

Phase 5 - Monitoring & Review												
Suggested Order	Key Consideration	Duration	Timing					Status				Resources & Tips
			6-12 Months	1-2 Years	2-3 Years	3-4 Years	4-5 Years	Completed	In Progress	N/A	Not Started	
1	<p><b>Contractor Performance</b></p> <p>It is advisable to have regular monthly meetings with the Contractor to monitor progress on the delivery of the new service. The relevant Key Performance Indicators should be discussed at each meeting and a record kept of the key issues and actions required. Copies of the minutes should be sent to the Contractor following the meetings.</p>	monthly						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p><b>Contractor Performance</b></p> <p>You can use a Performance Management Committee for this function. Review the Performance Management Committee clause 18 in Section D- Part 1 General Specification of the NSW EPA Model Waste and Recycling Collection Contract.</p>
2	<p><b>Community Education &amp; Enforcement</b></p> <p>The Community Education Program will change focus from 'introductory information' to ongoing education and enforcement. Release good news stories to the media from time-to-time.</p>	ongoing						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p><b>Community Education &amp; Enforcement</b></p> <p>The Community Education Plan will have clear Actions, Responsibilities and Timeframes</p>
3	<p><b>Reports to Council</b></p> <p>Try and reserve a spot in the Council business paper to report service performance issues, particularly on resource recovery and waste diversion from landfill.</p>	quarterly						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p><b>Reports to Council</b></p> <p>Put reporting information into a template for ease of writing</p>
4	<p><b>Contract Management Plan</b></p> <p>Continually review and refine the plan.</p>	ongoing						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p><b>Contract Management Plan</b></p> <p>Make the plan work effectively and it will help with the development of the next Contract. Ensure you work closely with Customer Service staff including your new Contractor so that they have input and ownership of the plan.</p>
5	<p><b>Service Performance Review</b></p> <p>Conduct a regular performance review with the Contractor to measure how they are going in relation to agreed performance measures and against benchmarks set out in the Contract.</p>	ongoing						<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p><b>Service Performance Review</b></p> <p>Give advance notice and an Agenda to the Contractor. Review the Performance Management Committee clause in the General Specification Section D- part 1 Clause 18 of the NSW EPA Model Waste and Recycling Collection Contract.</p>