

SERVICE:
GENERAL REPORTING

| Performance Standard Failure: | Monitoring Frequency |
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| Failure to submit a weekly exception report in an agreed format with the Authority no later than 10am on each Tuesday except where Tuesday is a bank/public holiday, where it will be provided by 10am the next working day | Weekly |
| Failure to submit an electronic monthly service report in a format agreed with the Authority no later than 2 working days before the agreed date of the monthly service meeting | Monthly |
| Failure to submit a quarterly service report in its final form as agreed with the Authority no later than 7 working days before the date of the Strategic Partnership Board. | Quarterly |
| Failure to submit an Annual Service Report in an agreed format with the Authority no later than 15 working days after the end of the contract year which for the avoidance of doubt is March 31st to April 1st | Annual |
| Submission of Annual Business Development Plan | Annual |
| Failure to upload updated/revised Service Delivery Plans into an agreed location no later than 20 working days after a Confirmation of Change is approved. | Quarterly |
| Annual Update of all plans within the Service Specification as agreed with the Authority. Service Plans will be submitted in line with a programme agreed between the Partner and the Authority. | |
| Property Design & Maintenance | |
| Planned Maintenance Plan | Annual |
| Statutory inspection and testing and reporting plan | Annual |
| Travellers | |
| Travellers Site Management Plan / Travellers Management Action Plan | Annual |
| Service Monitoring Auditing and Reporting | |
| Service Monitoring and Reporting Plan | Annual |
| Submission of Annual Business Development Plan | Annual |
| Parks Trees & Open Spaces | |
| PT&OS Annual Plan - to include a second level plans required with the exception of trees (planting, green flag shrubs, hanging baskets, cemetery etc...) | Annual |
| Annual Tree Management Plan including: **Tree Risk Management Plan **Action Plan **Tree and woodland asset database **Urban Woodland Management plan **Woodland management plan **Landmark tree management plan **Pest and disease management plan **Annual Tree planting plan **Consultation protocol | Annual |
| Contract Management Systems | |
| Customer Enquiries and Complaints Plan | Annual |
| Carbon Management and Sustainability Plan | Annual |
| Green Travel Plan | Annual |
| Noise Management Plan | Annual |
| Biodiversity Management Plan | Annual |
| Contract Interface Management | |
| Stakeholder Communication, Education and Engagement Plan | Annual |
| Annual Schedule of Planned Vehicle Maintenance | Annual |
| Business Continuity Plan | Annual |
| Recycling and Reuse Plan | Annual |

| Performance Standard Failure: | Monitoring Frequency |
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| Handover | |
| Exit Plan | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for Waste and Recycling | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for Street Cleansing | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for Parks Trees and Open Spaces | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for PD&M Design | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for PD&M Maintenance | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for PD&M Cleaning | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for Catering | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for Traveller Site Management | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for Passenger Transport | Annual |
| Failure to undertake Customer / Stakeholder Satisfaction surveys at least biannually for Courier | Annual |
| Failure to produce a contract exit strategy within 6 months of contract commencement and thereafter update the plan on an annual as agreed with the Authority | Annual |
| Provision of a Health, Safety and Welfare Plan | Quarterly |
| Comply with the Health, Safety and Welfare Plan | Weekly |
| Failure to notify the Authority of the occurrence of a RIDDOR within 2 hours of the occurrence. | Monthly |
| Failure to provide full details of a RIDDOR to the Authority and the HSE in line with the timescales stipulated by the Health and Safety Executive | Monthly |
| Observation of all H&S related procedures and requirements | Monthly |
| Maintain all H&S Training Records for all staff | Monthly |
| Provide a monthly H&S Report including a summary of accidents | Monthly |
| Failure to determine and agree with the Authority, the baseline carbon tonnage methodology by the end of the 1st Contract Year | Annual |
| Failure to collect the baseline carbon tonnage data by the end of the 2nd Contract Year. | Annual |
| Failure to achieve Carbon Reduction Targets (From 3rd Year of Contract) | Annual |

