**Appendix 1 Method Statement**

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| **METHOD STATEMENT 1: Contract Resources and Service Requirements – Projected FPN volumes & delivery plans** |
| **30%** of the weighting |
| Please provide us with a projection of the anticipated number of tickets that would be issued during the term of the contract and the operational delivery plans that would be put in place to maintain viability and satisfy the Council's strategic objectives for a cleaner Borough. Please indicate the % of the total FPN’s issued you would expect for each category of;1. Smoking related litter
2. Other litter
3. PSPO dog control measures
4. Others

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| **METHOD STATEMENT 2: Contract Resources and Service Requirement – Changes over Contract Lifetime** |
| **12%** of the weighting |
| What would be your approach in response to any potential changes over the lifetime of the contract, in particular any potential changes to the legislation in relation to the value of fixed penalty notices issued for littering or contravention of Public Space Protection Orders? |

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| **METHOD STATEMENT 3: Contract Resources and Service Requirement – Risk Management** |
| **8%** of the weighting |
| Identify the approach that you would use to manage any risks associated with this contract. Summarise the short, medium and long term risks that may impact this Contract and identify how you would seek to address and mitigate these. |

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| **METHOD STATEMENT 4: Contract Mobilisation - Plan** |
| **4%** of the weighting |
| Please outline your approach to the contract mobilisation and provide a copy of the mobilisation plan to cover the first 100 days from the awarding of the Contract. |

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| **METHOD STATEMENT 5: Partnership Working**  |
| **4%** of the weighting |
| Provide details of your organisation’s approach to collaborative working with neighbouring Local Authorities. Provide details of how the Contracting Arrangements will be structured to maintain an effective relationship with the Council. |

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| **METHOD STATEMENT 6: Partnership Working – reputation management** |
| **7%** of the weighting |
| What would be your intended approach to managing positive publicity/communications with regard to this contract and what processes would you put in place to protect the reputation of the Council. Outline how your organisation would actively promote the Council’s PSPO in relation to dog control. |

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| **METHOD STATEMENT 7: Partnership Working – Social responsibility** |
| **10%** of the weighting |
| Please provide us with details about your organisation’s approach to Community Social Responsibility and how you work with community based organisations. Give us evidenced examples of initiatives that you have undertaken in other areas.  |

 **Contract Management – weighting - 35%**

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| **METHOD STATEMENT 8: Contract Management – Management controls** |
| **5%** of the weighting |
| What management controls do you have in place to ensure that the service specification can be delivered throughout the life of the contract? Please outline how you would ensure that your service and resources meet the standards proposed and what policies and procedures you would put in place (we would expect to see, as a minimum, your planned resource risk register, training plan, business continuity plan, health and safety plan and relevant HR policies). |

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| **METHOD STATEMENT 9: Contract Management – Performance management** |
| **10%** of the weighting |
| Provide details of how Performance Monitoring Reports will be generated and how progress will be measured against KPI’s; both your own and the Council’s. Please also provide details of how your organisation would rectify performance if the required Service Levels are not being achieved. How do you propose to monitor performance and prepare management reports throughout the duration of the contract? |

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| **METHOD STATEMENT 10: Contract Management – Complaint handling** |
| **3%** of the weighting |
| Please describe your complaint handling procedure. In your existing service, please confirm how many complaints have been received during the last twelve months and how many were upheld. Please also express this figure as a percentage of FPNs issued.  |

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| **METHOD STATEMENT 11: Contract Management**  |
| **4%** of the weighting |
| How would you ensure that the details of any checks done at the time of the offence were accurate and recorded correctly and how would you ensure that personal information is managed in accordance with the appropriate legislation?  |

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| **METHOD STATEMENT 12: Contract Management**  |
| **3%** of the weighting |
| Provide details of the approach which will be adopted to deliver self-monitoring and auditing of the Contract and identify the resources that will undertake this responsibility. Please identify how the Council will have real time access and the suggested frequency of monitoring to be deployed.  |