



Department  
for Environment  
Food & Rural Affairs

**CONTRACT CHANGE NOTE**

<b>Contract Change Note Number</b>	<b>CCN001</b>
<b>Contract Reference Number and Title</b>	Ecm_55629 Local Air Quality Management 2019-2023
<b>Variation Title</b>	Variations to Work Package 2 and ad hoc Services
<b>Number of Pages</b>	38

Whereas Bureau Veritas UK Limited and the Authority entered into a Contract for the provision of Local Air Quality Management 2019-2023 dated 10/06/2019 (the "Original Contract") and now wish to amend the Original Contract.

It is agreed as follows:

1. With effect from 19/2/2020 the Original Contract shall be amended as set out in this Contract Change Note:

<b>Change Requestor / Originator</b>	<b>Michael Gregson</b>	
<b>Summary of Change</b>	<ul style="list-style-type: none"> <li>• Vary Work Package 2 to move from a 20% check of English Annual Status Reports received to a 100% check.</li> <li>• Adopt a blended day rate for ad hoc services.</li> <li>• Clarify invoicing arrangements between the Greater London Authority and Bureau Veritas UK Limited.</li> </ul>	
<b>Reason for Change</b>	<ul style="list-style-type: none"> <li>• 100% checks of English Annual Status Reports will ensure greater reporting compliance and data quality and capture. These checks will also align more closely with the Authority's Clean Air Strategy commitments to support local authorities in dealing with any local air quality issues.</li> <li>• A blended day rate will simplify invoicing for ad hoc services.</li> </ul>	
<b>Revised Contract Price</b>	Original Contract Value	£1,099,705.79
	Previous Contract Changes	N/A
	Contract Change Note CCN001	£118,090.55
	New Contract Value	£1,217,796.34
<b>Revised Payment Schedule (see Annex A)</b>	Make the changes to the Original Contract as specified in Annex A to this CCN.	
<b>Revised Specification (see Annex A)</b>	Make the changes to the Original Contract as	

	specified in Annex A to this CCN.
<b>Revised Contract Period</b>	N/A
<b>Change in Contract Manager(s)</b>	Make the changes to the Original Contract as specified in Annex A to this CCN.
<b>Other Changes</b>	N/A

2. Save as herein amended all other terms and conditions of the Original Contract shall remain in full force and effect.

Execution of the Contract Change Note is carried out in accordance with EU Directive 99/93 (Community framework for electronic signatures) and the Electronic Communications Act 2000. The revised Contract is formed on the date on which both Parties communicate acceptance of its terms on the Authority's electronic contract management system ("Bravo").

## Annex A – Varied Terms

The Original Contract is varied as follows:

### 1. Delete clause A4.4 and replace it as follows:

*A4.4 Notices shall be sent to the addresses set out below or at such other address as the relevant Party may give notice to the other Party for the purpose of service of notices under the Contract:*

*(a) For the Authority:*

*Contact Name: [REDACTED];*

*Air Quality and industrial Emissions, Environmental Quality*

*Department for Environment, Food and Rural Affairs (Defra)*

*Seacole Building*

*Marsham Street*

*London SW1P 4DF*

*Email: [REDACTED]*

*Tel: [REDACTED]*

*(b) For the Contractor:*

*Contact Name: [REDACTED]*

*Address: Bureau Veritas UK Limited*

*Suite 206 Fort Dunlop*

*Fort Parkway*

*Birmingham*

*West Midlands*

*B24 9FD;*

*Email: [REDACTED]*

**2. Amend Schedule 1, Specification, as follows:**

**2.1 Delete clause 2.2 and replace it with a new clause 2.2 as follows:**

*2.2 The Contractor will provide support to LAs via a helpdesk and website. The website will be the main way for LAs to access the authorities' Guidance documents, report templates, tools, FAQs and other relevant information and the Contractor will be responsible for ensuring such materials are kept up to date and are fit for purpose. In addition the Contractor will also review and assess local authority statutory reports for England, the DAs and the GLA. The Contractor may also be asked to provide ad hoc advice on additional work required by specific local authorities to improve local air quality. In addition, there are likely to be specific work packages which the Authority may require the Contractor to complete as part of their responsibilities under the contract and to help support the air quality review and assessment process in the UK. Requirements consist of Core tasks which are embedded in work packages 1 – 2; and Ad hoc tasks which are embedded in work packages 3-10 respectively*

**2.2 Delete clause 2.3.1 and replace it with a new clause 2.3.1 as follows:**

**2.3.1 Core Tasks**

*WP 1. Technical support to LAs and the authorities -see paragraph 5.1 (provision of a helpdesk; maintenance of the LAQM<sup>1</sup> website and providing data for the AQMA<sup>2</sup> website; maintenance of LAQM tools and authorities' Guidance<sup>3</sup>; Ad hoc advice and support to the authorities and provide and manage a centralised QA/QC programme for nitrogen dioxide diffusion tubes<sup>4</sup> to LAs)*

*WP 2. Assessment of LAs annual reports and action plans – see paragraph 5.2*

**2.3 Delete clause 4, Overview of the core tasks of the Technical Support and Reporting Contract to manage LAQM in the UK, in its entirety and replace it with a new clause 4 as follows:**

**4. Overview of the core tasks of the Technical Support and Reporting Contract to manage LAQM in the UK**

*4.1.1 The aims and objectives of the Contract are to:*

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<sup>1</sup> The LAQM website can be found at: <https://laqm.defra.gov.uk/>

<sup>2</sup> The AQMA webpages can be found at: <https://uk-air.defra.gov.uk/aqma/>

<sup>3</sup> More information on the LAQM Tools for local authorities is available at - <https://laqm.defra.gov.uk/review-and-assessment/tools/tools.html>

<sup>4</sup> Nitrogen dioxide diffusion tubes are described in more detail at - <https://laqm.defra.gov.uk/diffusion-tubes/diffusion-tubes.html>

- **Operate a helpdesk** (phone and email) and associated web page, giving impartial advice to LAs regarding all aspects of Review and Assessment under LAQM.
- **Host (where appropriate), maintain and develop all LAQM webpages<sup>5</sup>** as the main way for LAs to access the authorities' Guidance documents, associated tools; FAQs, helpdesk details, checklists for appraisal, report templates, best practice examples of reports and measures for action planning. In addition, the LAQM website hosts two portals; the NO<sub>2</sub> diffusion tube Data Entry System, for use by local authorities, and the Report Submission Website (RSW), which is the conduit through which LA reports are submitted. The authorities and Contractor will have access to the RSW to track progress and for LAs Contact Details.
- **Review and maintain LAQM tools and Guidance** to keep them up to date and relevant for LAs undertaking technical work. A full list of tools available for use by LAs in the Review and Assessment process is available on the LAQM website<sup>6</sup>
- **Provide and manage a centralised QA/QC programme** for nitrogen dioxide diffusion tubes used by LAs.
- **Provide ad hoc expert advice to the authorities** if required, e.g. regarding the updating Technical or Policy Guidance, supporting The Authority to assess new feasibility studies required from named LAs or for related work to help improve air quality.
- **Cascade information to LAs** on behalf of the authorities, e.g. regarding changes to guidance, or changes to calculation tools.
- **Monitor and record potential conflict of interest**, ensuring that any are avoided. Any instances of potential conflict prior to resolution must be reported to the Authority.
- **Provide the Authority with quarterly and annual progress reports.**
- **Provide provision of secretariat services** for all meetings – an annual review meeting and 6 month review meeting will take place annually.
- **Review the LAQM process at least annually** and recommend to the authorities changes to the LAQM framework or provision aimed at lessening the burden on LAs, simplifying the approach, improving information flow, improving tools and reducing the cost of the service.
- **Appraise LA Review and Assessment and Action Planning reports** for England, Wales, Scotland, Northern Ireland and London over the period of the Contract. There is no requirement to appraise Action Planning reports for London. To continue the existing LAQM system based on established checklists, report styles, and submission of reports to the authorities as appropriate. The reports include:
  - Annual Status Reports and Annual Progress Reports and summaries aimed at the general public
  - Updating and Screening Assessments
  - Progress Reports;
  - Detailed Assessments;
  - Draft and Final Action Plans; and
  - Action Plan Progress Reports.

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<sup>5</sup> LAQM webpages are available at - <https://laqm.defra.gov.uk/>

**2.4 Delete clause 5.1.1.6 and replace it with a new clause 5.1.1.6 as follows:**

*5.1.1.6 The Authority will keep the Contractor updated on the progress on the structure, content and location of the LAQM website and will ask the Contractor to submit for approval a costed proposal to change the website prior to the commencement of any work. The Authority may seek to vary the contract (using the variation process set out in section F6) if there needs to be any subsequent changes with regards to the content or location of the LAQM website.*

**2.5 Delete clause Table 2, Overview of LAQM Helpdesk, under clause 5.1.2.3 and replace it with a new Table 2 as follows:**

**Table 1 - Overview of LAQM Helpdesk**

<b>Helpdesk element</b>	<b>Requirements</b>	<b>Anticipated number of enquires per annum</b>
<i>Review and Assessment (R&amp;A)</i>	<i>Questions on R&amp;A procedure and queries from LAs on compiling their reports according to the requirements set out in statutory guidance LAQM.TG (16), LAQM.PG (16), LAQM.PG(S)(16), LAQM PGNI(09), and LAQM Interim Policy Guidance for Wales(16), and LLAQM.TG(19) and LLAQM.PG(19), and any subsequent or revised guidance that might be issued in the future.</i>	300
<i>Selection and use of air quality models</i>	<i>Modelling 1: Sound impartial advice on technical questions on air quality modelling to assist LAs to meet duties under Part IV of the Environment Act 1995 and Environment (NI) Order 2002.</i>  <i>To be carried out with reference to Technical Guidance LAQM TG (16) and LLAQM.TG (19).</i>  <i>The Contractor is expected to gain knowledge of any new guidance or supplementary assistance, issued by the Authority, the DAs and their contractors.</i>	150
<i>Selection and use of air</i>	<i>Sound impartial advice for technical questions on</i>	200

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<sup>6</sup> list of tools available for use by Local Authorities in the Review and Assessment process is available at: <https://laqm.defra.gov.uk/documents/LAQM-Tools-List-v6.pdf>

<i>quality monitoring equipment</i>	<p><i>monitoring to assist LAs to meet duties under Part IV of the Environment Act 1995 and Environment (NI) Order 2002.</i></p> <p><i>To be carried out with reference to Technical Guidance LAQM.TG (16) and LLAQM.TG (19).</i></p> <p><i>The Contractor will also be expected to gain knowledge of any new guidance or supplementary assistance, issued by the Authority, the DAs and GLA and their contractors.</i></p>	
<i>Action Plans</i>	<i>Address questions on compiling or revising Action Plans according to the requirements set out in LAQM.PG (16), Interim Policy Guidance for Wales (16), LAQM.PG(S) (16), LAQM.PGNI(09) and LLAQM.PG(19), and subsequent or revised guidance.</i>	30
<i>Dispersion of industrial emissions and calculation of stack heights for processes which require authorisation under the LA pollution control regimes.</i>	<i>Modelling 2: The Contractor will provide advice on the selection and use of dispersion models, the dispersion of emissions and the calculation of stack height for Part B and (A2) processes (Part C processes in Northern Ireland) that will be consistent with that given in the relevant published guidance. The Contractor will also be expected to keep abreast of developments in dispersion modelling.</i>	20
<i>Total</i>		750

**2.6 Delete clause 5.1.6.2 and replace it with a new clause 5.1.6.2 as follows:**

*5.1.6.2 It is expected that the templates will change throughout the lifetime of the contracts as the LAQM system evolves across the UK. The authorities may consult with the Contractor from time to time to discuss and agree changes to the templates. The Contractor must keep the templates up to date and ensure that they are available on the LAQM website in a timely fashion; particularly if an administration has made changes:*

- *Annual Status Report (ASR) – England (except London)*
- *Annual Progress Report (APR) – Scotland and Wales*
- *Annual Status Report (ASR) – London*
- *Progress Report (PR) and Updating and Screening Assessment (USA) – Northern Ireland*
- *Air Quality Action Plan (AQAP) – all authorities except London*
- *Air Quality Action Plan (AQAP) – London*
- *Supplementary Planning Guidance (SPG) – London*
- *All Review and Assessment report templates for previous years*

