In-Depth Review of Elevate East London

AIM:

“
To scrutinise certain aspects of the Incremental Partnership Agreement with Elevate East London LLP ("Elevate"), its performance and variation, and report to Cabinet our findings and recommendations to ensure the contract continues to meet the needs of this Council and its residents.
”

TERMS OF REFERENCE:

1. To review and comment on any variations made to the Incremental Partnership Agreement (the “Agreement”) since its signing.
2. To pay particular attention to the Customer Services elements of performance, specifically the One Stop Shops in Barking and Dagenham.
3. To review and comment on whether the performance reports provided by Elevate to this Council reflect the performance that we want to measure and whether the reporting method accords with the reporting requirements of the Council, and whether they are the most appropriate measures for our services.
4. To review and comment on this Council’s contract monitoring capabilities in relation to the Agreement and make recommendations as to where improvements can be made.
5. To produce a final report which:

   1) Sets out the Committee’s findings,
   2) Makes suggestions of any new ideas and ways of working that the Council may not have considered before.
   3) Makes such recommendations as the Committee deems fit and necessary for future adoption by the parties to the Agreement.

INDICATORS OF SUCCESS:

A. Whether the recommendations made are accepted and implemented.
B. How Agilisys and Elevate East London respond to the report.
C. How Cabinet respond to the report.