

# ANNEXE 1

## Primary Authority Partnership Management

It is proposed that the operational management will be by the Environmental health Manager in conjunction with the Partnership Manager :-

- Identification and receipt of enquiries. Categorisation of prospects
- Preparation of partnership agreements, including initial meeting
- Presentation of the partnership agreements for each for initial approval
- Partnership agreement through the BRDO
- Final Approval (delegated to Service Head if less than 5% variation from Initial)
- Implementation of Partnership
- Variation management of agreement
  - Approval process dependant on implications.
- Maintenance of Partnership/ M3 Northgate database
- Maintenance of Waverley Partnership standard documents
- Monthly Management reporting to CMT and Portfolio Holder:-
  - Highlights & Issues (Waverley & Business)
  - Cumulative commitment report
  - New Partnership Forecast
  - Variation report (changes to business requirements)
  - Financial report (costs / revenue YtoD & Forecast to year end)
  - Waverley Partnership Staffing utilisation & forecast report (including external requirements)
- Report for Partnerships
  - Monthly activity report
  - Cumulative service report
- Staffing
  - Optimising utilisation of WBC staff
  - Contractor management
  - Training (internal)
  - Ensure Partnership Manager available every working day
- Partnership Management
  - Maintain good relationships with businesses
  - Ensure prompt responses to requests & resolve
  - Manage complaints procedure (escalation)
- Finance
  - Ensure accuracy of time recording
    - Client
    - Overheads
  - Operate expenses management process

- Monitor costs & recovery base figures in conjunction with Finance