**2.7 Delete clause 5.1.15 and replace it with a new clause 5.1.15 as follows:**

**5.1.15 Additional Services**

5.1.15.1 *Although the Authority has no current plans for any additional services under this contract, the evolution of LAQM over the lifetime of the contract may require additional services to be included and will be awarded at the discretion of the Authority in accordance with Section F6 (Variation).*

**2.8 Delete clause 5.1.17.2 and replace it with a new clause 5.1.17.2 as follows:**

5.1.17.2 *The Contractor should keep a record of possible updates needed to the LAQM.TG (16), LLAQM (19) and associated Policy Guidance and practice guidance documents and advise the authorities when a likely review of the documents should take place. The Contractor is required to have sufficient expertise and knowledge of the guidance documents to be able to draft an update. The Contractor should provide a likely cost for this task to the Authority.*

**2.9 Delete clause 5.2, Work Package 2 – Assessment of LAs annual reports and action plans for the DAs and GLA, in its entirety and replace it with a new clause 5.2 as follows:**

**5.2 Work Package 2 - Assessment of LAs annual reports and action plans for *England, the DAs, and GLA***

5.2.1 *Appraise for England (excluding London), Wales, Scotland, and Northern Ireland all LA Review and Assessment Annual Reports and Action Planning Reports over the period of the Contract and to continue the existing LAQM system based on established checklists, report styles, and submission of reports to the authorities as appropriate. The reports are outlined in section 5.2.9.*

5.2.2 *Appraise for London all Review and Assessment Annual Reports only over the period of the Contract and to continue the existing LLAQM system based on established checklists, report styles, and submission of reports to the authorities as appropriate. The Contractor will need to arrange separate invoicing arrangements with the GLA for this work. The reports are outlined in section 5.2.9.*

5.2.3 *Detail any potential conflict of interest before appraising reports and report summary, and solution, to the Authority.*

5.2.4 *The appraisal process consists of the following steps for all authorities in the UK except those in London:*

- *For each report, the Contractor will appraise it using the correct checklist as a prompt, if existing, within 5 weeks of receipt. The outcome is logged and the checklist and Appraisal Report is sent to the appropriate authority on outcome via the RSW.*
- *The appraisal is a professional evaluation of the quality of the evidence provided by each LA and the Contractor provides a judgement on the robustness and “fitness for purpose” of these assessments and whether further action is needed to declare or revoke an AQMA, or whether more detailed work is needed by the LA.*
- *At the outset of the contract and at regular intervals thereafter, the Contractor should agree with the authorities the issues which should be considered in their appraisals. The Contractor must be fully familiar with the use of the authorities’ checklists to assist with appraisals.*

5.2.5 *Where the LA report was unsatisfactory, the LA must complete an Appraisal response addressing comments in the Appraisal Report and send it to the appropriate authority via the RSW. This response should be picked up and reviewed by the Contractor within 3*

weeks, and the Appraisal Response checklist sent to the relevant authority, for review and onward transmission to the LA via a letter. This process will be repeated until all concerns have been addressed.

### 5.2.6 Report appraisal

LAQM requirements originate from the Act and the Order. There are two key elements – Review and Assessment and Action Planning. More detail on how these relate to the Contract is provided below.

### 5.2.7 The Review and Assessment Process

5.2.7.1 The Act and the Order provide the basis for local air quality management. LAs are required to Review and Assess air quality to identify areas of poor air quality; a process known as Review and Assessment.

5.2.7.2 Air quality management areas (AQMAs) are required to be designated where air quality is found to be poor and the LA must then draw up an Action Plan setting out the measures it intends to take in pursuit of the air quality objectives in the area; a process known as Action Planning.

5.2.7.3 Review and Assessment is determined separately for each of the UK countries, and for London. There are **291** LAs in England (excluding London) **22** in Wales; **11** in Northern Ireland; **32** in Scotland; and there are **33** London boroughs. The Contractor is required to assess each Review and Assessment Annual Report and Air Quality Action Plan for England, Wales, Scotland and Northern Ireland. For London, the Contractor is required to assess Review and Assessment Annual Reports only. The GLA appraise the London borough Air Quality Action Plans themselves. The number of LAs may change over the life of the Contract.

5.2.7.4 Some LAs will send in combined reports; however the number of combined reports may change from year to year.

5.2.7.5 It is not possible to estimate how many Detailed Assessments or Further Assessments will be submitted each year. The Contractor was asked in its bid to provide a time (in hours) for appraising each type of report, which the Authority uses as a multiplier.

**Table 2 - Review and Assessment Process**

<b>Step</b>	<b>Document Definitions</b>	<b>Detail</b>
<b>England, Wales, Scotland, London</b>		
Step 1	Annual Status Report (ASR – England)	LAs submit a single report each year which also includes a public-facing summary. The reports include a section to identify new non-compliant areas and to report progress within existing AQMAs.
	Annual Progress Report (APR) - Scotland and Wales	The reports templates are flexible and any detailed further work can be attached as an appendix. English LAs have the option to fast-track a declaration of AQMAs and are also given the option to adopt Clean Air Zones (CAZs) to encourage the lowest emitting vehicles into a geographically defined area.

	<p><i>Annual Status Report (ASR - London),</i></p> <p><i>Air Quality Action Plans (AQAP)</i></p>	<p><i>Air Quality Action Plans are produced where an AQMA has been declared. The Contractor will not assess AQAPs for the GLA as the GLA assess these.</i></p> <p><i>All annual reports and AQAPS (except London) to be assessed.</i></p>
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<b>Northern Ireland</b>		
Step 1	<p><i>Updating and Screening Assessments (USA)</i></p>	<p><i>The first step of the Review and Assessment process is an Updating and Screening Assessment (USA). This is based on a checklist to identify those matters that have changed since the previous round was completed, and which may now require more detailed assessment.</i></p>
Step 2	<p><i>Detailed Assessments (DA)</i></p>	<p><i>Where the USA has identified a risk that an air quality objective will be exceeded at a location with relevant public exposure, the LA will be required to undertake a Detailed Assessment following the Guidance. The aim of the Detailed Assessment should be to identify with reasonable certainty whether or not a likely exceedance will occur.</i></p> <p><i>Where a likely exceedance is identified, then the assessment should be sufficiently detailed to determine both its magnitude and geographical extent.</i></p>

### **5.2.8 LAQM Report Appraisal**

5.2.8.1 As this Contract also covers appraisal of London LA reports, where the Contractor will be answerable to the GLA, the Contractor will be required to invoice the GLA for these appraisals and for any other additional work specific to London.

5.2.8.2 The Contractor is to appraise all LA Review and Assessment Annual Reports and Action Planning Reports for England, Wales, Scotland and Northern Ireland over the period of the contract. For London the Contractor is to appraise all LA Review and Assessment Annual Reports only. The Contractor will continue the existing LAQM system based on established checklists, report styles, and submission of reports to the authorities as appropriate.

*The reports to be appraised include:*

- *Annual Status Reports and Annual Progress Reports and summaries aimed at the general public;*
- *Updating and Screening Assessments;*
- *Progress Reports;*
- *Detailed Assessments;*
- *Draft and Final Action Plans (excluding London);*
- *Action Plan Progress Reports (excluding London); and*
- *Fast Track AQMA requests.*

#### *5.2.8.3 The Contractor is expected to:*

- *Collate examples of good practice taken from their appraisal of local authority reports; e.g. where the Guidance has been properly applied and the local situation is clearly explained and presented.*
- *Assist the authorities to discuss and agree changes to the reports templates as they are expected to change throughout the lifetime of the contract as the LAQM system evolves across the UK.*
- *Operate and use the electronic database and archive to record the date when each LA has submitted their reports, the reports' status and any pertinent information from them, from consultation and other relevant information.*
- *Detail any potential conflict of interest before appraising reports and report summary, and solution, to the Authority.*
- *Provision of data to the Authority's MAAQ Contractor for Site Suitability Assessment.*
- *Proactively suggest changes and improvements to the reporting process and electronic database to the authorities.*

*5.2.8.4 In some circumstances the Action Plans may be contained within Local Transport Plans (LTPs - England only) and Local Implementation Plans (LIPs - London only). If Air Quality Action Plans to be assessed are contained within them then the Contractor will be required to search for the relevant information within the documents and appraise all air quality related content. This will not mean the whole document requires appraisal. Similarly if LTP Progress Reports are combined with Action Plan Progress Reports the Contractor will be required to find and appraise the relevant information from within this template.*

### **5.2.9 Detailed Responsibilities**

#### *5.2.9.1 Review and Assessment Report Appraisal – UK General Process*

#### *5.2.9.2 The appraisal process consists of the following steps (except in London):*

- LAs submit all Review and Assessment Reports to the appropriate authority via the Report Submission Website (RSW).*
- The Contractor will access the RSW at least weekly and download all reports.*
- For each report to be appraised, the Contractor will appraise it using the correct checklist as a prompt, if existing, within 5 weeks of receipt; log the outcome in the database and send a checklist and Appraisal Report to the appropriate authority on outcome.*
- The appropriate authority will review the response and send it to LA within 2 weeks of receipt. However, during the lifetime of the contract, the Authority may wish to review its quality control procedure for the appraisal reports sent to English LAs outside of London.*

#### *5.2.9.3 Where the LA report was unsatisfactory:*

- The LA must complete and submit an Appraisal Response addressing the comments in the Appraisal Report.*

- ii. *The Contractor must review the LA's Response within 3 weeks of receipt and send the Appraisal Response Checklist to the relevant authority.*
- iii. *The relevant authority will review the Appraisal Response and return a letter detailing the comments to the LA.*
- iv. *Steps i to iv will be repeated until all concerns have been addressed. All correspondence must be recorded by the Contractor.*

#### **5.2.9.4 Review and Assessment Report Appraisal - London LAs Process**

**5.2.9.5** *The process for appraisals of London LA Reports is different from that for the rest of the UK, because the GLA reviews LA APs. The Contractor is required to appraise the London LA Review and Assessment documents under this Contract. The Contractor will respond to the GLA on any specific points relating to reports for London LAs.*

- i. *LAs submit all Review and Assessment Reports to the Authority via the Report Submission Website (RSW).*
- ii. *The Contractor will access the RSW at least weekly and download all reports from London LAs.*
- iii. *For each report the Contractor will appraise them within 5 weeks of receipt; log the outcome in the London-specific database and send an Appraisal Report to the GLA on outcome. The report must contain a draft response for the GLA to send out in letter form, the format of which must be agreed with the GLA.*
- iv. *The GLA will review the response and return documents and response to LA within 4 weeks.*
- v. *Where the LA report was unsatisfactory the cycle as per steps i to iv of Section 5.2.9.3 above will be repeated until all concerns have been addressed.*

#### **5.2.10 Process for All Review and Assessment Appraisals**

**5.2.10.1** *When the Contractor downloads reports from RSW, it will log them, allocating each a unique identification number (for example for Round 7 USAs, USA7-001, for Detailed Assessments, DA7-001... etc.). The Contractor will then disseminate the reports to the individuals who will carry out the appraisals within their Project Team.*

**5.2.10.2** *The Contractor will appraise the adequacy of the Review and Assessment methodology used by the LAs (as set out in LAQM.PG (16), LAQM PRG (16), LAQM.PG(S)(16), LAQM.PGNI(09), LAQM.TG(16), LLAQM.TG(19), LLAQM.PG(19)), as well as any revised LAQM policy guidance that might be issued by Defra, the DAs or GLA in the future. The appraisal is a professional evaluation of the quality of the evidence provided by the LA and a judgement on the robustness and "fitness for purpose" of the assessment and whether further action is needed to declare or revoke an AQMA, or whether more detailed work is needed by the LA.*

**5.2.10.3** *Discussions should be held with the authorities at the outset of the contract and at regular intervals thereafter to determine precisely which issues should be considered in the appraisals. The Project Team must be fully familiar with the use of the authorities' checklists to assist with appraisals. The appraisers must be fully familiar with all of the LAQM Policy Guidance and the Technical Guidance documents.*

