

MONITORING AND EVALUATION SCHEDULE

1. Meetings (frequency of meetings will be subject to change by agreement)

a) Monthly Review Meeting

Except where otherwise stated, the Contractor will attend a monthly meeting with the Scottish Executive (SE) to appraise progress against Document D and the Tender response to Document J.

b) Liaison Meetings

The Contractor will attend liaison meetings with SE and other relevant agencies, frequency to be determined, throughout the duration of the Contract period.

2. Financial Information Report

The Contractor must provide to the SE the costs incurred and the financial monitoring undertaken by the Contractor in operating the Service. These may include costs of installing telephone lines, telephone call charges, staff costs and salary ranges, vehicle costs, equipment costs, IT costs and accommodation costs etc.

3. Monthly Reports on Service Provision (frequency of reports will be subject to change by agreement)

The Contractor will provide SE with monthly reports, each of which will contain, as a minimum (which will be subject to additions / deletions by agreement):

3.1. Status Reports

- 3.1.1. Number of Orders imposed (by Court), broken down by Offender and identifying Orders that are running concurrently with an Offender;
- 3.1.2. Number of Orders imposed with a concurrent Probation Order (by Court) and Drug Treatment and Testing Order;
- 3.1.3. Number of Orders current (by Court);
- 3.1.4. Number of Orders completed (by Court);
- 3.1.5. Numbers of Equipment installed; numbers removed;
- 3.1.6. Numbers of confirmed violations (by level) (by Court);
- 3.1.7. Numbers of violations under investigation (by level) (by Court);
- 3.1.8. Numbers of applications for authorised absences;
- 3.1.9. Numbers of approved applications for authorised absences;

- 3.1.10. Numbers breached (by Court) and number of applications for a breach;
- 3.1.11. Numbers revoked (by Court) and numbers not able to be electronically monitored for any reason;
- 3.1.12. Numbers applied for variance and numbers varied (by Court);
- 3.1.13. Numbers of changes of address and the Orders to which they apply to;
- 3.1.14. Numbers of visits (by type);
- 3.1.15. Equipment in stock / in use;
- 3.1.16. Number of Equipment / communication failures;
- 3.1.17. Model of Equipment / communication failures;
- 3.1.18. % response times met / % defaults;
- 3.1.19. Details of Installation Failure Reports.

3.2.Complaints Report

- 3.2.1. Numbers of complaints
- 3.2.2. Type of complaint
- 3.2.3. Investigation time
- 3.2.4. Numbers of complaints justified, remedial action taken and outcome
- 3.2.5. Brief description of each complaint

4. Performance Reports

The Contractor will send its Performance Report in a format in accordance with Section 19 of Document D to the SE covering the Performance achieved during the previous month.

Note: The Financial Information Report, the Monthly Report on Service Provision and the Performance Report will all be received by the SE's Contract Manager no later than 5 working days following the end of the month to which the Reports relate.

5. Audit

The SE's Contract Manager will undertake, at a frequency to be advised, an audit of the Contractor's records and Performance Reports. For the avoidance of doubt, this requirement will be in addition to any requirement detailed in Clause 25 of Document H.