

Enfield Council

Objectives of a Contract Management Meeting (CMM)

Version	Author	Date	Changes	Approved by	Next Review
V1.0	Sev Zacharia	March 2022	New Document	Michael Sprosson & Claire Reilly	March 2023

Objectives of a Contract Management meeting (CMM)

The overall objective of the contract management meetings is:

- To have a standardised process across each contract
- To ensure that the detail of each contract is being managed in a consistent, auditable way which gives all parties clarity on expectations, and a clear record of what has and has not been achieved
- To ensure all output specifications are monitored, rather than just KPIs
- To ensure contract risks are identified and managed in a structured way, in line with the corporate risk management framework
- To move the contract management approach from being reactive to being forward looking
- To clarify escalation routes, but also ensures most issues are dealt with at the lowest level, where detail is held first
- To record evidence for any service failure consistently to build foundation for any future remedy action

The Contract Management meeting should take place monthly or as appropriate and be attended by the suppliers Contract manager and Council Service Leads. The meeting may be attended by others as may be required from time to time.

Performance packs should be provided in a timely manner agreed in advance so when the CMM takes place (around the 3rd/4th) week of the following month all the information will still be relevant to the preceding month.

CMMs will be chaired by the LBE Client Lead or as delegated by them.