**5.2.10.4** *The checklists must be hosted on the LAQM webpages of the LAQM website so LAs are aware of the appraisal requirements. It is a requirement of the Contractor to review the checklists at least annually, ensure that the LAQM webpages hold up to date copies at all times. The Contractor should recommend improvements and changes to the appropriate authority as required.*

5.2.10.5 *Wherever further information is provided in the course of the initial appraisal, or provided by a LA in response to outstanding issues raised in an Appraisal Report, the Contractor shall log this information in the database and allocate a unique identification number. The Contractor may be required to appraise a LA report more than once depending on whether the LA submits a Draft and then a Final report. However, the Contractor must obtain clear authorisation from the relevant authority before appraising BOTH Draft and Final LA reports.*

5.2.10.6 *In respect of Review and Assessment reports for which the procedure or conclusions give any cause for concern and/or are not accepted, the LA will be asked to justify its decision(s) in writing by the relevant authority.*

5.2.10.7 *The Contractor shall ensure consistency in the appraisal process by:*

- *Using appropriately qualified and experienced staff to carry out the appraisals;*
- *Using all available checklists to prompt the appraiser to consider all relevant matters;*
- *QA/QC checking of reports by other Team Members. At a minimum one in twenty appraisals will be checked for QA/QC purposes;*
- *Frequent discussions between Project Team members on issues arising; and*
- *Ensuring as far as practical that the original appraiser deals with the whole sequence of reports and follow up correspondence associated with one LA.*

5.2.10.8 *The Contractor will ensure the Project Team provides impartial appraisals of LA reports, including not being involved in the preparation of reports at any stage. Any conflict of interest, and the solution to overcome it, will be reported to the Authority.*

5.2.10.9 *The Authority requests the Contractor to provide a cost for reviewing each report type in terms of time taken and associated cost and make clear the unit cost for each.*

### **5.2.11 Additional Information on the Review and Assessment Appraisals**

5.2.11.1 *Some LAs may submit more than one report, i.e. a draft and then the final version. In this unlikely occurrence, the Contractor must contact the relevant authority and obtain a clear instruction to appraise either the draft report, the final report, or both reports. This occurrence is less likely for England, Scotland and London, where LAs in these areas will submit the same report type each year which will incorporate the changes required from the previous years' appraisal.*

5.2.11.2 *LAs in Wales or Northern Ireland may submit a combined Progress Report and Action Plan Progress Report.*

5.2.11.3 *Some LAs may work together so closely with neighbouring authorities that they choose to submit combined reports. It is anticipated that these will form a single report for appraisal, but will need to be recorded and reviewed for each of the joint LAs.*

### **5.2.12 Air Quality Action Plan Appraisal**

5.2.12.1 *The Contractor will assess **all** LAs' **Draft** APs for England, Wales, Scotland and Northern Ireland. The authorities may also ask the Contractor to assess Final APs and any subsequent revisions of the existing APs already submitted to them. The Contractor must obtain clear authorisation from the relevant authority before appraising Final and Revised APs. There is no requirement to assess LAs' draft or Final APs for the GLA.*

5.2.12.2 *For London LAs, an additional assessment of the extent to which the AP supports the implementation of the Mayor's Air Quality Strategy (MAQS) will be required to be made. Additional comments will be made by the GLA. London LAs have been advised to update APs following the publication of the MAQS.*

5.2.12.3 *The AP should show evidence overall that the LAs:*

- *Have identified and quantified the source contributions to the predicted exceedances of AQO values and that data is correspondingly used within the formulation of AP measures;*
- *Have carefully assessed all the options available to them to improve air quality in their AQMA(s) (and, in the case of Wales, factored into this assessment the likely effects, if any, of those options on average exposure to air pollution across the population of the LA as a whole);*
- *Have sifted through the options and identified those which have been rejected on cost-effectiveness/benefit grounds, including non-air quality benefits such as reducing traffic noise, improving road safety and facilitating healthier lifestyles;*
- *Have identified and classified effects under key policy headings (i.e. land-use planning, transport, etc.);*
- *Have taken into account all the relevant Government policies for the area (such as major transport schemes);*
- *Have involved all relevant LA professionals and departments to ensure a properly balanced and integrated approach;*
- *Have involved other Government agencies, where appropriate, including in particular Highways England and Environment Agency (English LAs) or SEPA and Transport Scotland (Scottish LAs), the Welsh Government, NRW and Public Health Wales (Welsh LAs) and the relevant LAs in Northern Ireland;*
- *Have struck the right balance between the use of regulatory powers and other non-regulatory measures;*
- *Have ensured that the relative contributions of industry, transport and individuals are cost-effective/beneficial and that the package of measures proposed targets the different sources of the problem in a fair and balanced way;*
- *Have appraised, and where possible, quantified the wider environmental, economic and social consequences of each option, including any potential effects on the future development of the area;*
- *Have proposed a timetable setting out when each measure is due to be implemented, and;*
- *In the case of Wales, that LAs have carried out all of the above in accordance with the sustainable development principle as set out in the Well-being of Future Generations (Wales) Act 2015.*

5.2.12.4 *The current checklists for appraising draft APs must be used.*

5.2.12.5 *When the Contractor downloads a draft AP from RSW, it will log it, allocating it a unique identification number. The Contractor will produce a draft summary appraisal of the report (approximately 3-4 pages, dependant on the quality and comprehensiveness of the plan), and a covering note, the formats of which is for the Contractor to decide, in consultation with each authority.*

5.2.12.6 *Within 15 working days of receipt of the draft AP, the Contractor will upload the appraisal report and covering note (which sets out any issues/concerns which should be brought to the attention of the authority) onto the RSW. If necessary, the appropriate authority will make comments on the appraisal report and covering note within 5 working days. The Contractor will then revise the appraisal report and covering note and resubmit it to the RSW for the appropriate authority to approve. Once approved, the report and covering note are automatically sent to the LA. The time spent in appraising such reports should be subject to regular review by the Contractor and will also be monitored by the Authority.*

5.2.12.7 *In the case of London LAs, the GLA appraise the London borough APs themselves.*

5.2.12.8 *The relevant authorities may wish to appraise Final or Revised APs, and may ask the Contractor to provide this service.*

5.2.12.9 *The Contractor will ensure the Project Team provides impartial appraisal of any draft LA APs, the preparation of which they have not been involved with at any stage.*

### **5.2.13 Action Plan Progress Reports Appraisal**

- 5.2.13.1 *Action Plan Progress Reports are only expected from Northern Ireland. The Contractor will assess the reports by checking whether the LA is implementing its actions according to its original timetable and comment upon whether the LA is working towards meeting the air quality objectives. The Contractor should produce a short report (approx. 1-2 pages) within two weeks of receipt, to be submitted to the relevant authority, bringing any concerns to their attention.*
- 5.2.13.2 *Welsh, Scottish, and London LAs that have not declared any AQMA are expected to use the section discussing the progress, and impact of Action Plan measures to provide an update on any other measure or policy that is part of other documents, such as Local Transport Plans (LTPs), Air Quality Strategy or Climate Change Strategy. These sections would need to be appraised.*
- 5.2.13.3 *In Wales and Northern Ireland, the statutory guidance on Progress Reports (PRs) recommends that, if a LA has an AP in place, they should consider combining the Action Plan Progress Report with the Air Quality Progress Report. These reports may be submitted in combination. In England, Scotland and London, the statutory guidance recommends combining the Action Plan Progress Report into the Annual Status Report or annual Progress Report respectively.*
- 5.2.13.4 *It is not possible to estimate the number of Action Plans (Draft, Final or revised) and Action Plan Progress Reports which will be submitted for appraisal each year. As a guide, an average of 20 Action Plan-related reports has been received annually in recent years.*

### **5.2.14 Appraisal Checklists**

*The authorities have developed a series of checklists<sup>7</sup> to help appraise some of the documents returned by LAs to the authorities. They are devised from LAQM TG (16) and the authorities may consult with the Contractor from time to time to discuss and agree future changes. The Contractor must keep these up to date in a timely fashion to be made available on the LAQM website.*

### **5.2.15 Information Management – Databases and Archives**

- 5.2.15.1 *The Contractor will be required to maintain databases of the information extracted from the appraisal of all reports to help evaluate the local measures being undertaken to improve AQ. In addition, up-to-date records are needed on the progress of all LAs, the number of AQMAs in the UK together with the date and extent of each AQMA, as well as the pollutants and objectives they were declared for.*
- 5.2.15.2 *The Contractor will also be required to:*
- *Maintain the archive of the English, Welsh, Scottish and Northern Irish LAs' Review and Assessment documents and Action Planning documents as soon as the Contract commences.*
  - *Obtain electronic copies of all documents submitted during the Contract, directly from the relevant LA if necessary.*
  - *Return to the relevant authority all documents upon termination of the Contract.*
  - *Expand the database as necessary when requested by the relevant authority at any point during the Contract period.*
  - *Provide information to the authorities from the database/records on LAs' progress on a regular basis. Produce summary statistics at short notice (48 hours) to the authorities for reporting purposes to senior officials or Ministers. As such, the Contractor should operate*

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<sup>7</sup> The current checklists are available at: <https://laqm.defra.gov.uk/review-and-assessment/checklists.html>

and develop the database in such a way that allows swift interrogation and easy extraction of the relevant information.

- Evaluate the current database upon commencement of the Contract and provide for improvements to be made to the capacities of the current database as is deemed necessary.
- Make the database available for access externally by the authorities, for example via the use of a secure website.

5.2.15.3 Existing databases which are relevant to the Contract will be transferred to the Contractor.

5.2.15.4 The AQMA database must be kept up to date so that the Contractor can pass information to Defra's MAAQ contractor to enable them to request GIS files from LAs. The Contractor will obtain the relevant information from the LAs; electronic maps and AQMA descriptions, for example, and pass these to the Contractor for display on the LAQM webpages.

5.2.15.5 A summary of the information which should be held within the databases is provided in **Table 6**.

**Table 3 - Information Management, Database Content**

<b>Information to be Recorded</b>	<b>Detail required on:</b>
<ul style="list-style-type: none"> <li>• Progress of LAs in England, Wales, Scotland, Northern Ireland and London in submitting their Review and Assessment documents.</li> <li>• Details of all the reports submitted to the authorities.</li> </ul>	<ul style="list-style-type: none"> <li>• The number of LAs who have submitted their reports and date submitted.</li> <li>• Each report should have a unique reference number.</li> <li>• The stage each LA has reached if appropriate.</li> <li>• The results of each study.</li> <li>• The evaluation of the report (conclusions and approach - accepted or not accepted) including any follow-up correspondence and further appraisals.</li> <li>• The results from the comparison of the air pollution monitored levels with the AQOs</li> <li>• Against each LA - a record of the date a report is received by the Contractor and the date comments were returned to the Authority; and a contact name/address.</li> </ul>
<ul style="list-style-type: none"> <li>• List of those LAs that have designated AQMAs, including the pollutants and objectives these are for.</li> </ul>	<ul style="list-style-type: none"> <li>• Which pollutants, area, boundary, date declared, details of any changes and AQMAs status (e.g. current or revoked).</li> </ul>
<ul style="list-style-type: none"> <li>• Progress of LAs in England, Wales, Scotland, Northern Ireland and London in submitting their AP documents.</li> <li>• Details of all the APs submitted for consultation including those contained within LTPs in England or LIPs in London.</li> </ul>	<ul style="list-style-type: none"> <li>• The date on which the contractors received the report and the date the appraisal report was submitted to the relevant authority.</li> <li>• A unique reference number for each report submitted and contacts details.</li> <li>• Whether the AP was deemed to be satisfactory to meet the authority's requirements, or whether the plan raised any serious issues/concerns that had to be</li> </ul>

<b>Information to be Recorded</b>	<b>Detail required on:</b>
	<p>addressed by the respective consultees.</p> <ul style="list-style-type: none"> <li>• The main measures included in the AP, and the expected impacts or outcomes of the measures with regards to the AQOs, details of any quantification of impacts.</li> <li>• Data on progress with implementation of the main Action Plan measures.</li> <li>• Up to date the records of all the subsequent APs received, as well as the revised Action Plans and progress reports.</li> </ul>

- The database should be updated each time the LA Review and Assessment or AP report is received by the Contractor and when the appraisal report is sent out to the relevant authority. All correspondence from LAs in response to appraisal reports should also be recorded on the database, as well as receipt of PRs.
- The databases should continue to be developed by the Contractor as LAQM evolves.
- The database should serve as the primary tool in relation to responding to ad hoc requests for information and/or data from the authorities, and as such the Contractor should operate and develop the database in such a way that allows swift interrogation and easy extraction of the relevant information. The Contractor will be expected to evaluate the current database upon commencement of the contract, and provide recommendations to the Authority for any improvements to be made to the capacities of the current database.

