

Terms of Reference

Quarterly Contract Meeting – Elior Catering and Cleaning Contract

Terms of Reference

1. To ensure contractual performance is in accordance with the signed contract and specification.
2. To support a partnership approach to contract management and delivery.
3. To ensure that the contract delivers best value and optimal financial performance.
4. To provide a contract monitoring governance structure that allows for discussion around potential formal variations to the contract.
5. To understand any significant risks and how the contractor has dealt with them.
6. To agree any marketing and promotion and communication strategies and plans that will enable the Council and the contractor to achieve uptake in sales, performance and customer satisfaction.
7. To discuss contract performance and for the contractor to provide improvements plans if needed.
8. To provide a transparent structure that enables major issues to be resolved and to avoid where possible the Dispute Resolution procedure within the contract.
9. To provide a forward (6months minimum) plan for contract delivery to maximise opportunities.
10. To provide reassurance to the Council from the contractor that all regulatory and legislative matters are compliant and if not to ensure that they are raised and discussed.
11. To consider the contractors report on a quarterly basis. This to be received no later than three working days before the quarterly contract meeting.

Membership of Group:

Sandra Baines – Head of Culture and the Visitor Economy

Lee Winter – Technical Manager the forum

Calum McClaren – Operations Director, Elior

Jill Farrell – Operations Manager – Elior