

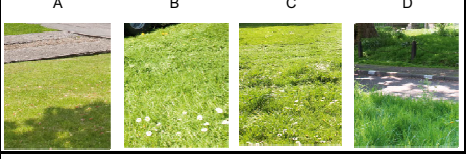


Service	What you can expect	How we will measure	Monitoring Frequency	How to report an issue	Penalty	Grading Images																				
Household waste collection	You can expect, on alternate weeks, your black then green and brown bins to be emptied, with the food caddy emptied weekly; in the event that your bin is missed, if you report this by 12.00 it will be collected the same day, if reported after 12 then it will be emptied the following day. All bins will be returned to the point of presentations and assisted collections will be offered where required.	Number of properties that were missed for a particular waste service twice or more in 2 months. Target < 90	Bi Monthly	Resident calls Peterborough Direct, or Enterprise Peterborough helpdesk	£ 250.00																					
		Number of missed collections at assisted collection properties. Target < 78 per month.	Monthly	Resident calls Peterborough Direct, or Enterprise Peterborough helpdesk	£ 250.00																					
		Number of complaints received with regards to replacement of waste containers. Target < 6 per month	Monthly	Resident calls Peterborough Direct, or Enterprise Peterborough helpdesk	£ 250.00																					
		Overall household waste collection customer satisfaction from the Citizens panel survey to be 85% or more.	Annually	Survey sent to residence of Peterborough	£ 5,000.00																					
		Failure to achieve the following recycling performance in the specified contract year : 2013/14 - 60% 2014/15 - 61%	Annually	PCC produce statistical information each month with the data provided by Enterprise Peterborough	£ 57,608.00																					
Street sweeping, washing, litter collection and bin emptying	All 1981 streets will be cleansed within Peterborough and brought back to Grade A standard, this will include road sweeping, litter collection, leaf clearance and street washing. All full litter / dog bins that are reported before 13:00 will be emptied the same day there after the next working day. Graffiti will be removed from PCC land within 6 hours if it is offensive and 3 days for non offensive, while fly Tipp will be removed within 2 hours where it is hazardous and within 2 days for all other instances. All PCC highways will be cleansed and central reservations cleared of detritus and weeds. These operations will be carried out in compliance with the street cleansing plan to maintain High, Medium and Low intensity areas.	Overall Street Cleansing customer satisfaction from the Citizens panel survey to be 45% or more.	Annually	Survey sent to residence of Peterborough	£ 5,000.00																					
		Failure to bring an area back to Grade A standard in accordance with the agreed timeframe set out below demonstrated through 95% of quality audits. The streets are split 41 High intensity 29 Medium and 1911 Low. High intensity being the City centre areas. <table border="1"> <tr> <td></td> <td>High</td> <td>Medium</td> <td>Low</td> </tr> <tr> <td>Grade A</td> <td>After Cleansing</td> <td></td> <td></td> </tr> <tr> <td>Grade B</td> <td>6 hrs</td> <td>12 hrs</td> <td>2 wks</td> </tr> <tr> <td>Grade C</td> <td>3 hrs</td> <td>6 hrs</td> <td>1 wks</td> </tr> <tr> <td>Grade D</td> <td>1 hrs</td> <td>3 hrs</td> <td>60 hrs</td> </tr> </table>		High	Medium		Low	Grade A	After Cleansing			Grade B	6 hrs	12 hrs	2 wks	Grade C	3 hrs	6 hrs	1 wks	Grade D	1 hrs	3 hrs	60 hrs	Monthly	Report is made to Peterborough Direct, or Enterprise Peterborough helpdesk	£ 1,000.00
			High	Medium	Low																					
		Grade A	After Cleansing																							
		Grade B	6 hrs	12 hrs	2 wks																					
Grade C	3 hrs	6 hrs	1 wks																							
Grade D	1 hrs	3 hrs	60 hrs																							
Where a litter or dog bin is reported as full or overflowing the Partner will ensure that the bin is emptied in accordance with the following: <ul style="list-style-type: none"> In 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	Report is made to Peterborough Direct, or Enterprise Peterborough helpdesk	£ 500.00																							
Fly tipped waste removed within 24 hours where it is hazardous and 48 hours where it is deemed as non hazardous.	Monthly	Report is made to Peterborough Direct, or Enterprise Peterborough helpdesk	£ 500.00																							
Reduce the number of Fly Tipp incidents per quarter. Current target less than 1109 per quarter this target will be reviewed annually	Quarterly	Statistical information taken from Works manager	£ 750.00																							