49

WASTE & RECYCLING

| Performance Standard Failure: | Monitoring Frequency |
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| Missed Bins (over 50 miss collections per 100,000) eg: if 150 collections were missed from a total of 300,000 the total compensation owed to the Authority would be £2250 with no ratchet. | Monthly |
| Bulky Waste not collected on the specified collection day | Monthly |
| <p>Failure to achieve the following recycling performance in the specified contract year:</p> <p>2011/12 46% 2012/13 54% 2013/14 60% 2014/15 and thereafter 61%</p> <p>Where the partner fails to achieve the recycling performance the Authority may consider a reduction in compensation in line with the following:</p> <ul style="list-style-type: none"> - no more than 0.5%: 25% of compensation payable - no more than 1%: 50% of compensation payable - no more than 1.5%: 75% of compensation payable - 2% or more 100% of compensation payable | Annual |
| Failure to deliver Replacement Bins / Containers where instructed by the Authority or due to damage caused by the Partner within 2 working days | Monthly |
| Failure to provide details of an assessment for a larger bin to be provided to a resident within 3 working days of a request being received. Where an assessment is authorised by the Authority the Partner will deliver bins in accordance with WRKPI 004 | Monthly |
| Educational Events carried out in accordance with the Education & Comms Plan | Quarterly |
| Failure to return bins to designated collection point | Monthly |
| Failure to provide monthly waste tonnage data | Monthly |
| Failure to provide Special Event Services inc. Election Duties in accordance with Authority instruction/request | Monthly |

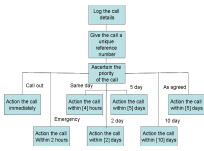
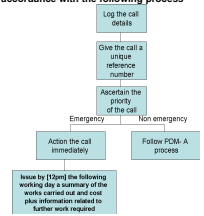
SERVICE:
STREET CLEANSING

| Performance Standard Failure: | Monitoring Frequency |
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| Failure to bring an area identified within the Zoning Plan back to Grade A standard in accordance with the agreed timeframe allowable depending on the intensity of use of that area, demonstrated through 95% of quality audits achieving the standard required in the Service Specification | Monthly |
| Failure to ensure that litter bins are not full or overflowing. Where a litter bin is reported as full or overflowing the Partner will ensure that the bin is emptied in accordance with the following: * In high usage- city centre areas within 30 minutes * In all other areas if reported before 1pm emptied the same day * If reported after 1 pm emptied the following working day | Monthly |
| Management of Abandoned Vehicles in line with Specification | Monthly |
| Removal of illegally erected signage, fly-posting and/or Graffiti within the times identified within the specification dependent upon their classification. | Monthly |
| Fly Tipped Waste Removed within specified time. | Monthly |
| Failure to gather information in relation to fly tipped waste required by the Authorities enforcement team which includes any details which may assist with a conviction. | Monthly |
| Failure to update incidence of fly tipping as required by Defra with the Flycapture system. | Monthly |
| Failure to provide special event in accordance with Authority instruction or request. | Monthly |

