

Appendix 1 – Key Performance Indicators

The following are Key Performance Indicators which will be finalised during the first six months of the contract to ensure that they drive service performance.

1 Service Defects Issued

Service defects are issued against items of service failure e.g. failure to collect refuse to schedule or failure to clean to service standards.

2 Number of Serious Performance Failures

A serious performance failure would be defined as a material breach of the terms of contract, serious endemic failure, fraudulent reporting or a failure to have in place agreed health and safety procedures. This would be defined as serious using the City Corporation's Risk Matrix.

3 Satisfactory Mechanical Sweeping – “Brushes down” time

The time that mechanical sweepers are brushes are recorded as down and sweeping against the required time for the scheduled sweep.

4 Percentage of Ad Hoc Service Requests Completed on time

Ad hoc work requested as requested by City officers (which does not require a diversion of resources) and completed within agreed timescales as laid out in the Contract Manual. Monitored through the contractor's work scheduling software which is available for The City to view and interrogate.

5 Measure of Street Cleanliness

Cleanliness is to be measured through joint inspections by the Contractor and the City Corporation. This will ordinarily involve no less than 100 surveys a month over the 7-day working period. The measure will monitor the quality of all manual barrow beat sweeps. Grading will be in line with Keep Britain Tidy's Local Environmental Quality Methodology and will survey the most recently swept transect completed by the sweeper. Scoring will be assessed against an enhanced grade A standard as defined in the specification and will be a percentage score based on a pass/fail basis.

6 Number of complaints received

Complaints will have originated from either a member of the public, a business or an elected Member and, following investigation, upheld as justifiable by client officers.

7 Big Belly Solar Bins emptied at agreed levels

Bins will be required to be emptied within two hours from the moment the contractor receives an alert notification indicating that it requires emptying.

8 Keep Britain Tidy LEQ Score

Independent LEQ scores from Keep Britain Tidy will be monitored but do not count financially or against the contract risk score. However, the Contractor will be expected to utilise results of these reports to feed into the Annual Improvement Plan.

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9 Achievements against milestones in the Annual Improvement Plan

The Annual Improvement Plan is a forward-looking plan to improve performance of the contract and realise efficiencies. Each objective within the plan will have associated key milestones to ensure that improvements are delivered. These milestones will be those determined to be deliverable and agreed at the Quarterly Partnership Board, and they will be tracked in Monthly meetings. It is not intended that this process stifles innovation and The City appreciates that to innovate and improve some projects may ultimately fail, the purpose of this KPI is to ensure that objectives can be tracked and progressed.

10 Performance against Local Risk Register

There will be a weekly contract meeting chaired by the City in which contract performance and risk issues may be identified. Any of these issues not resolved by the next Monthly meeting will be included on the Contract Performance and Risk Register along with agreed timeline for delivery.