#### **5.2.16 Additional Services**

Although the Authority has no current plans for any additional services under this contract, the evolution of LAQM over the lifetime of the contract may require additional services to be included and will be awarded at the discretion of the Authority in accordance with Section F6 (Variation).

#### **5.2.17 Ad hoc advice to the authorities**

5.2.17.1 From time to time the authorities will ask the Contractor to carry out additional appraisal work and may be made at short notice (48 hours). Work may include summarising information from the database/records on LAs' progress to report to senior officials or Ministers, and could range from simple requests for information requiring interrogation of the Review and Assessment database, to possible small-scale 'projects', requiring the Contractor to carry out more in-depth analysis. For such projects, the authorities may require the Contractor to produce a short summary report of the findings. Ten (10) days per year has been allocated for ad hoc requests under Work Package 2.

5.2.17.2 The GLA may require the Contractor to compile a public-facing report (a "Compendium of Action") summarising the actions that boroughs have taken that year (this will primarily be taken from their submitted Action Plan updates but may also require a small amount of direct contact with boroughs to obtain additional information). The "Compendium of Action" will broadly follow the format of the previous years' summary report which will be provided to the Contractor for information. These ad hoc requests could amount to up to 10 days per year and would be invoiced to the GLA.

5.2.17.3 For Wales, the Contractor will be required to provide brief written updates on changes to guidance, tools, best practice or addressing specific issues to the Welsh Air Quality Forum (WAQF). Such written documents should be in the form of either one or two (1-2) briefing notes or perhaps specific section/chapters of the WAQF annual report. The Contractor may also, from time to time be required to provide a presentation at one of the

*WAQF's meetings or annual seminar. Any requirements to provide such information will be communicated via the WG nominated officer for this contract.*

2.10 Delete Table 9 under clause 5.13.6, Summary of Tasks and Deliverables for Work Packages 1 and 2, and replace it with a new Table 9 as follows:

**Table 9 - Summary of Tasks and Deliverables for Work Packages 1 and 2**

<b>Topic</b>	<b>Task</b>	<b>Deliverables</b>	<b>Due date</b>
<b>Helpdesk and web pages</b>	<i>To provide real time (or near real time) help and guidance to LAs through the LAQM Helpdesk.</i>	<i>Adequate and timely support and guidance to LAs according to the current Technical Guidance.</i>	<i>Continuous throughout contract duration.</i>
	<i>To manage and update the LAQM Website to ensure it meets user needs and fully reflects official guidance.</i>	<i>Ensure LAQM webpages fully reflect and support official guidance and ensure all web links work.  Keep the FAQs up to date and relevant.</i>	<i>At least every 6 months</i>
<b>Report Submission Website</b>	<i>To manage and update the Report Submission Website (RSW) and ensure it enables LAs to prepare and submit their statutory LAQM reports and provides access for the authorities (section 5.1.10).</i>	<i>Manage the RSW so that it allows:</i> <ul style="list-style-type: none"> <li>• <i>LAs to submit their statutory reports</i></li> <li>• <i>Full access to authorities</i></li> </ul>	<i>Continuous</i>
	<i>To use the data on submitted reports including monitoring data to encourage <b>English (excluding London) LAs</b> to submit ASR reports within the intended reporting year. These data will be used to identify LAs who will be sent reminder letters by the Contractor. Templates for these letters will be supplied by the Authority.  These data will subsequently be supplied to the Authority as a list of LAs which have not submitted reports by February. This will enable the Authority to issue Powers of</i>	<i>Step 1) Send a pre-emptive reminder to all LAs of the upcoming submission deadline  Step 2) Send a reminder letter to LAs with non-submitted ASRs 3 months after the deadline  Step 3) Send a reminder letter to LAs with non-submitted ASRs 6 months after the deadline  Step 4) Provide the Authority with a list of LAs with non-submitted reports as of 14<sup>th</sup> February each year</i>	<i>Tier of communications at set points after the due date for each report/authority area:  Step 1) May each year  Step 2) Between 30<sup>th</sup> September and 5<sup>th</sup> October each year  Step 3) Between 31<sup>st</sup> December to 5<sup>th</sup> January  Step 4) within 5 working days of 14<sup>th</sup> February</i>

<b>Topic</b>	<b>Task</b>	<b>Deliverables</b>	<b>Due date</b>
	<i>Direction letters to the relevant LAs.</i>	<i>If all expected ASRs are submitted before the full process of steps 1-4, no further actions are required by the Contractor</i>	
<b>AQMA data</b>	<i>Provide AQMA Data to Ricardo E&amp;E (Ricardo E&amp;E will contact the LAs directly to obtain GIS “shp” files).</i>	<i>Update AQMA information on webpages to include AQMA orders from LAs</i>	<i>Every 3 months as a minimum.</i>
<b>Tools</b>	<p><i>Keep available to LAs all tools currently provided via the LAQM web.</i></p> <p><i>Maintaining and update the following:</i></p> <ul style="list-style-type: none"> <li>• <i>EFT – provide desk instructions as required, become familiar with workings and undertake routine maintenance.</i></li> <li>• <i>All NO<sub>2</sub> diffusion tube QA/QC tools</i></li> <li>• <i>Industrial Emissions Screening Tools (Biomass and Industrial Emissions)</i></li> <li>• <i>NO<sub>2</sub> fall-off with distance from kerb.</i></li> </ul> <p><i>Liaise with other suppliers regarding the update of other tools as necessary: i.e. background maps, NO<sub>x</sub>/NO<sub>2</sub> calculator, AQMA maps.</i></p>	<i>Make tools available to LAs via the LAQM website.</i>	<p><i>Continuous</i></p> <p><i>As a guide:</i></p> <p><i>5 days per year for a minor update for EFT.</i></p> <p><i>1 day each for 3 tools which the Contractor may be required to update.</i></p> <p><i>See Section 5.1.4.3.</i></p>
<b>NO<sub>2</sub> Diffusion Tubes</b>	<p><i>QA/QC Framework</i></p> <ul style="list-style-type: none"> <li>• <i>Promote AIR-PT Scheme and harmonised procedures to LAs through the helpdesk and webpages.</i></li> </ul> <p><i>Field Inter-comparison Exercise</i></p>	<p><i>Laboratories supplying the diffusion tubes participate in the AIR-PT QA/QC Programme</i></p> <p><i>A monthly field-based inter-comparison exercise is performed and managed, alongside the current QA/QC procedures</i></p>	<i>Continuous</i>

<b>Topic</b>	<b>Task</b>	<b>Deliverables</b>	<b>Due date</b>
	<ul style="list-style-type: none"> <li>Coordinate results from the AIR-PT Scheme and Field Inter-comparison Exercise to provide information on Laboratory performance to LAs and back to the Laboratories.</li> <li>Publish and maintain the exposure calendar</li> </ul>	<p>for the NO<sub>2</sub> data within the Network.</p> <p>Results from the above are coordinated, analysed and made available to LAs.</p> <p>Exposure calendar provided to LAs via webpages.</p>	
	<p>Data gathering, analysis and sharing: Collection and collation of data from LAs and the field inter-comparison exercise to provide information via the web on:</p> <ul style="list-style-type: none"> <li>Data entry System</li> <li>Bias and precision</li> <li>Bias adjustment factors</li> </ul>	<p>Maintain the NO<sub>2</sub> tube data entry system (England only).</p> <p>Maintain a bias adjustment spreadsheet containing data from co-location studies nationally.</p> <p>Maintain a bias and precision spreadsheet to help with local calculations.</p>	Continuous for data entry system and spreadsheets.
<b>Ad hoc technical advice on LAQM</b>	To provide the authorities with ad hoc guidance and advice on LAQM	Brief written reports on topics addressed. 35 days per year	As requested
	To update the technical guidance and keep all guidance under review.	Up to date technical guidance. Up to 10 days per year.	As requested
	Maintain all web links in the online version of the Technical Guidance (currently TG (16)) to match new webpages. No new printed versions are to be provided.	Updated LAQM.TG (16) online only. Maximum three (3) working days at Consultant grade or equivalent from the 10 day budget in row above	Continuous
	To carry out additional appraisal work or provide summarised information from the database/records on LAs' progress to report to senior officials or Ministers	Brief written reports on topics addressed. 10 days per year	As requested

<b>Topic</b>	<b>Task</b>	<b>Deliverables</b>	<b>Due date</b>
<b>VCM</b>	<i>Contract Kings College and pay for VCM provision on a monthly basis.</i>	<i>Kings keep VCM portal up to date and available for LAs to use.</i>	<i>Continuous, monthly payments.</i>
<b>Appraisal of LAs air quality Review and Assessment reports</b>	<p><i>To appraise LA Review &amp; Assessment reports:</i></p> <p><i>Appraise the following Review and Assessment reports: ASRs, APRs, USAs, Progress Reports and Detailed Assessments within 5 weeks of receipt.</i></p> <p><i>Comply with checklists and quality control to ensure LAs appraisals are accurate, consistent and fit for purpose.</i></p> <p><i>Liaise as necessary with appropriate authority.</i></p>	<p><i>Appraisal of R&amp;A reports within 5 weeks of receipt and send Appraisal Response to the appropriate authority.</i></p> <p><i>Appraisal of appraisal responses within 3 weeks and send Appraisal Response checklist to the appropriate authority.</i></p> <p><i>Log appraisals in databases – return official responses to the appropriate authority.</i></p> <p><i>Identify examples of good practice for the LAQM website; e.g. where the Guidance has been properly applied and the local situation is clearly explained and presented.</i></p>	<p><i>Ongoing.</i></p> <p><i>As per the phased approach – Round 6 to Round 7 – where appropriate.</i></p>
<b>Action Plan appraisal</b>	<p><i>To assess LA Action Plans.</i></p> <p><i>Agree with The Authority which English LAs will have their Action Plans appraised</i></p>	<p><i>Appraise draft Action Plans within 3 weeks of receipt and ensure LAs have followed accepted criteria and checklists – i.e. show all relevant evidence.</i></p> <p><i>Produce a summary appraisal of each draft Action Plan and circulate to the appropriate authority, any other relevant Government Departments and government officials for consideration within 15 working days of receipt.</i></p> <p><i>Only when requested to do so by the appropriate authority; ensure that Final and Revised Action Plans have followed</i></p>	<p><i>Ongoing.</i></p>

<b>Topic</b>	<b>Task</b>	<b>Deliverables</b>	<b>Due date</b>
		<p><i>accepted criteria and checklists – i.e. show all relevant evidence.</i></p> <p><i>After the draft stage, a final summary appraisal (with covering note) will be submitted to the appropriate authority for transmission to LAs concerned.</i></p> <p><i>Identify examples of good practice for the LAQM website; e.g. where the Guidance has been properly applied and the local situation is clearly explained and presented.</i></p>	
<b>Action Plan Progress Reports Appraisal</b>	<i>To appraise Action Plan Progress Reports.</i>	<p><i>Appraise Action Plan Progress Reports and flag up any concerns for the attention of the appropriate authority.</i></p> <p><i>Follow policy guidance and checklists when appraising reports.</i></p> <p><i>Take account of Detailed Assessments or other supplementary information submitted by LAs.</i></p> <p><i>Identify reports which demonstrate good practice for the LAQM website.</i></p>	<i>Ongoing.</i>
<b>R&amp;A templates and checklists</b>	<i>To review all appraisal templates and checklists.</i>	<i>Review appraisal templates and checklists at least annually and recommend improvements and changes to the appropriate authorities.</i>	<i>Annually as a minimum.</i>
<b>Database and archives</b>	<i>To maintain and update databases and archives listed under Work Package 2.</i>	<i>Maintain and expand as necessary, providing improvements to capacity where needed.</i>	<i>Continuous, linked to short notice data requests within 48 hours.</i>

