

Performance Management



LCE Waste Contract Management Best Practice Sharing Group

12th September 2006

Contract Data - Daily

- Daily Observation and Random Sample Reports are issued to SEOs via PDA
 - Up to 500 Streets – Street Cleaning
 - 1% of Domestic Refuse
 - 10% Commercial Waste
 - 25% Flytip Removal
 - 100% Special Collections
 - Continuous monitoring of street sweeper sack
 - 10% Recycling

Contract Data – Default Examples

10 Default Points:

- Street Cleaning
- Street Sweeping
- Domestic Waste Collection
- Commercial Waste Collection
- Fly Tip Removal
- Kerbside Recycling Service
- Special Collection
- Litterbin

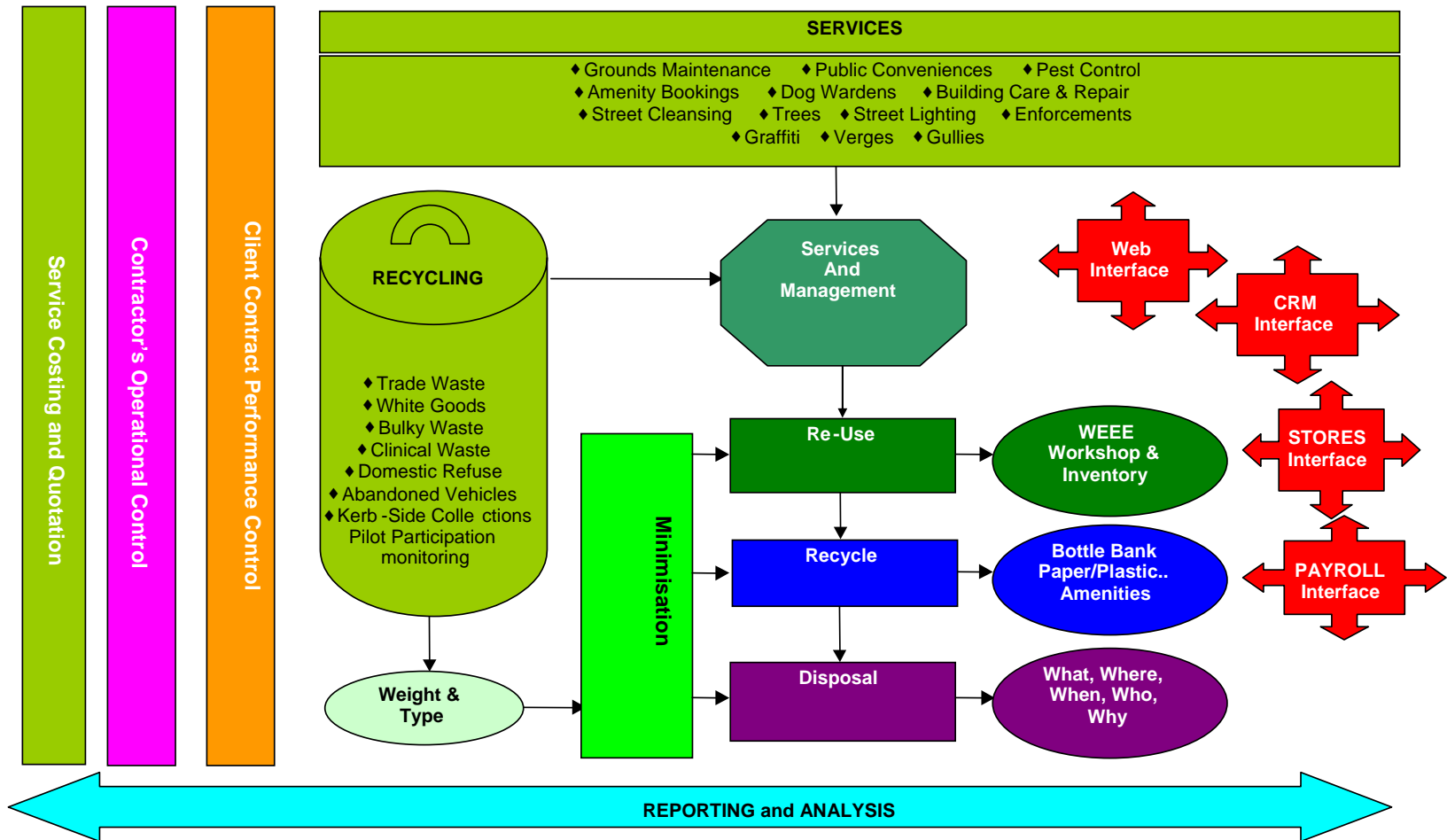
5 Default Points:

- Footway Washing
- On Street Recycling Cleaning
- Footpath Cleaning
- Fly Posting Removal
- Litterbin Sacks (rather than street sweeping)
- Bulky Household Waste

