Quality Evaluation Weightings

	Sub-section		Para	Weighting within Sub-section	Sub-section total	Weighting within Total		Weighting within Total
A: Management Arrangements	1	Local Organisation and Management	1.1 Organisational structure	40%				2.50%
			1.2 Assigning personnel to key positions	30%				1.88%
			1.3 How the local organisation will function	30%				1.88%
					100%	6.25%		
	2	Mobilisation / Demobilisation	2.1 Comprehensive mobilisation proposals	45%				2.81%
			2.2 Mobilisation for vehicle and equipment maintenance	35%				2.19%
			2.3 Exit strategy and demobilisation	20%				1.25%
					100%	6.25%		
	3	IT Mobilisation	3.1 Project plan for developing fully operation al IT interfaces	60%				3.00%
			3.2 Risk mitigation measures	40%				2.00%
					100%	5.00%		
	4	Personnel Training and Development	4.1 Personnel training and development proposals	25%				1.25%
			4.2 Managing cultural transition	25%				1.25%
			4.3 Ensuring partnering ethos	25%				1.25%
			4.4 Health & Safety training	25%				1.25%
					100%	5.00%		
	5	Depot Proposals	5.1 Use of Wiltshire's depots and offices	50%				1.25%
			5.2 Temporary or supplementary facilities	50%				1.25%
					100%	2.50%		
B: Systems and Processes	6	Reactive Works Management Process	6.1 Forming the Community Teams and working in partnership	60%				4.20%
			6.2 Processes for handling reactive works instructions	40%				2.80%
					100%	7.00%		
	7	Mobile IT	7.1 Approach to managing mobile operations	35%				2.45%
			7.2 Mobile communications systems to facilitate two-way communication	35%				2.45%
			7.3 Training site personnel to use mobile IT	30%				2.10%
					100%	7.00%		
	8	Administrative Processes	8.1 Requests for payment are accurate and issued in a timely manner.	50%				3.00%
			8.2 Prompt completion and prompt closure of all orders	50%				3.00%
					100%	6.00%		
C: Operations and Methods	9	Local Highways and Streetscene Operations	9.1 Management and delivery of grounds and streetscene by Community Team	100%				6.00%
					100%	6.00%		
	10	Management of Programmed Highways and Bridges Works	10.1 Minimisation of disruption associated with programmed highways works	100%				4.50%
					100%	4.50%		
	11	Winter, Weather and Emergency Service	11.1 Local snow clearing and gritting activities	100%				4.50%
					100%	4.50%		
D: Customer Care	12	Customer Care	12.1 "Working for Wiltshire"	50%				7.50%
			12.2 Interactions with members of the public leave positive impressions.	50%				7.50%
					100%	15.00%		
E: Performance Innovation and Efficiency	13	Performance and Innovation	13.1 Proposals for 12 Key Performance Indicators	40%				5.00%
			13.2 Address any aspect of non-performance	30%				3.75%
			13.3 Approach to innovation	30%				3.75%
					100%	12.50%		
	14	Operational Efficiency and Year-on-Year Value-for-Money Improvements	14.1 Works and services are carried out cost-effectively and efficiently	20%				2.50%
			14.2 Year-on-year efficiency improvements	20%				2.50%
			14.3 Value-for-money in services carried out by Community Teams	20%				2.50%
			14.4 Community Teams transitioned from resource to output payments	20%				2.50%
			14.5 Apply Systems Thinking to future service development	20%				2.50%
					100%	12.50%		
						100.00%		100.00%