

30.09.14 Key Performance Indicators

| Service | What you can expect | Ref | How we will measure | Monitoring Frequency | How to report an issue | Ratchet | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-14 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | |
|---|--|-----|--|----------------------|--|---------|---|--|--|--|--|---|---|---|---|---|---|---|---|---|---|---------------------------|
| 1. Household Waste Collection | You can expect, on alternate weeks, your black then green and brown bins (if part of the charged service) 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. | 1.1 | Where the same property is missed twice or more for a particular waste service (e.g food waste collection) in 2 months. Target < 30 | Bi Monthly | Resident calls Peterborough Direct, or Amey Peterborough helpdesk | Monthly | 2 | 5 | 4 | 8 | 20 | 21 | 4 | 0 | 11 | 16 | 21 | 21 | 24 | 20 | 27 | |
| | | 1.2 | Number of missed collections at assisted collection properties. Target < 70 | Monthly | Resident calls Peterborough Direct, or Amey Peterborough helpdesk | Monthly | 12 | 61 | 20 | 62 | 26 | 57 | 8 | 9 | 28 | 32 | 28 | 42 | 10 | 67 | 66 | |
| | | 1.3 | Number of complaints received with regards to replacement of waste containers. Target < 12 per month | Monthly | Resident calls Peterborough Direct, or Amey Peterborough helpdesk | Monthly | 5 | 1 | 1 | 1 | 0 | 3 | 1 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | |
| | | 1.4 | Overall household waste collection customer satisfaction from the Citizens panel survey to be above 87.5 % (see appendix 1a) ; taking into account any factors that may reduce satisfaction as a direct result of Council Policy. To be revised annually. | Annually | Survey sent to residents of Peterborough | None | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month |
| | | 1.5 | Failure to achieve the following recycling performance in the specified contract year (please note these figures will need to be adjusted to take into account the charged garden waste scheme) : 2013/14 - 60% 2014/15 - 61% | Annually | PCC produce statistical information each month with the data provided by Amey Peterborough | None | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month |
| 2. 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 tipping will be removed within 24 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. | 2.1 | Overall Street Cleansing customer satisfaction from the Citizens panel survey to be above 61.9% (see appendix 1a) taking into account any factors that may reduce satisfaction as a direct result of Council Policy. To be revised annually. | Annually | Survey sent to residents of Peterborough | None | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | |
| | | 2.2 | 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. for grading image see appendix 1b High Medium Low Grade A After Cleansing Grade B 6 hrs 3 working days 3 wks Grade C 3 hrs 2 working days 1 wk Grade D 1 hrs 2 working days 1wk | Monthly | Report is made to Peterborough Direct, or Amey Peterborough helpdesk | Monthly | 2 require further investigation as inputting error | 1 requires further investigation as inputting error | All complete | All complete | All complete | All complete | All complete | All complete | All complete | All complete | All complete | All complete | All complete | All complete | All complete | |
| | | 2.3 | Where a litter or dog bin is reported as full or over flowing the Partner will ensure that the bin is emptied in accordance with the following: * 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 Amey Peterborough helpdesk | Monthly | 6 Works manager regime did not match KPI requirement | 14 Works manager regime did not match KPI requirement | 5 - WM updated part way through the month | 0 | 0 | 0 | 0 | 0 | 0 (39 collected) | 4 (37 Collected) | 0 (32 Collected) | 0/57 collected | 0/52 | 0/67 | 0/69 | |
| | | 2.4 | 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 Amey Peterborough helpdesk | Monthly | 0 (930 collected) | 2 (714 collected) | 0 (753 collected) | 0 (872 collected) | 0 (645 collected) | 0 (886 collected) | 0 (726 collected) | 0 (707 collected) | 0 (622 collected) | 1 (736 Collected) | 0 (609 Collected) | 0/732 | 0/693 | 0/769 | 0/836 | |
| | | 2.5 | Graffiti on Council property to be removed within 6 hours where it is offensive or in 3 working days if non offensive. | Monthly | Report is made to Peterborough Direct, or Amey Peterborough helpdesk | Monthly | N/A | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0/9 | 0/9 | 0/7 |
| | | 2.6 | Agree a target reduction level and associated work plans with Peterborough City Council. Target becomes binding if enforcement responsibility is delegated to Amey Peterborough. | TBC | TBC | TBC | | | | | | | | | | | | | | | | |
| 3. Grounds Maintenance | 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. | 3.1 | Overall Grounds Maintenance customer satisfaction from the Citizens panel survey to be above 73.6% (see appendix 1a) taking into account any factors that may reduce satisfaction as a direct result of Council Policy. To be revised annually. | Annually | Survey sent to residents of Peterborough | None | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | Not Applicable this month | | |
| | | 3.2 | Failure to maintain and regain Green Flag status in Central Park, Itter Park, Victoria Gardens and Eye Open Space | Annually | Green flag awarded / not awarded | None | Not Applicable this month - GF prep work in progress, Management plans complete | Not Applicable this month - Judging taken place, awaiting feedback | Not Applicable this month - Judging taken place, awaiting feedback | Not Applicable this month - Judging taken place, awaiting feedback | Not Applicable this month - Judging taken place, awaiting feedback | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | Green Flags awarded Summer 2014 - Central Park, Itter Park, Victoria Gardens and Eye Open Space | |

