

## Contract and Relationship Management Project Advisory Group

Notes of Meeting No 1  
LFEPA Headquarters, Hampton House  
Wednesday 24 May 2006

### Present

Mark Atkinson, LFEPA (Chair)  
Mark Brangwyn, ALG  
Stephen Day, LB Ealing/Ealing PCT  
Robert Della-Sala, LB Hounslow  
Peter Ramage, RBK&C  
Geoff Rix, LB Camden  
Dave Sharp, LB Islington  
Andy Davies, for LFEPA

		<b>Action</b>
<b>1</b>	<b>Role of the Advisory Group</b>	
	Draft Terms of Reference were reviewed. AD to add a schedule of likely tasks for the group and circulate for approval.	<b>AD</b>
<b>2</b>	<b>Best Practice Guidance</b>	
	Deliverable: A first draft of Best Practice Guidance is to be circulated by mid-July.	<b>MA/AD</b>
	Points agreed:	
	<ul style="list-style-type: none"> <li>• Be pragmatic (GR).</li> <li>• Strike a balance between theory and practice – include templates (MA).</li> <li>• Include step-by-step instructions (SD).</li> <li>• Include case studies, e.g. Hackney Revs &amp; Bens (RD-S)</li> <li>• Focus on must-dos for better outcomes (MB).</li> <li>• First page needs to grab attention – fundamental characteristics of success and failure (PR).</li> <li>• Include (preferably click-able) flowchart showing who to</li> </ul>	

- call (DS).
- Write for non-procurement people in plain English (DS).
- Electronic not paper (PR).

**AD**

AD to suggest Gateway Review stage well after contract award to Brian Standen at 4ps.

### **3 Benchmarking cadres**

Deliverable: The first benchmarking cadre event (in Social Care PFI/PPP) is scheduled for the end of June.

**AD**

Points agreed:

- Nomenclature is confusing as “benchmarking” implies price comparison (PR).
- Be sure what the group is about, i.e. improving performance, improving CRMGT practice and what the outputs are (DS).
- Need NHS input (MB).
- Delegates need to be able to ask “what can I do about my contract?”(RD-S)
- Include a diagnosis stage before that, create a Knowledge Centre driven by service improvement (MA).
- Draft Terms of Reference for the group (MA).

**AD**

AD to come up with new name for the group and draft Terms of Reference.

**SD, DS**

SD, DS to approach their relevant officers re participation in social care PFI/PPP event.

**RD-S**

RD-S to investigate fresh outsourcing projects in social care at LB Hounslow and pass details to AD.

### **4 Mentoring**

Deliverables: A mentoring protocol drafted and first mentors and nominees to be selected by end May.

**AD**

Points agreed:

- Again nomenclature poses problems to sell to participants. Suggests “critical friend” (RD-S).
- Approach should be less structured, less rigid (GR).

AD to prepare second draft of mentoring protocol reflecting discussion and circulate for approval.

**AD**

## **5 Strategic Supplier Intelligence Project**

Deliverable: Bid submitted to LCE Board for 15 June.

**MA/AD**

Points agreed:

- Must include analysis of risk in key markets (PR).
- Assemble market intelligence to keep people aware of mergers and acquisitions involving top 100 suppliers (RD-S).
- Be mindful of competition implications and what the industry is capable of doing (PR).

AD to talk to Parking project (led by Westminster CC) and NHS Confederations e.g., Birmingham. DS to provide contacts.

**AD/DS**

## **6 Date of Next Meeting**

As and when required, in line with Terms of Reference