<b>Topic</b>	<b>Task</b>	<b>Deliverables</b>	<b>Due date</b>
		<p>Produce regular summary and statistical reports on the database in quarterly reports and ad hoc requests.</p> <p>Review databases at least annually and recommend improvements and changes to the appropriate authorities.</p>	Annually as a minimum.
<b>Risk assessment</b>	Undertake an annual risk assessment for the contract in requested format.	Excel based risk assessment	Annual
<b>Quarterly Management Reports</b>	Quarterly Report linked to invoice on behalf of all Lots.	As set out in <b>Table 7</b>	As set out in <b>Table 7</b> .
<b>Annual report</b>	Annual report on LAQM	Once a year as set out in <b>Table 7</b>	As set out in <b>Table 7</b>
<b>Final Evaluation Report</b>	Final Report evaluating contract.	Once, as set out in <b>Table 7</b> .	Once, as set out in <b>Table 7</b> .
<b>Contract Meetings</b>	Meetings with Defra nominated officer, DAs and GLA – 2 per year. Meetings at Defra offices.	<p>Chairing meetings, providing minutes and action points.</p> <p>2 meetings per year</p>	As set out in <b>Table 7</b>
<b>Conflict of Interest Information</b>	Database of contracts held by the Contractor for LAQM work with LAs since the start of the contract. To be made available to the Authority on request. The Contractor must manage activities in LAQM Report Appraisal Contract based on the information in the database.	Database of information on potential conflict of interest	Quarterly as a minimum.

2.11 Delete Table 11 under clause 9, Key Performance Indicators, and replace it with a new Table 11 as follows:

**Table 11: Key Performance Indicators (KPI's)**

Metric	KPI	What is required to make this measurable	KPI Measurement	KPI Rating (1- 3 scale)		
				1	2	3
Delivery and support	<b>KPI 1 – Reporting deliverables provided to agreed timescales</b>	Quarterly and Annual reports are delivered to timescales specified in Table 8.	The Contractor supplies reports to end user in an agreed format (PDF) and to timescales within Table 8.	Reports not provided on time and to required standard	NA	Reports are provided on time and to required standard
Quality of Service	<b>KPI 2 – Helpdesk queries responded to within agreed timescales.</b>	Helpdesk will respond to queries relating to Local Air Quality Management received via email, telephone and answer phone messages.	Contractor responds to Helpdesk queries:			
			a) Via Email or answer phone within 1 working day	Less than 85% of queries dealt with within specified timescales	Between 85% and 90% of queries dealt with within specified timescales	More than 90% of queries dealt with within specified timescales
			b) Phone call (received during office hours) within 1 hour	Less than 85% of queries dealt with within specified timescales	Between 85% and 90% of queries dealt with within specified timescales	More than 90% of queries dealt with within specified timescales

Metric	KPI	What is required to make this measurable	KPI Measurement	KPI Rating (1- 3 scale)		
				1	2	3
Quality of Service	<b>KPI 3 – Encourage</b> all LAs to submit their reports within the intended reporting year.	Reminders to be sent to the <b>English (excluding London)</b> LAs to encourage timely submission of ASRs. The templates for the Reminders will be supplied by the Authority. The timetable of reminders is specified within Table 9.	a) The Contractor issues reminder letters according to the agreed process.	Only 1 of 3 reminder letters (either pre-emptive reminder, 3 month chasing reminder or 6 month chasing reminder) sent to relevant LAs within required timescales	2 of 3 reminder letters (from pre-emptive reminder, 3 month chasing reminder or 6 month chasing reminder) sent to relevant LAs within required timescales	All reminder letters (pre-emptive reminder, 3 month chasing reminder and 6 month chasing reminder) sent to relevant LAs within required timescales
			b) Contractor provides the Authority with the list of LAs with non-submitted reports in February	The list is not provided to the Authority on time	NA	The list is provided to the Authority on time
Quality of Service	<b>KPI 4 – Appraisals</b> of LA reports are completed within agreed timescales <sup>1</sup> .	LA report Appraisals should be completed within 5 weeks of submission by LAs via the RSW.	Contractor completes Appraisals within agreed timescales.	Less than 85% of reports requiring appraisal appraised within 5 weeks.	Between 85% and 90% of reports requiring appraisal appraised within 5 weeks.	More than 90% of reports requiring appraisal appraised within 5 weeks.

Metric	KPI	What is required to make this measurable	KPI Measurement	KPI Rating (1- 3 scale)		
				1	2	3
Quality of Service	<b>KPI 5 – Action Plan Progress Report appraisal are completed within agreed timescales.</b>	<i>Action Plan Progress Report appraisals (approx. 1-2 pages) to be submitted to the relevant authority within two weeks of receipt.</i>	<i>Contractor sends Action Plan Progress Report appraisals to appropriate authority within two weeks of receipt.</i>	<i>Less than 85% of plans requiring appraisal are appraised and appraisals sent to the appropriate authority within two weeks of receipt</i>	<i>Between 85% and 90% of plans requiring appraisal are appraised and appraisals sent to the appropriate authority within two weeks of receipt</i>	<i>Over 90% of plans requiring appraisal are appraised and appraisals sent to the appropriate authority within two weeks of receipt</i>
Quality of Service	<b>KPI 6 – Update Risk Register annually.</b>	<i>The Risk Register is required to be updated annually in an Excel spreadsheet format.</i>	<i>Contractor updates Risk Register to an agreed format and timescale.</i>	<i>Risk register not updated within agreed timescales</i>	NA	<i>Risk register updated within agreed timescales</i>
Quality of Service	<b>KPI 7 – Update Web page content to agreed standards within agreed timescales.</b>	<i>Substantive updates to Web pages (LAQM) will have individual timescales, to be agreed when update commissioned.</i>	<i>Contractor updates Web pages to an agreed format and timescale.</i>	<i>Webpage content not updated within agreed timescales</i>	NA	<i>Webpage content updated within agreed timescales</i>
Quality of Service	<b>KPI 8 – Manage conflict of interest to agreed standards.</b>	<i>Standards by which to measure successful management of conflict of interest.</i>	<i>Contractor manages and reports issues of Conflicts of Interest quarterly</i>	<i>Conflict of interest not managed to agreed standards and timescales</i>	NA	<i>Conflict of interest managed to agreed standards and timescales</i>

Metric	KPI	What is required to make this measurable	KPI Measurement	KPI Rating (1- 3 scale)		
				1	2	3
Continuous Improvement	<b>KPI 9 –</b> <i>demonstrates active and positive action for investigating improvements to both quality and cost savings to agreed milestones</i>	<i>An 'Ideas Register' which documents quality and cost saving ideas are robustly evaluated.</i>	<i>Contractor will provide an 'Ideas Register' which will detail proposed suggestions for improving quality and/or cost. This will be reviewed annually.</i>	<i>No evaluated ideas proposed by contractor</i>	<i>NA</i>	<i>Evaluated ideas proposed by contractor</i>
Continuous Improvement	<b>KPI 10 –</b> <i>Demonstrating response to ad hoc needs of the contract</i>	<i>Completion of ad hoc projects to the standards and timescales agreed when the work is commissioned.</i>	<i>Ad hoc projects will be evaluated individually against the KPI rating, against the standards and timescales agreed between the Contractor and Authority when work is commissioned.</i>	<i>Ad hoc support deliverable as agreed between the Contractor and Authority is not provided on time or to required standard</i>	<i>NA</i>	<i>Ad hoc support deliverable as agreed between the Contractor and Authority is provided on time and to the required standard</i>
<p><sup>1</sup> This KPI has been relaxed in FY19-20 with respect to the clearance of the English ASR backlog, following changes to the number of English ASRs to be appraised.</p>						

**3. Amend Schedule 2, Pricing, as follows:**

**3.1 Delete clause 1 and replace it with a new clause 1 as follows:**

1. *The Authority will pay the Contractor no more than the fixed sum of **£1,217,796.34** (exclusive of VAT).*

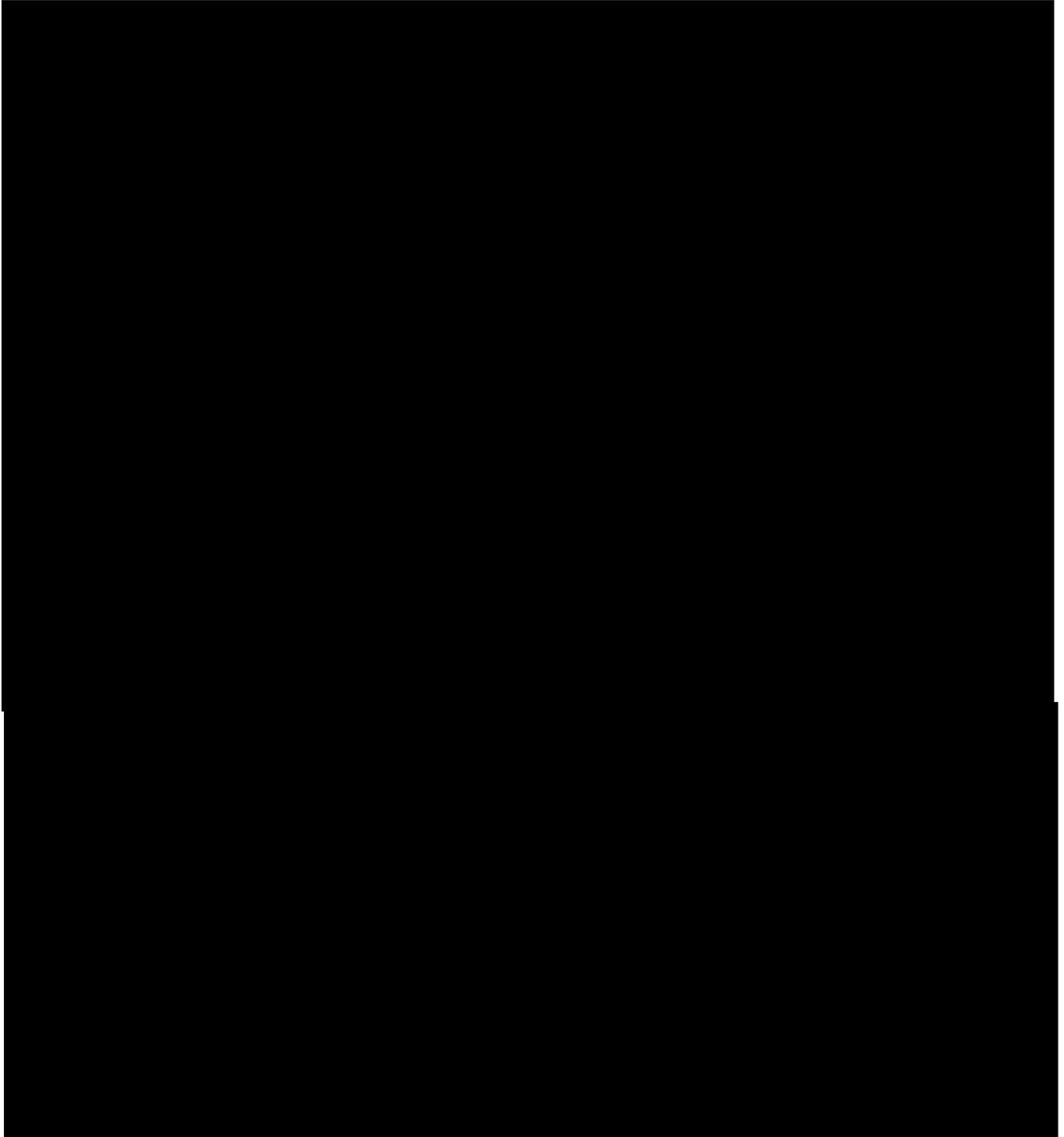
**3.2 Delete the table “Total Project Costs” and replace it with a new table as follows:**