| | | | | | | | | | | | | | | | | | | | | | |
|--|---|--|---|--|--|----------|---|---|---|---|---|--|---|---|---|---|---|---|---|---|----------|
| 3. Parks, Trees, Grass Cutting, Shrubs and Flowers | 3.3 | Failure to meet amenity grass cutting frequency (3 weekly from April for 95% of the area) to an appropriate standard / finish for the specific area when cutting complete. <i>Image to be added</i> | Monthly | Quality checks performed by Amey / PCC | Monthly | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | |
| | 3.4 | Failure to carry out a yearly cut of all shrubs to a years growth. | Annually | Thorough the yearly shrub cutting plan | Yearly | N/A | N/A | N/A | N/A | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | Works in progress as per annual plan. | |
| | 3.5 | Maintain flowers beds and displays ensuring aesthetically pleasing (ensuring substantially free from weeds). | Monthly | Quality checks performed by Amey / PCC | Monthly | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved |
| | 3.6 | Any shrub/greenery encroaching on site lines or affecting H&S to be cut back as required within 1 week. | Monthly | Report is made to Peterborough Direct, or Amey Peterborough helpdesk | Monthly | | | | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | 3.7 | 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 | Monthly | 0 | 0 | 0 | 0 | 72 | 53 | 1 (change reason from previous month: one works not linked to KPIs failures, 1 was incorrectly closed day before) | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | |
| | 3.8 | Failure to inspect, maintain and record play area inspections in accordance with the spec | Monthly | Statistical information taken from Works manager | Monthly | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved | Achieved |
| 4. 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 | 4 | Overall household waste collection customer satisfaction from the Citizens panel survey to be above 75.3% (see appendix 1a); taking into account any factors that may reduce satisfaction as a direct result of Council Policy. To be revised annually. | Annually | Survey sent to residents of Peterborough | No | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | Not applicable this month | |
| 5. Travellers | 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. | 5 | Cleanse and secure unauthorised traveller sites within 24 hours of departure | Monthly | Statistical information taken from Works manager | Monthly | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | No issues identified - set a code up in Works Manager | |
| 6. 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. This excludes complaints specifically regarding Peterborough City Council Policy (for example the introduction of the charged garden waste collection). | 6 | Number of stage 2 complaints target < 2 per month | Monthly | Statistical information taken from Works manager | Monthly | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | |
| 7. Passenger Transport | Failure to provide a vehicle for a route (this includes providing a qualified DBS checked Driver and passenger assistant if required) within 30 minutes | 7 | This is capped at one failure per route per day. | Monthly | Amey monthly performance report | Monthly | N/A | N/A | N/A | N/A | N/A | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | |