



		3.2	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	£ 1,000.00	Monthly	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
		3.3	Failure to carry out a yearly cut of all shrubs to a years growth.	Annually	Thorough the yearly shrub cutting plan	£ 1,000.00	Yearly	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.	Works in progress as per annual plan.	Works in progress as per annual plan.
		3.4	Maintain flowers beds and displays ensuring aesthetically pleasing (ensuring substantially free from weeds).	Monthly	Quality checks performed by Amey / PCC	£250	Monthly	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
		3.5	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	£250	Monthly	0/30	0/36	0/26	0/44	0/51	0/104	0/235	0/172	0/112	0/152	0/73	0/30	0/16
		3.6	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"> <li>• 2 hours if deemed as an emergency</li> <li>• 4 weeks if deemed as a priority</li> <li>• 8 weeks in all other cases</li> </ul>	Monthly	Statistical information taken from Works manager	£ 1,000.00	Monthly	0/113	0/59	0/67	0/62	0/84	0/101	0/214	0/175	0/135	0/147	0/85	0/74	0/39
		3.7	Failure to inspect, maintain and record play area inspections in accordance with the spec	Monthly	Statistical information taken from Works manager	£ 1,000.00	Monthly	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved	Achieved
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	£ 1,000.00	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
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	£ 250.00	Monthly	0	0	0	0	0	0	0	0	0	0	0	0	0
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	£250	Monthly	1	0	0	0	0	1	0	0	0	0	0	0	0