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Service Delivery Plan

Method Statement 5 – Operational Interface

5.4 – Client Reporting and Performance Monitoring

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## **Method Statement 5.4 - *Client Reporting and Performance Management***

### **MS 5.4a - *Client Relationship with the Authority***

#### **MS 5.4a.i - *Contact Details and Contract Meetings***

The Contractor will keep the Authority fully informed on the Contract's waste management operations.

The automated contract management systems proposed by the Contractor in Section 5.4b will generate automated reports. The Contractor will deliver the following reports as a minimum:

- from the Interim Services Commencement Date a weekly service report within one Business Day of the end of each week (i.e. by the end of the first Business Day of the following week);
- from the Interim Services Commencement Date a monthly service report and monthly financial report within ten Business Days of the end of each Contract Month end; and
- from the Interim Services Commencement Date an Annual Services Report (as defined in Schedule 15) within twenty Business Days of the end of each Contract Year;

From the commencement of the Interim Services until the end of the Services Period, the Contractor's contract manager will hold fortnightly contract review meetings with key operational staff, the Authority's contract manager and representatives of the Partnership in attendance. These meetings will cover the contents of the weekly and monthly reports that are submitted to the Authority and any other relevant business.

The Contractor will assist the Authority in meeting reasonable requests for data such as those for 'best value' audits relevant to Contract Waste management. A contract manager will be named and contact details provided to the Authority. The contract manager will act as the first point of contact for the Authority in all matters relevant to the Project and will provide regular Contract Waste management updates to the Authority. Contact details will be provided to the Authority for a twenty four hour nominated contact for dealing with Emergencies related to the Contractor's obligations set out in this Contract.

During the Works Period, meetings will be held in accordance with Schedule 18 (Liaison Procedure) and the Authority's Representative will be invited to these meetings.

#### **MS 5.4a.ii - *Not used***

Not used.

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## **Service Delivery Plan**

### **Method Statement 5 – Operational Interface**

#### **5.4 – Client Reporting and Performance Monitoring**

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**MS 5.4a.iii - *Weekly Reports***

Each weekly report will be provided within one Business Day of the end of each week (i.e. by the end of the first Business Day of the following week).

**MS 5.4a.iv - *Monthly Reports***

The Contractor will prepare a monthly service report, which will be submitted to the Authority's Representative within ten Business Days of the end of each Contract Month. The contents of the monthly service report will be in accordance with the Contract. The Contractor will remain open to discussions with the Authority in amending the contents of the monthly service report throughout the Contract Period.

**MS 5.4a.v - *Annual Reports***

The Contractor will submit to the Authority a full Annual Service Report within twenty Business Days of the end of each Contract Year. The Annual Service Report will incorporate information relevant to the performance and delivery of the Services for the previous Contract Year and will be developed from the monthly service reports of the corresponding Contract Year, and in accordance with the requirements set out in the Contract.

**MS 5.4a.vi - *Public Relations Assistance***

[REDACTED]

**MS 5.4b - *Contract Management System***

From the Key Facility Services Commencement Date the Contractor will utilise the following software packages to deliver the functionality required by the Partnership:

[REDACTED]

[REDACTED]

[REDACTED]

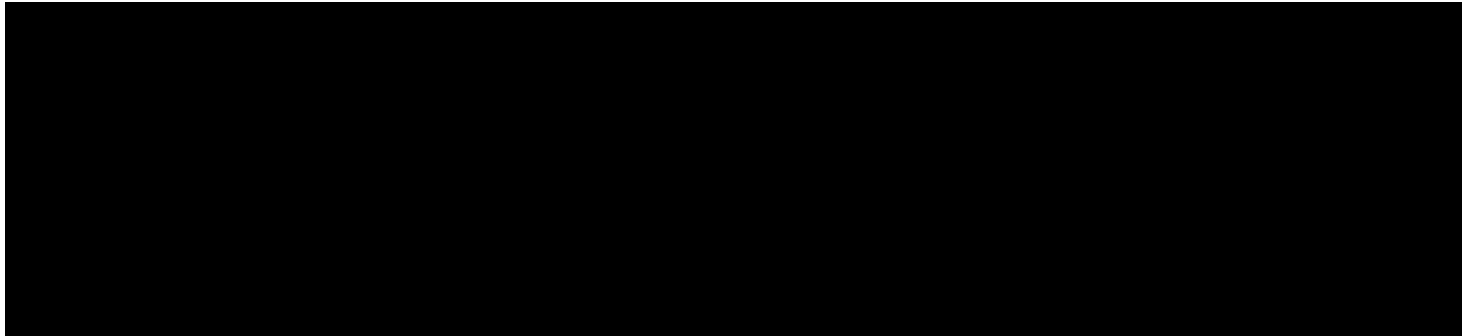
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**Service Delivery Plan**

**Method Statement 5 – Operational Interface**

**5.4 – Client Reporting and Performance Monitoring**

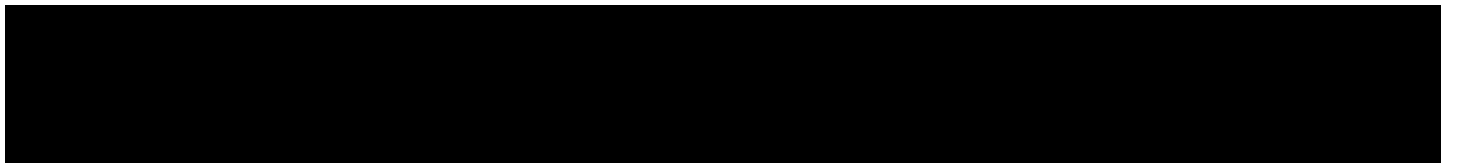
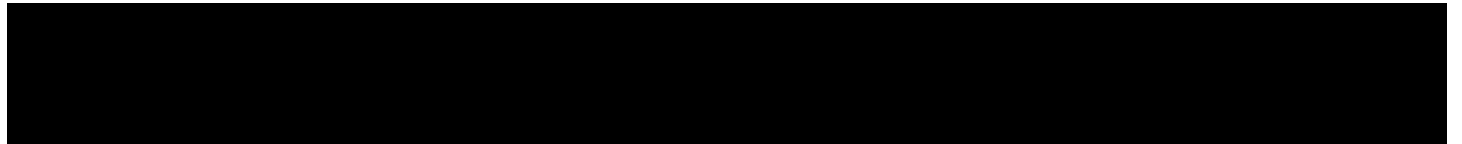


**MS 5.4b.i - *Data Validation***

The Contractor's weighbridge systems will record and store weighbridge data centrally within its secure data centre. This data will then be extracted on a regular basis and from the Key Facility Services Commencement Date will be imported into the contract management system.

The Contractor will give all reasonable assistance to those agencies undertaking audits of the Authority's activities, such as the Environment Agency auditing data systems.

**MS 5.4b.ii - *Performance Issue Management***



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MS 5.4b.iii - *Unitary Charge Calculation*

[Redacted content]

MS 5.4b.iv - *Interaction between Systems*

[Redacted content]

MS 5.4b.v - *List of Documents to be Stored*

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**MS 5.4c - Authority access to data**

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