lesley Ironfield Update - 25th August 2015 Customer engagement plan developed and good progress made to date. Presentation delivered to Head Teachers' conference in the Spring and update to be delivered in the Autumn. Property Newsletter and a schedule of visits twice yearly by dedicated surveyors and the setting up of North and South teams to schools developed. Regular telephone surveys and follow ups with customers Business Manager appointed to oversee customer service and performance.
BMS_MST_56	CEW are of the view that more Social Value could be being delivered via the framework. It is felt a board should be set up to increase the Social Value being delivered via the framework.	Set up of a Council wide Community Benefits Board	Dylan Roberts	30-Sep-15	The potential of a Board to be raised at escalation point on the Council's portfolio structure. DTR to agree escalation point with Mike Walsh.
BMS_MST_59	CEW raised a concern with the Council's Management of its statutory obligations - there is a particular issue with the non-domestic M&E estate.	Review current Corporate Risk Register to ascertain if standard of the M&E estate is captured	Lesley Ironfield	30-Sep-15	Update 28th September 2015 LI has put in a pressure bid for more Surveyors but no decision yet made about whether to support. Lesley Ironfield Update - 25th August 2015 Risk associated with lack of data regarding M&E estate has been recorded in Corporate Risk Register and is reviewed. Discussions with framework contractor ongoing regarding development of database on which to store all information regarding statutory maintenance undertaken. FM have developed a record system to capture servicing records and certificates for compliance in the interim. The introduction of a information management system forms part of the agreement of the paper currently being discussed with Kier Services Ltd.s This will greatly improve the recording and accessibility of the Stat Obs records. Feasibility of using a risk management system as part of SLA with Caerphilly Council will also be explored.

Supplementary Actions

BMS_MST_48	Drafting of formal/ legal variation documentation in line with Council Constitution.	Drafting of formal/ legal variation documentation	Dylan Roberts	08-Oct-15	Ian Williams Ltd have already presented their proposals, which FM and CMS are agreeable to. Ian Williams Ltd now preparing draft legal documentation for review. R&M Williams Ltd uplifts have been agreed. FM also in receipt of Kier Services Ltd variation proposal. Proposed to take matters to Cabinet in November.
BMS_MST_49	Drafting of Cabinet Report for all Variations, which will need to cover changes to date and changes from Summer' 15 onwards, in line with Council Constitution.	Drafting of Cabinet Report for Variation Implementation	Dylan Roberts	08-Oct-15	Report will note findings of the CEW review. Aim is for it to go to Cabinet Office by 15th October in order for it to go to Cabinet in November.
BMS_MST_50	Receipt of contractor TUPE Information for second generation arrangement to aid with procuring second generation framework.	Receipt of contractor TUPE Information for second generation arrangement	Dylan Roberts	30-Sep-15	DTR has raised informally, but formal request to be made in Autumn 15.

Completed Actions

BMS_MST_57	CEW are of the view that more Social Value could be being delivered via the framework.	Review Community Benefits Monitoring Tool	Dylan Roberts	Complete	DTR has circulated VW tool for comment. No comments as all comfortable with contents of tool.
BMS_MST_21	CEW are of the view that the framework has the opportunity to deliver greater value for money. They suggests that (i) the success of mini-tenders should be extended, i.e. the Council should undertake more mini-competitions, and (ii) that more clarity is needed on the uplifts being paid to the contractors on the framework.	Agree minor pricing uplifts for R&M Williams Ltd (DFG) in line with Framework Agreement	Sue Bartlett	Complete	Complete. Need to ensure agreement is in writing.
BMS_MST_22	CEW are of the view that more integration and collaboration will help improve the framework. Clarity as to roles within the Council for FM type work, and the engagement around the framework with Schools in particular needs to be improved.	Putting in place a process for carrying out and monitoring the activities of FM surveyors (ultimate goal being to reduce % uplift being charged by Kier Services Ltd. and Ian Williams)	Lesley Ironfield	Complete	Lesley Ironfield Update - 25th August 2015 Weekly performance meetings now taking place within building services. Productivity and performance of teams and individuals discussed at these meetings and at monthly performance meeting with OM. Productivity and performance data cascaded via team meetings and monitored.
BMS_MST_24	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). There also needs to be action to address capacity issues with the contractors	Formalise capacity, i.e. number of orders to be received in a week, with Ian Williams - Vacants	Sue Bartlett	Complete	Agreed at 10 Figure to be stated in variation
BMS_MST_25	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). There also needs to be action to address capacity issues with the contractors	Formalise capacity, i.e. number of orders to be received in a week, with Vinci - Vacants	Sue Bartlett	Complete	Agreed at 4 Figure to be stated in variation