[REDACTED]

[REDACTED]

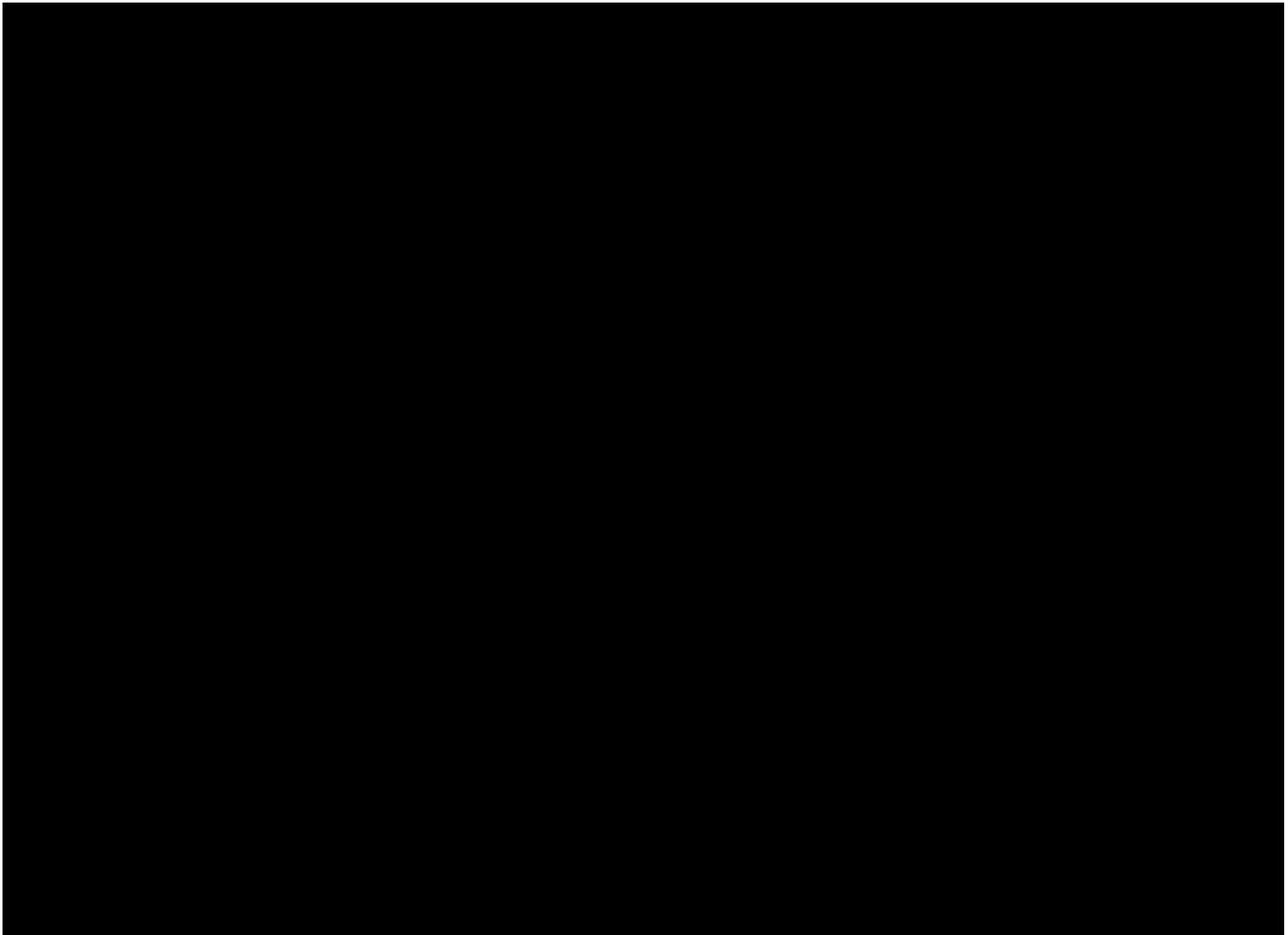
**3.3 Delete the table “Staff Costs Financial Year 2019-2020” and replace it with a new table as follows:**

