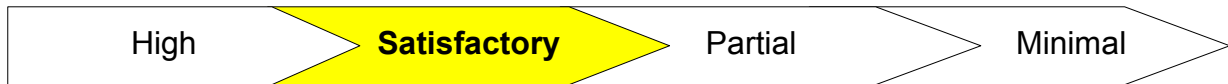


Appendix 2a: Assurance and Themes

Assurance



Recycling, Waste and Street Cleaning Services Contract Management

Objective

To assess whether there are robust arrangements in place to ensure that the recycling, waste and street cleansing contract is delivering the planned outcomes and/or benefits in compliance with the specified performance and quality standards, at the correct cost.

Themes

The contract is robustly managed through:

- A widespread suite of key performance indicators that include customer satisfaction targets;
- Client contract managers' checking of contractor reported achievement against system data;
- Client contract managers' own calculations of performance failure points, from which above a threshold accumulated amount, deductions in financial amounts payable to the contractor may be made, incentivising the contractor to avoid failure; and
- Contractually specified increases in some key performance targets over the life of the contract driving continual improvement incentivised by contractor need to avoid above threshold accumulative performance failure points.

An improvement opportunity available is:

- Identifying firm proposals in the Annual Service Improvement Plan, agreed with the contractor, for improving services in response to customer feedback and suggestions for improvement identified through the 'Customer Satisfaction Survey' and 'Annual Report' and contract performance management meetings.