BMS_MST_26	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). There also needs to be action to address capacity issues with the contractors	Formalise capacity, i.e. number of orders to be received in a week, with Ian Williams - Responsive	Sue Bartlett	Complete	Agreed at 350 Figure to be stated in variation
BMS_MST_31	CEW are of the view that the framework has the opportunity to deliver greater value for money. They suggests that (i) the success of mini-tenders should be extended, i.e. the Council should undertake more mini-competitions, and (ii) that more clarity is needed on the uplifts being paid to the contractors on the framework.	Sharing of Asset Management Plan and Asset Renewal proposals with Ian Williams – FM or SOP(both formal and informal)	Lesley Ironfield	Complete	Lesley Ironfield Update - 25th August 2015 Asset programme shared with contractors however the ability for forward planning is limited as asset budget for schools is held by School Organisational Planning, of which Building services have no control. A 2 year rolling asset renewal programme will be introduced Oct 15 however for only for 25% of the Asset budget currently held by SOAP. Agreement of schemes will be between PDD BS and SOAP This will then be shared with framework partners. DTR to take question to Schools Programme Board as to how they would like this done.
BMS_MST_32	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). A key part of ensuring KPIs for this type of arrangement operate sensibly and accurately is ensuring there is agreement and clarity as to the way both parties log and manage complaints.	Review and share Council complaints procedure with all framework contractors – how we log complaints (both formal and informal) - FM	Lesley Ironfield	Complete	Lesley Ironfield Update - 25th August 2015 Complaints process for contractors and FM reviewed and aligned with clear levels of escalation. Formal process agreed and introduced Aug 2015 and fully monitored and recorded to align with Contractors and FM systems
BMS_MST_34	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). A key part of ensuring KPIs for this type of arrangement operate sensibly and accurately is ensuring there is agreement and clarity as to the way both parties log and manage complaints.	Review and approve ranked 1 contractor’s complaints process – Ian Williams Ltd and Kier Services Ltd. - FM	Lesley Ironfield	Complete	Lesley Ironfield Update - 25th August 2015 Complaints process for contractors and FM reviewed and aligned with clear levels of escalation. Formal process agreed and introduced Aug 2015 and fully monitored and recorded to align with Contractors and FM systems
BMS_MST_38	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). A key part of ensuring KPIs for this type of arrangement operate sensibly and accurately is ensuring there is agreement and clarity as to the ordering and specification processes/ content	Review and formalise ordering and specification processes – CMS and Ian Williams/ R&M Williams Ltd	Sue Bartlett	Complete	
BMS_MST_39	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary). A key part of ensuring KPIs for this type of arrangement operate sensibly and accurately is ensuring there is agreement and clarity as to the ordering and specification processes/ content	Review and formalise ordering and specification processes – FM and Ian Williams/ Kier Services Ltd.	Lesley Ironfield	Complete	Lesley Ironfield Update - 25th August 2015 Order specification processes agreed with both Ian Williams Ltd and Kier Services Ltd.. New processes mapped and in place to monitor compliance.
BMS_MST_42	CEW are of the view that there is a need to improve Performance Management under the Contract. Client and Contractor KPIs need to be reviewed (i.e. those in the contract) and new ones agreed (if necessary).	Review of current KPIs	Lesley Ironfield/ Sue Bartlett	Complete	DTR has forwarded Schedule 10 (KPI) of the framework. LI and SB to update if team has reviewed. These need to be reviewed once new variations, ordering, specification and complaints pocedures are reviewed.
BMS_MST_51	CEW recommended that a full review of the client function be undertaken.”	Service Area Review - CMS	Sue Bartlett	Complete	
BMS_MST_52	CEW recommended that a full review of the client function be undertaken.	Service Area Review - FM	Lesley Ironfield	Complete	
BMS_MST_58	CEW recommended that a single entity or individual is made accountable for the management and performance of the framework.	Set up of a BMS Action Plan Board	Dylan Roberts	Complete	Completed on 1st May 2015
BMS_MST_60	CEW raised a concern with the Council's Management of its statutory obligations - there is a particular issue with the non-domestic M&E estate.	Review of statutory obligations/ PPM processes and standards.	Lesley Ironfield	Complete	Lesley Ironfield Update 25th August 2015 Process maps have been developed for statutory obligations and a business manager appointed to oversee the compliance and regular monitoring. Weekly meetings with Kier Services Ltd. to discuss progress and compliance An agreement has been made that no payments without the relevant certificates, these are now provided at time of application