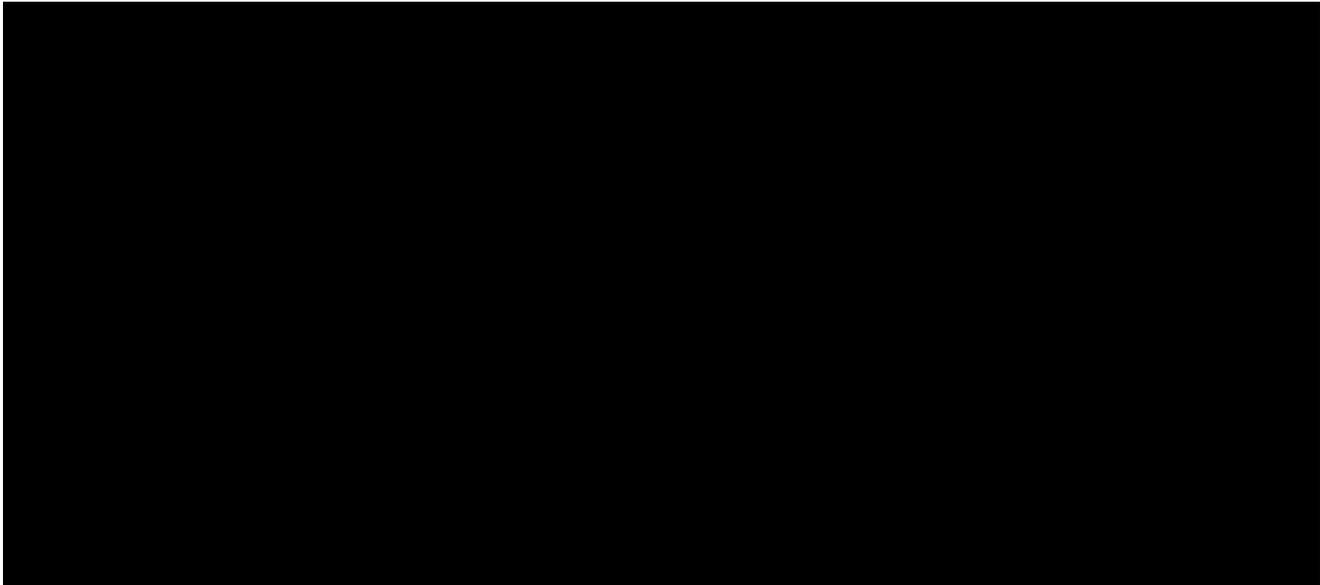
Staff Costs Financial Year 2019 – 2020



**3.4 Delete the table “Staff Costs Financial Year 2020-2021” and replace it with a new table as follows:**

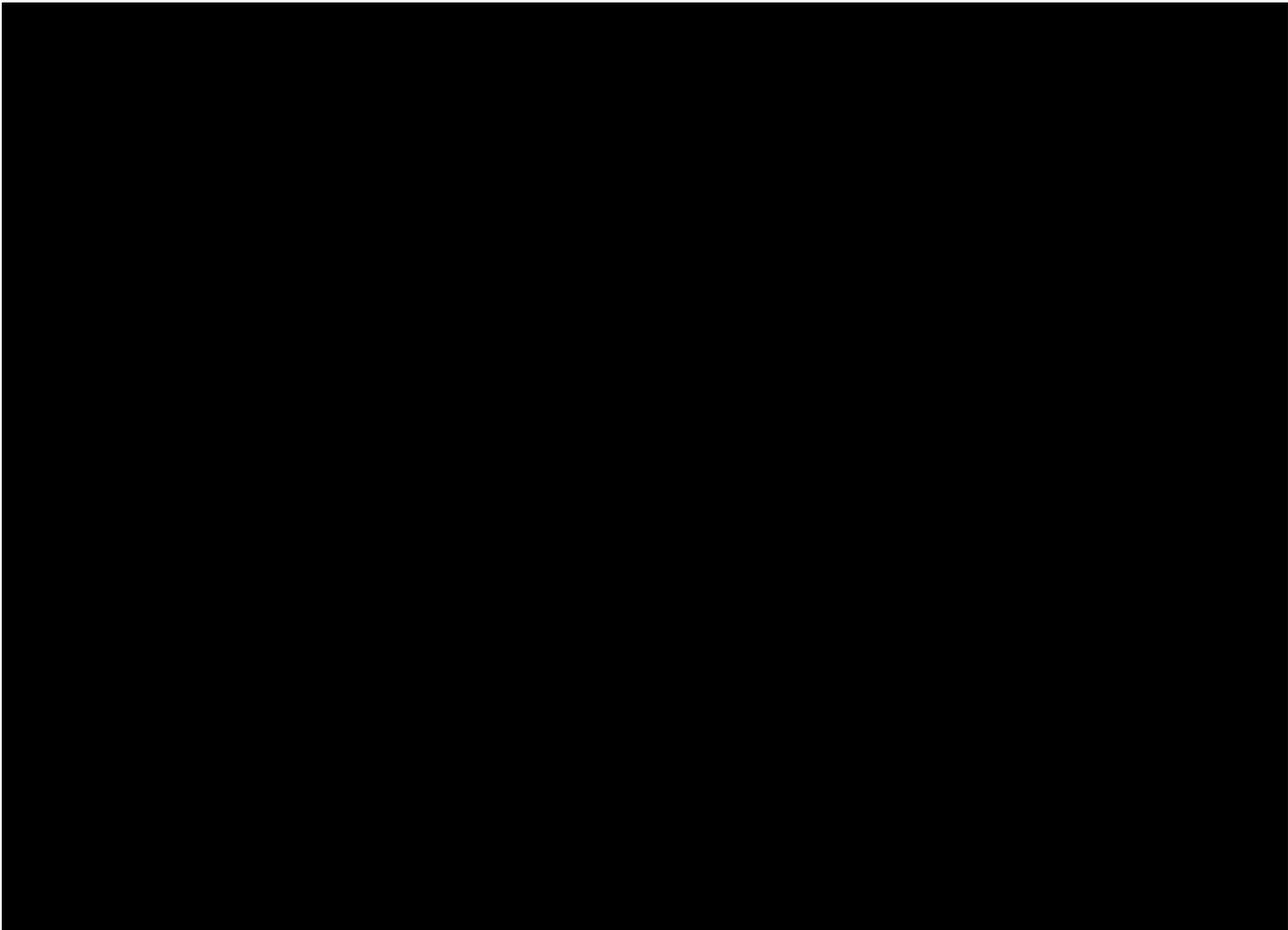
*Staff Costs Financial Year 2020- 2021*

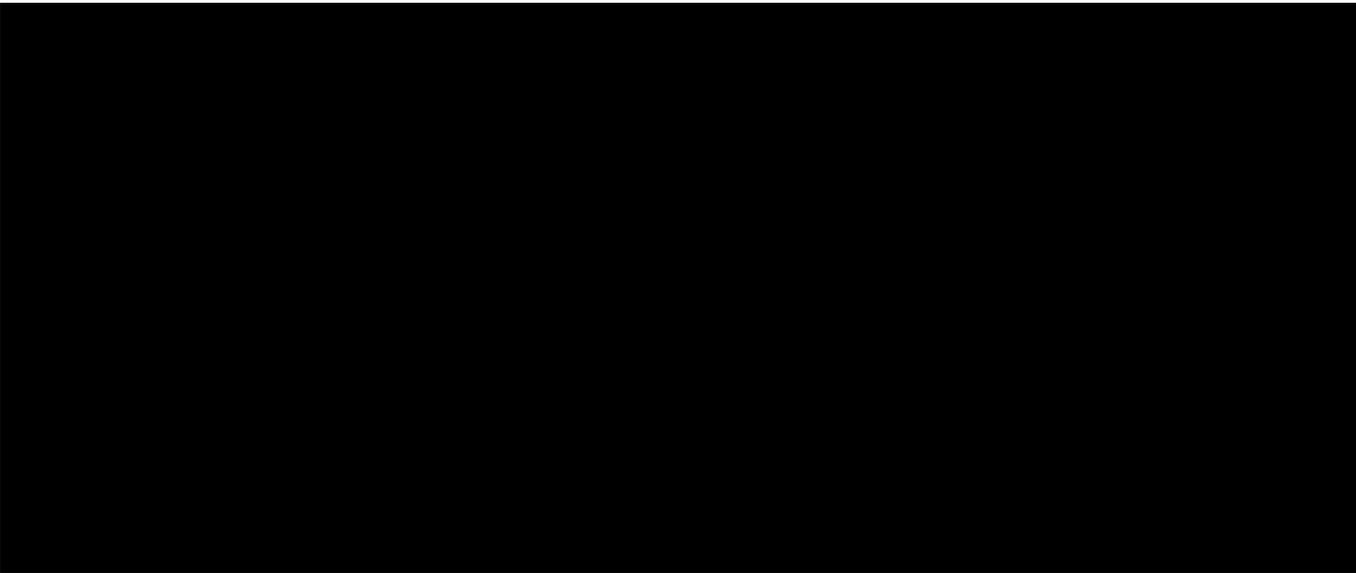




**3.5 Delete the table “Staff Costs Financial Year 2021-2022” and replace it with a new table as follows:**

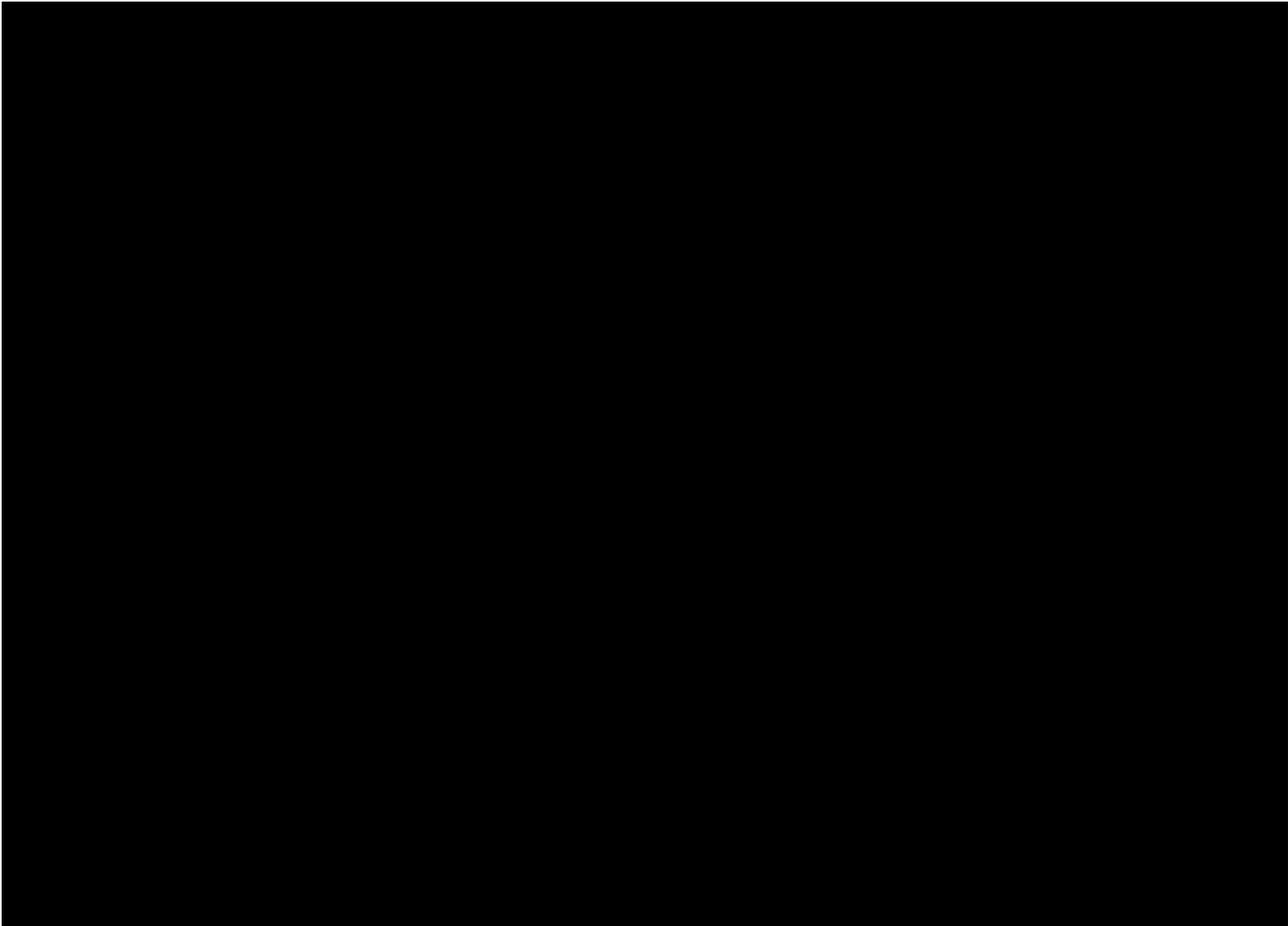
Staff Costs Financial Year 2021- 2022

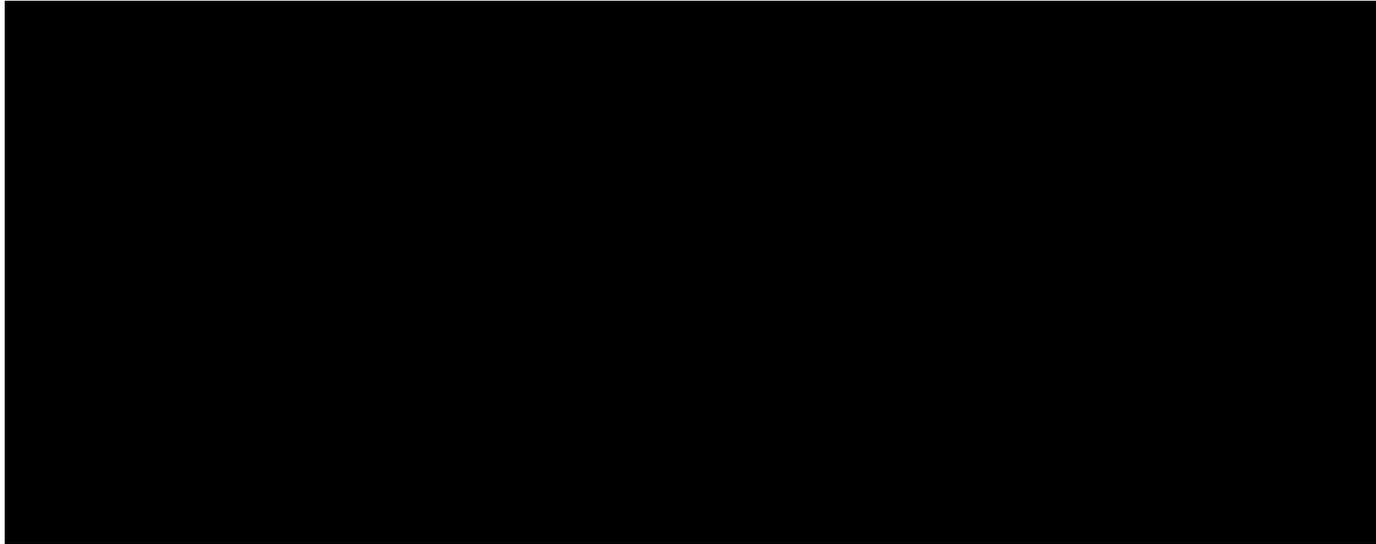




**3.6 Delete the table “Staff Costs Financial Year 2022-2023” and replace it with a new table as follows:**

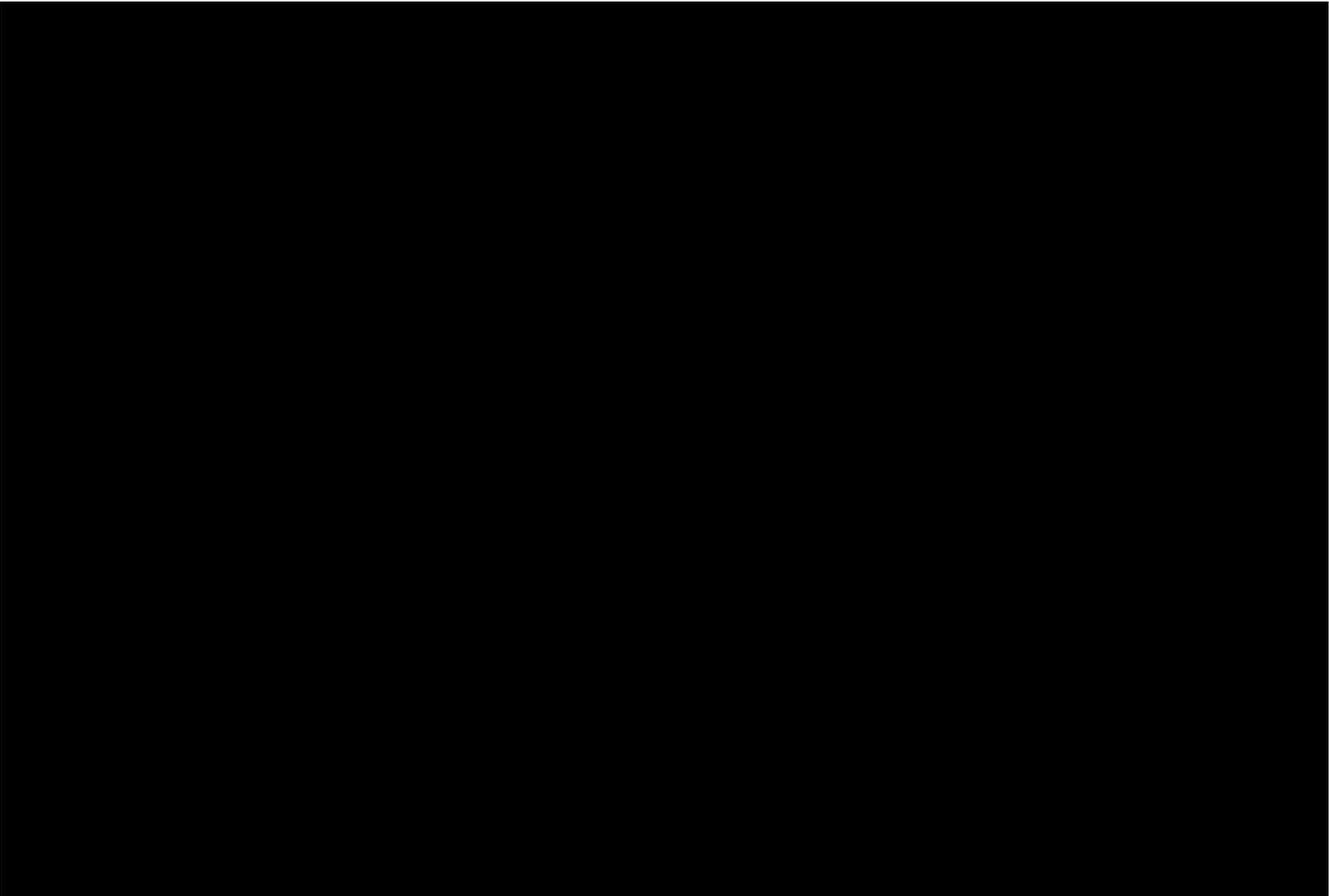
Staff Costs Financial Year 2022- 2023