Parks, trees, grass cutting, shrubs and flowers	An annual plan of shrub, grass and bedding maintenance will be produced to detail the frequency of maintenance in a given area. Amenity grassed areas will be cut on a regular cycle and shrubs will be cut once to a years growth with any health and safety or sightline issues being cut throughout the year. They will supply and maintain all hanging baskets and winter and summer bedding plants. All Trees within Peterborough will be inspected and recorded on a comprehensive risk management database with any remedial work being carried out as and when required. All emergency work will be carried out within 1 day, 6 weeks for a priority and all else within 12 weeks. Litter will be removed from all PCC open space areas to maintain a grade A standard. Green Flag sites will retain their awards and proposals put in place to increase the numbers of across the City. All play equipment and park furniture will be inspected and maintenance carried out where required.	Overall Grounds Maintenance customer satisfaction from the Citizens panel survey to be 60% or more.	Annually	Survey sent to residence of Peterborough	£ 5,000.00																					
		Failure to maintain and regain Green Flag status in Central Park, Ilter Park, the crematorium and Eye Open Space	Annually	Green flag awarded / not awarded	£ 5,000.00																					
		Failure to maintain standards of grass cutting, demonstrated through 95 % of quality audits achieving the standard required for the specific area.	Monthly	Quality checks performed by Enterprise / PCC	£ 1,000.00																					
		Failure to carry out a yearly cut of all shrubs to a years growth. Maintain flowers and bulbs ensuring beds are free from weeds and any failed plants are replaced accordingly.	Monthly	Through the yearly shrub cutting plan	£ 1,000.00																					
		Failure to inspect trees as instructed by the Authority within the time period set out below. These must be recorded and maintained on an up to date tree asset register <ul style="list-style-type: none"> 2 hours if deemed as an emergency 4 weeks if deemed as a priority 8 weeks in all other cases 	Monthly	Statistical information taken from Works manager	£ 1,000.00																					
		Failure to inspect, maintain and record play area inspections in accordance with the spec	Monthly	Statistical information taken from Works manager	£ 1,000.00																					
City Centre	You can expect the City Centre to have a designated team which will carry out a daily cleanse of benches and bike shelters on Long Causeway, Bridge Street and Lower Bridge street. They will remove pigeon faeces from hard surfaces and remove chewing gum from Cathedral square. There will also be 4 hot washes carried out on the pavement areas per year, a hit squad will be available for spills. Litter bins will be emptied through the day and litter collected from the streets to maintain a Grade A standard	Overall customer satisfaction from the Citizens panel survey to be 45% or more	Annually	Survey sent to residence of Peterborough	£ 5,000.00																					
Traveller Management	All unauthorised encampments will be visited within 24 hours and communicated to the authority a suitable removal date. Regular visits will be made to ensure that the encampment is not causing anti social behaviour or carrying out any criminal offences. Assistance will also be given when required to evict encampments and arrange for subsequent clear up and securing of the land. Authorised Sites will be maintained and have regular Health and Safety risk assessments carried out including a weekly inspection of the sites. Remedial work will be carried out to the sites as and when required.	Attendance at unauthorised traveller sites within 24 hours of notification	Monthly	Statistical information taken from Works manager	£ 500.00																					
		Cleanse and secure unauthorised traveller sites within 24 hours of departure	Monthly	Statistical information taken from Works manager	£ 1,000.00																					
Complaints	The partner will adopt the PCC complaints procedure which is a 3 stage procedure with all complaints being responded to within 10 working days. If the partner wishes to change this policy they must set out their proposals and allow 10 working days for the Authority to respond	Number of stage 2 complaints target < 2 per month	Monthly	Statistical information taken from Works manager	£ 250.00																					

This page is intentionally left blank