

	Performance Standard Failure Number	What you can expect	Performance Standard Failure	Monitoring Frequency	Rectification Period	Performance Deduction	Basis of Calculation															
Household Waste Collection Service	1.1	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.	Missed Collection - all waste streams. Target 60 missed bins per 100,000 collections	Daily	1 Working Day	0.5 hours	Administrative Labour Cost in respect of each instance in excess of the target															
	1.2		Where two or more missed collection (from any waste stream) is missed from the same property in a two month period. Target is 10 repeat missed bins over a two month period.	Bi-monthly	1 Working Day	1 hour	Administrative Labour Cost in respect of each Missed Collection. Charge applied to each missed collection above the target. This target can be applied in addition to 1.1 and 1.5 and is calculated using data that forms 1.1 and 1.5 only.															
	1.3		Inappropriate collection (e.g. placing of containers inappropriately, collection of unauthorised waste) Target <10 per month	Monthly	1 Working Day	0.5 hours	Administrative Labour Cost in respect of each instance in excess of the target															
	1.4		Non-delivery of container within the required timescale. Target <10 per month	Monthly	1 Working Day	0.5 hours	Administrative Labour Cost in respect of each instance in excess of the target															
	1.5		Number of missed 'assisted collections' per	Monthly	1 Working Day	1 hour	Administrative Labour Cost in respect of each instance in excess of the target															
	1.6		Failure to offer a Bulky Waste Collection service to a household within the required timeframe	Monthly	1 week	0.5 hours	Administrative Labour Cost in respect of each instance in excess of the target															
	2.1	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.	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 as. <table border="1"> <tr> <td></td> <td>High</td> <td>Medium</td> </tr> <tr> <td>Grade A</td> <td>After Cleansing</td> <td></td> </tr> <tr> <td>Grade B</td> <td>6 hrs</td> <td>3 working days</td> </tr> <tr> <td>Grade C</td> <td>3 hrs</td> <td>2 working days</td> </tr> <tr> <td>Grade D</td> <td>1 hrs</td> <td>2 working days</td> </tr> </table>		High	Medium	Grade A	After Cleansing		Grade B	6 hrs	3 working days	Grade C	3 hrs	2 working days	Grade D	1 hrs	2 working days	Monthly	na	1 hour	A minimum of 40 surveys are to be undertaken each month such that failure will occur if two or more areas are not brought back to Grade A standard in accordance with the agreed timeframe.
			High	Medium																		
	Grade A		After Cleansing																			
	Grade B		6 hrs	3 working days																		
	Grade C		3 hrs	2 working days																		
Grade D	1 hrs	2 working days																				
2.2	Where a litter or dog bin is reported as full or over flowing the Aragon Direct Services will ensure that the bin is emptied in accordance with the following: * In City centre areas within 1 hour * In all other areas if reported before 1pm emptied the same day * If reported after 1 pm emptied the following working day	Monthly	Various	0.5 hours	Per instance of failure. One report per instance per day. Duplicate requests are to be disregarded. ADS to present photographic evidence where it wishes to refute an unfounded report.																	
2.3	Fly tipped waste removed within 24 hours where it is hazardous and 48 hours where it is deemed as non hazardous.	Monthly	na	1 hour	SLA applies to the working week only. If works are issued as non hazardous and then identified as hazardous; 48hours is to apply. If works are issued as hazardous and then identified as non-hazardous then 48hours is still to apply.																	
2.4	Failure to adhere to response times for removing graffiti, fly-posting, stickers or other defacing materials. Graffiti on Council property to be removed within 6 hours where it is offensive or in 3 working days if non offensive.	Monthly	na	1 hour	Where the graffiti is identified by ADS as being on private property; the SLA will start at the later of receipt of instructin and property permission to undertake the works. Determination of offensiveness is to be as per the Councils policy. Does this apply to standard operating hours or weekends also? SLA will not apply to deposits in excess of 10m3 due to logistical challenges. In such instances an SLA of four working days would apply.																	
2.5	Failure to remove a Sharpe within 1 hour of notification	Monthly	na	0.5 hours																		
	3.2	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.	Failure to maintain and regain Green Flag status in nominated parks	Annually	na	1 hour	KPI to not apply to parks in the first year they have been submitted for Green Flag status within the last four years.															