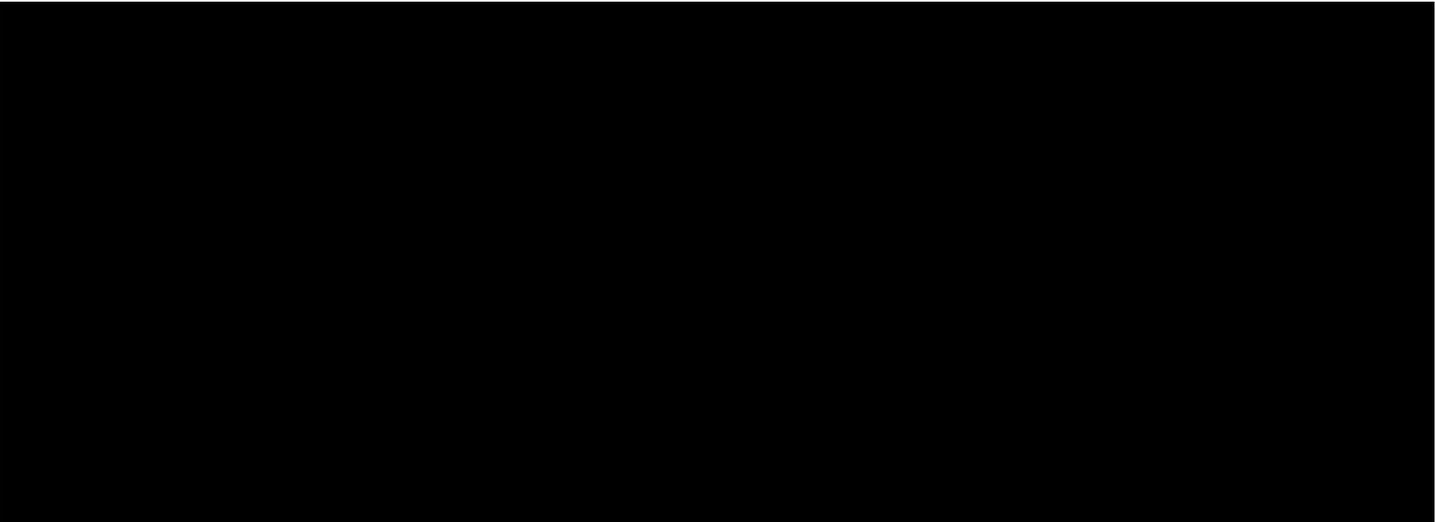




**3.7 Delete the table “Staff Costs Financial Year 2023-2024” and replace it with a new table as follows:**

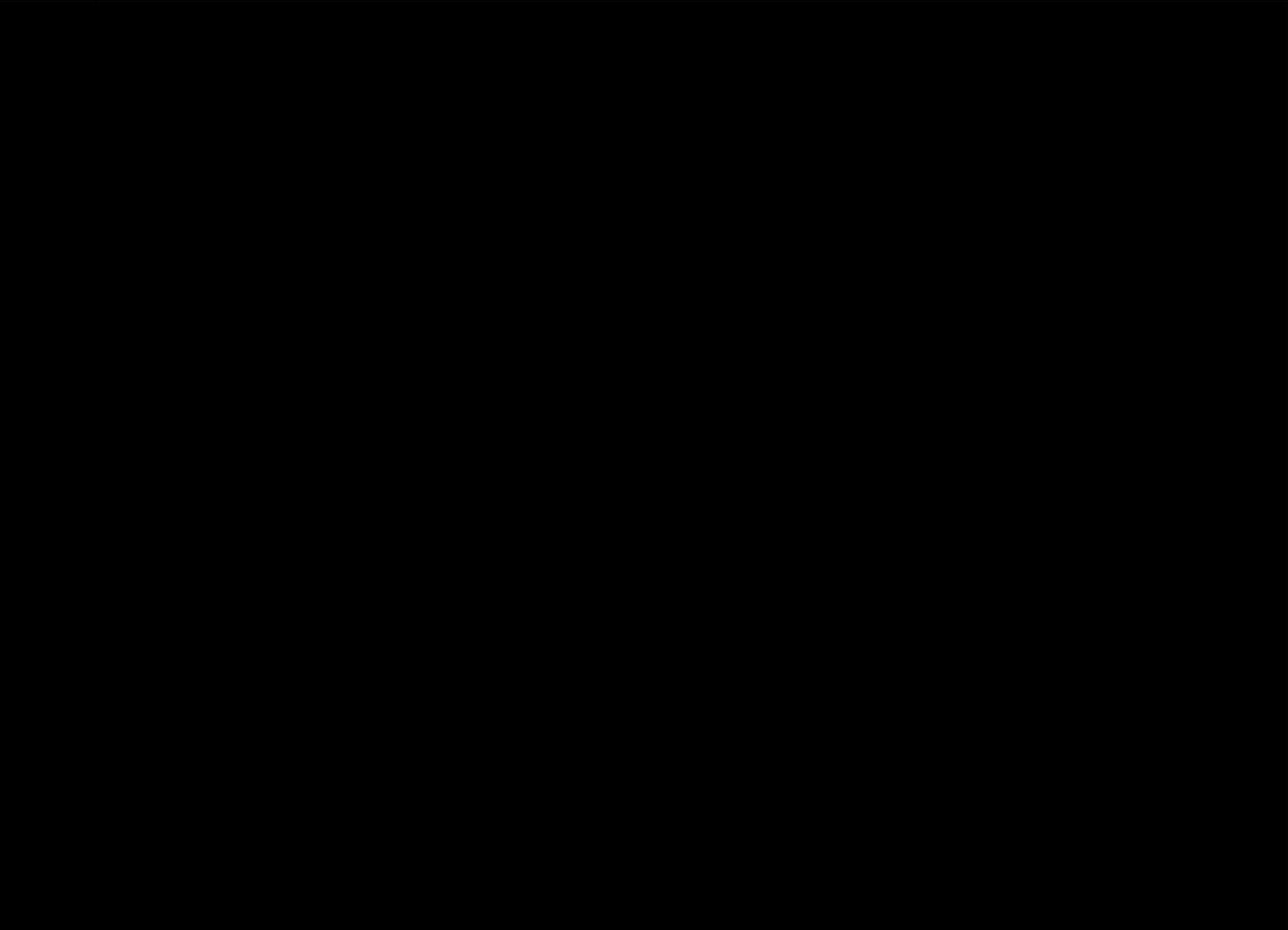
Staff Costs Financial Year 2023- 2024





**3.8 Delete the table “Staff costs total financial years” and replace it with a new table as follows:**

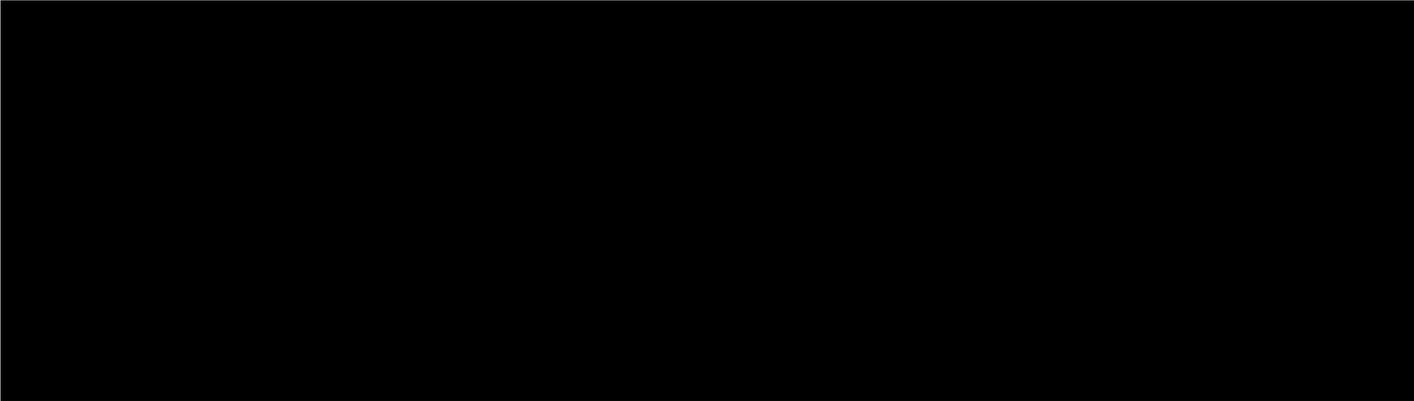
Staff costs total financial years





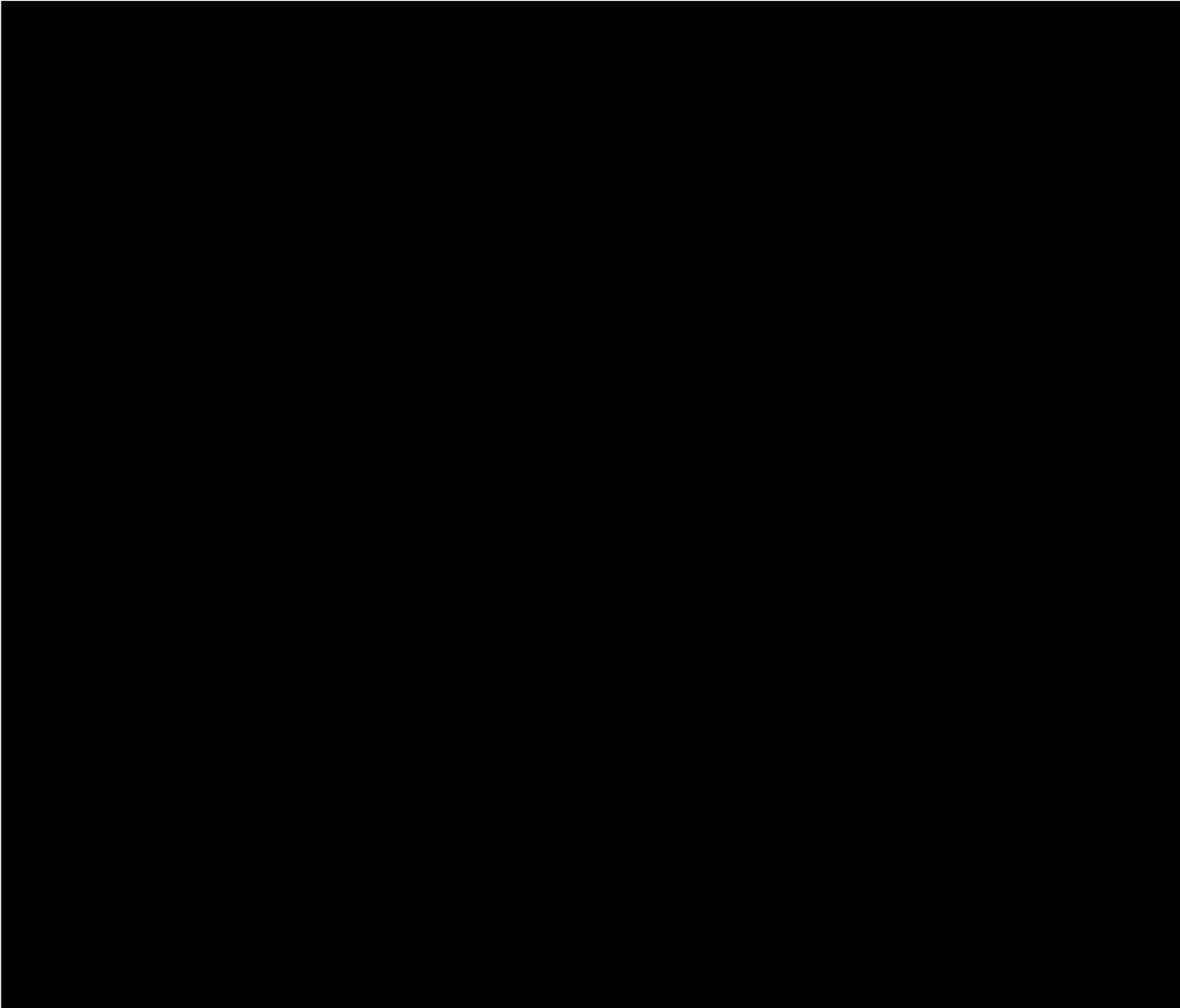
**3.9 Delete the table “Sub-contracts” and replace it with a new table as follows:**

Sub-contracts



3.10 Delete the table “Milestones” and replace it with a new table as follows:

Milestones.



**3.11 Delete the table “Report Appraisals” and replace it with a new table as follows:**

*Report Appraisals.*