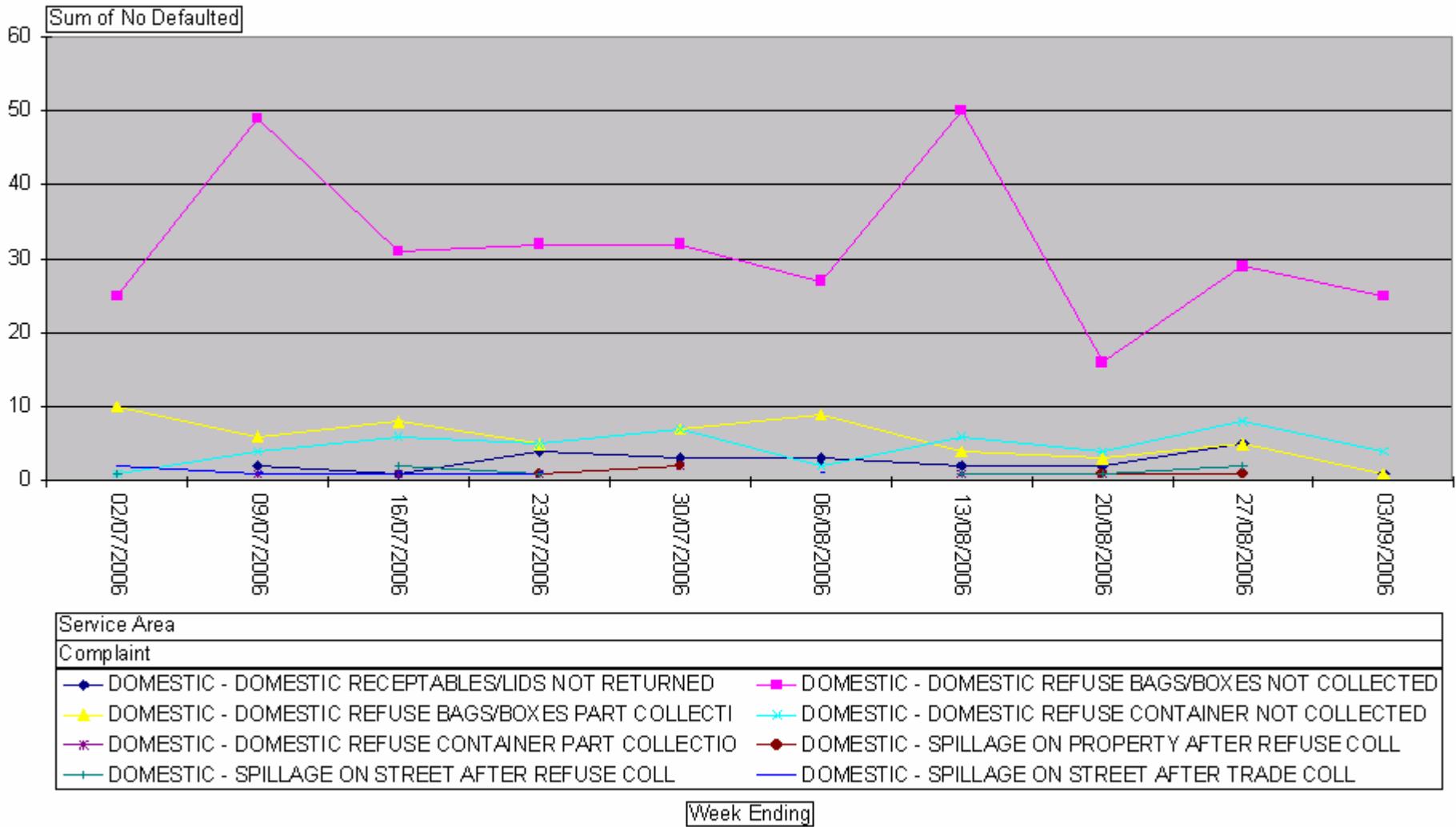
Defaults are charged at £2.00 per point above 2,000 points.

CONTENDER

Integrated Waste Management System



Default Point Summary



Contract Data - Weekly

- Weekly Default Reports
 - Items are marked unjustified by the Contractor
 - Items are reviewed by Senior SEOs
 - Changes are then agreed with the Contractor – these are actioned on Contender.

Contract Data - Monthly

The following information is reviewed by the Management Team:

- Domestic, Commercial & Kerbside Recycling
 - Number Missed
 - Number Missed per 100,000
 - Refuse Collection Rate
 - % Rectified as per contract
- Street Cleaning
- Flytips
- Flyposters
- On Street & Other Recycling

The Contractor also provides a weekly/ monthly reports by crew which is reviewed by the Senior SEO team

Contract Data

- Performance data is compared on a month on month, quarter on quarter and year on year basis.
- Correspondence is analysed for trends on a quarterly basis.

Meeting Structure

- Monthly Contract Performance Meeting
- Fortnightly Senior SEO Meeting
- Monthly Highlevel Contractor Meeting

Contract Review Process

- An annual contract review meeting is held to agree action on key issues identified as requiring further progress.
- Issues are progressed with the Contractor in order to reach an agreed solution. For example: it may be agreed to review options for night time cleansing schemes.
- Progress is reviewed on a quarterly basis.

Tools We Use

- Contender (Data Collation)
- Crystal Enterprise (Reports)
- Respond (Correspondence Monitoring)

Discussion

- Discussion and questions