SERVICE:
GROUNDS MAINTENANCE

| KPI Reference | Performance Standard Failure: | Monitoring Frequency |
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| PT&OSKPI 001 | Green Flag Park Awards: Failure to retain Green Flag Status for Central Park and Ifter Park and crematorium (in the case of the crematorium: to the extent that the failure is as a consequence of services or activities not performed to the required level by the partner). | Annual |
| PT&OSKPI 002 | Failure to provide proposals as to how to increase the number of parks with green flag status - this will be provided as part of the | Annual |
| PT&OSKPI 003 | Failure to maintain the aviary in accordance with the specification | Monthly |
| PT&OSKPI 004 | Failure to maintain paddling pools and interactive water features | Monthly |
| PT&OSKPI 005 | Failure to maintain park furniture in accordance with the specification | Quarterly |
| PT&OSKPI 006 | Failure to produce and maintain/update the tree asset register | Monthly |
| PT&OSKPI 007 | Failure to inspect trees as instructed by the Authority within the time period set out within the specification. | Monthly |
| PT&OSKPI 008 | Failure to undertake remedial works within the time period set out within the specification | Monthly |
| PT&OSKPI 009 | Failure to maintain standards for amenity grass cutting as specified and in accordance with the annual plan, demonstrated through 95% of quality audits achieving the standard required in the Service Specification | Monthly |
| PT&OSKPI 010 | Failure to maintain standards for urban and rural road verges as specified, demonstrated through 95% of quality audits achieving the standard required in the Service Specification | Quarterly |
| PT&OSKPI 010a | Failure to maintain standards for protected road verges as specified, demonstrated through 95% of quality audits achieving the standard required in the Service Specification | Quarterly |
| PT&OSKPI 011 | Failure to submit an annual plan for flowers, roses bedding and hanging baskets as part of the PTOS Annual Plan | Annual |
| PT&OSKPI 012 | Failure to submit an annual plan for bulbs, corms, tubers, roses and other plant material as part of the PTOS Annual Plan | Annual |
| PT&OSKPI 013 | Failure to supply, plant and maintain trees, shrubs, roses fruit plants, forest trees, poplars, willows bedding plants, bulbs, corms and tubers and ground cover plants in accordance with the annual plan and specification, as part of the PTOS Annual Plan | Annual |
| PT&OSKPI 014 | Failure to maintain ditches, ponds pond outfalls and lakes in accordance with spec. | Quarterly |
| PT&OSKPI 015 | Failure to inspect, maintain and record play areas inspections in accordance with the spec | Monthly |
| PT&OSKPI 016 | Failure to check and report damaged or missing life belts on the Eastern & Western embankments of the river Nene between the Town Bridge and the Fitzwilliam Bridge 7 days per week. All repairs are to be completed within 4 hours | Monthly |
| PT&OSKPI 017 | Failure to adequately prepare or open sports facilities in readiness for play. For the avoidance of doubt this performance measure will be monitored by exception | Monthly |
| PT&OSKPI 018 | Failure to Maintain Grass, Trees, Shrubs and hedges within Cemeteries & Crematorium. | Quarterly |
| PT&OSKPI 019 | Failure to prepare graves in accordance with the specification. | Monthly |
| PT&OSKPI 020 | Failure to fill graves in accordance with the specification. | Monthly |
| PT&OSKPI 021 | Failure to ensure that staff are easily identified wearing appropriate uniform and PPE and carry identification as required, measured in accordance with KPICMS002 | Monthly |
| PT&OSKPI 022 | Failure to ensure that staff comply with the standards and requirements as set out within the specification. | Monthly |
| PT&OSKPI 023 | Failure to remove floral tributes from graves | Monthly |
| PT&OSKPI 024 | Failure to respond to settlement of graves in accordance with the specification. | Monthly |

**SERVICE:
PROPERTY DESIGN & MAINTENANCE**

| Performance Standard Failure: | Monitoring Frequency |
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| <p>Customer Services: Failure to operate a helpdesk function in accordance with the following process:</p>  | Monthly |
| <p>Failure to operate an Out of Hours Service in accordance with the following process:</p>  | Monthly |
| Design & Project Management: Failure to respond to client on Commissioning Agreements in line with PDM-C | Monthly |
| Failure to complete RFI to time | Monthly |
| Failure to report progress on commissioned work in line with what is agreed with the Authority in the Commissioning Agreement | Monthly |
| Failure to report to the Authority progress against the Partners Condition/DDA/Asbestos and Mechanical and Electrical Plan | Monthly |
| Failure to report any emergency works in relation to Asbestos or Mechanical and Electrical issues to the Authority immediately | Monthly |
| Failure to report damage caused to any part of the building, it's fixtures or fittings, surfaces, furniture or users property as a result of building cleaning operations. Any damage must be reported within 24 hours | Weekly |
| Failure to comply with call handling and response protocol (Fig PDM-A) | Monthly |
| Failure to update the Technology Forge database with the results of all inspections, tests and services within 10 working days of the inspection, test or service having taken place | Monthly |
| Failure to keep accurate and up to date building log books on site and centrally for the authority records, inspection tests and services completed | Monthly |
| Failure to comply with the required level of cleanliness in an emergency | Monthly |
| Failure to comply with the required level of cleanliness in a high usage building | Monthly |
| Failure to comply with the required level of cleanliness in a medium usage building | Monthly |
| Failure to comply with the required level of cleanliness in a low usage building | Monthly |
| All staff to be trained in accordance with H&S and legal requirements and in particular around COSHH regulations | Annual |

