

**ISLE OF WIGHT COUNCIL – HIGHWAYS PFI**

**SCHEDULE 10 – MONITORING**

## SCHEDULE 10

### Monitoring

#### 1. General Monitoring and Reporting Obligations

The Service Provider shall, throughout the Term:

- 1.1 monitor the performance of the Services (and/or procure that each element of the Services is so monitored); and
- 1.2 attend such meetings and provide such information as is required to assist the Authority in managing and monitoring the Services;

in accordance with this schedule 10 (*Monitoring*) and the provisions of schedule 2 (*Output Specification*).

#### 2. Service Meetings

- 2.1 The Parties shall meet to review and discuss all matters arising from each Monthly Service Report at the Monthly Payment Meeting immediately following the relevant Monthly Service Report (or at more frequent intervals as may be required by the Authority acting reasonably) (a "Service Meeting").
- 2.2 All Service Meetings shall be attended by the Authority Representative and the Service Provider Representative. The Authority Representative and the Service Provider Representative shall each procure the attendance of persons appropriate in relation to the agenda of the meeting and who have the necessary knowledge and authority to make decisions, provided that each Party shall ensure that such persons shall at all times be subject to an appropriate duty of confidentiality in accordance with clause 89 (*Confidentiality*).
- 2.3 The Authority Representative shall minute all Service Meetings and shall distribute minutes within five (5) Business Days of the relevant Service Meeting to all attendees of the Service Meeting. The minutes of the Service Meeting shall be discussed and agreed at the next occurring Service Meeting and thereafter the Authority Representative shall incorporate any amendments agreed and distribute the agreed minutes to all other attendees at the meeting within fifteen (15) Business Days of the relevant Service Meeting at which the minutes were agreed.