	3.3		Failure to meet agreed amenity grass cutting frequency (95% of the area) to an appropriate standard / finish for the specific area when cutting complete.	monthly	na	1 hour	KPI to apply per 'area' per cycle i.e. if four streets in the same area are failed; it counts as one area and thus one failure. If the same streets are failed in the next three-week cycle then it is a further failure.															
	3.4		Failure to carry out a yearly cut of all shrubs to a years growth.	Annually	na	10 hours	One instance per annum. Activity to apply against shrubs within areas agreed with the client as requiring cuts only and for areas forming part of the management plan for at least 4 months of the contract year															
	3.5		Maintain flowers beds and displays ensuring aesthetically pleasing (ensuring substantially free from weeds).	Monthly	na	0.5 hours	Number of instances in which the client function has substantiated as being below standard. Penalty to apply per bedding area.															
	3.6		Any shrub/greenery encroaching on site lines or affecting H&S to be cut back as required within 2 week.	Weekly	na	0.5 hours	Per instance of failure. One report per instance per day. Duplicate requests are to be disregarded. ADS to present photographic evidence where it wishes to refute an unfounded report.															
	3.7		Failure to inspect trees as instructed by the Authority within the set time period. These must be recorded and maintained on an up to date tree asset register • 2 hours if deemed as an emergency • 4 weeks if deemed as a priority • 8 weeks in all other cases	Annually	na	0.1 hours	Per instance of failure. One report per instance per day. Duplicate requests are to be disregarded. ADS to present photographic evidence where it wishes to refute an unfounded report.															
3.8	Failure to inspect, maintain and record play area inspections in accordance with the specification	Monthly	na	1 hour	Failure to inspect maintain and record constitutes one failure and not three.																	
Passenger Transport	4.1	The following services will be provided: 1) Mainstream School Transport, 2) Special Educational Needs transport, 3) Community Link bus service.	Failure to provide a vehicle for a route (this includes providing a qualified DBS checked driver and passenger assistant if required) within 30 minutes. This is capped at one failure per route per day.	Monthly	na	1 hour	Delay is based upon the variance from when the first child is meant to be collected vs. time actually collected.															
Building Cleaning	5.1	The service will clean the Authority premises in such a way as to maintain a clean healthy and safe environment for all users; allowing the Authority and other authorised users effective operational use of premises being	Failure to lock or unlock each public convenience facility in accordance with their scheduled opening and closing times	Daily	1 Hour	0.5 hours	Facility not opened within 15 minutes of stated opening time constitutes a failure. Failure of rectification constitutes a repeat failure.															
	5.2		Failure to maintain cleanliness of public conveniences	Daily	2 Hours	0.5 hours	To be assessed by either ADS staff, client function and or trained professionals															
	5.3		Public building not cleaned to acceptable standard	Monthly	na	0.5 hours	To be assessed by either ADS staff, client function and or trained professionals															
	5.4		Failure to maintain cleanliness of North Minster and Sand Martin House multi-storey carpark, including litter bins, stairwells and lift.	Daily	na	0.5 hours	To be assessed by either ADS staff, client function and or trained professionals															
Property Services	6.1	Provide a service which allows the Authority and its tenants to report building maintenance issues and service requests. Service requests will be responded to in accordance with the allocated priority and progress against timescales monitored.	% of Responsive repairs completed on time. Target is >95%	Monthly	1 week	2 hours	One-off charge where 95% target is not achieved															
	6.2		% of Inspections/planned work completed on time. Target is >95%	Monthly	1 week	2 hours	One-off charge where 95% target is not achieved															
	6.3		Quality of work assessed by post inspection regime. Target is >95%	Monthly	na	2 hours	One-off charge where 95% target is not achieved															
Courier Service	7.1	Provide a normal courier service that shall pick up from, transport and deliver to, various items of post and packages to Authority's, schools and other premises. The schools element is term time only.	A daily delivery service of DX documents between relevant buildings not being provided on an office working day when scheduled to do so	Daily	na	0.5 hours	Charge per site not visited that was programmed to be so.															

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