**SERVICE:
CATERING**

| Performance Standard Failure: | Monitoring Frequency |
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| Services to be provided are not compliant with all H&S requirements and Environmental Health Officer requirements. | Quarterly |
| Failure to produce menus in accordance with National Legal Nutritional standards including food traceability and sustainability unless otherwise agreed with the School and/or Authority | Annual |
| Staff trained to NVQ Level 2, food preparation and cookery standards to required staff | Annual |
| Failure to provide services to schools in line with existing SLA's (To be reviewed 6 months after contract commencement) | Monthly |
| Failure to provide school meal data to the Authority at the required times | Quarterly |

AUTHORITY FLEET MANAGEMENT (VM01)

HACKNEY CARRIAGE & PRIVATE HIRE LICENCE TESTING (VM02)

| Performance Standard Failure: | Monitoring Frequency |
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| Failure to carry out vehicle servicing and maintenance in accordance with the agreed Annual Servicing Plan . | Monthly |
| Failure to maintain a vehicle in a fit, serviceable and roadworthy condition (Vehicle Compliance) provided that the vehicle is made available in accordance with the timescales set within the Annual Servicing Plan | Monthly |
| Failure to complete [to PASS level] MOT's within 1 Business Day of delivery by the Authority provided that vehicles are provided for pre MOT checks as specified within the | Quarterly |
| Failure to comply with the [monthly] schedule of planned maintenance | Monthly |
| Failure to attend to an Authority vehicle breakdown within 1 hour of notification or 2 hours should the vehicle be outside of the PCC boundary. | Monthly |

55

SERVICE:
TRAVELLERS SITE MANAGEMENT

| Performance Standard Failure: | Monitoring Frequency |
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| Attendance at Unauthorised Sites within 24 Hours of notification. | Monthly |

SERVICE:
PASSENGER TRANSPORT

| Performance Standard Failure: | Monitoring Frequency |
|---|-----------------------------|
| Failure to provide a vehicle for a route. For the avoidance of doubt this is capped at one failure per route per day. | Monthly |
| Failure to provide a vehicle to the required specification and condition. | Monthly |
| Failure to stop at a designated bus stop corroborated by a justified report from a member of the public or responsible person. | Monthly |
| Leaving a bus stop prior to the timetabled departure. | Monthly |
| All designated posts (so requiring) are PCV qualified and that drivers hold a valid current driving license and are trained to cover all relevant requirements of the job description | Monthly |
| All designated escorts are (PAT) Passenger Assistance Training qualified. | Quarterly |
| All designated drivers and escorts are CRB checked to an enhanced level prior to commencement of employment | Monthly |

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| Failure to provide electronic ticket detailing required information. | Quarterly |
| Failing to register a route with the Traffic Commissioner | Quarterly |
| Failure to arrange for a vehicle (other than a public bus) to be fitted with a fully operating GIS tracking system. | Quarterly |
| Failure to provide a timetable as required | Quarterly |
| Failure to display required route information | Quarterly |
| Failure to provide PCC branding or the displaying of incorrect branding. All changes in designed are to be approved by the Authority before being livered onto vehicles. | Quarterly |
| Failure to make arrangements to deal with lost property in accordance with the PSV (Lost Property) Regs 1978 | Monthly |
| Failure to provide tickets in line with the specification and instructions in the fare timetable. | Monthly |
| Failure to operate in line with school arrival and departure times | Monthly |
| Failure to provide seatbelts. | Monthly |
| Failure to secure wheelchair. Partner will demonstrate compliance through quality audits | Monthly |

SERVICE:

COURIER SERVICES

| Performance Standard Failure: | Monitoring Frequency |
|---|-----------------------------|
| All deliveries /collections to be made in accordance with the agreed timetable. | Monthly |
| Providing Resources out of hours in line with the specification response time. | Monthly |
| Delivery of Papers to Elected Members within the agreed time period. | Monthly |

59

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