

Draft Operational Performance Mechanism

	Weighting %	Index %	No.	KPI Ref:	Service Performance Indicator		Frequency	Actual 2018/19	Target 2019/20	1st Instance of failure	2nd Instance within same Qtr	3rd Instance within same Qtr
Quality Assurance			1	QA1	Number of random/unannounced Amey inspections recorded per month.	Baseline no. 68. Report via checked safe to be provided to client monthly by 10th of each month.	Monthly		100%	£120.00	£600.00	£1,200.00

Operational Waste & Recycling			2	WR 1	Missed Domestic Waste Bins	Report monthly on number of collections per month, number of missed bins and if above accepted number expectations report to justify. Report to be provided by 10th w/d of month.	Monthly		99.92%	£240.00	£1,200.00	£2,400.00
			3	WR 2	Missed Green Waste Bins	Report monthly on number of collections per month, number of missed bins and if above accepted number expectations report to justify. Report to be provided by 10th w/d of month.	Monthly		99.93%	£240.00	£1,200.00	£2,400.00
			4	WR 3	Missed Recycling Receptacles per property.	160 properties missed per month (based on 56830 properties)	Monthly		99.93%	£240.00	£1,200.00	£2,400.00
			5	WR 4	Quality of recycling collection	1% of all collections carried out & measured jointly and monthly. Quality to include: No spillage All receptacles returned neatly to collection point. Contamination left with note to resident. 566 properties audited per week with 538 needing to comply to meet target. Observation of loads being tipped in yard with focus on segregation of material streams	Monthly		95.00%	£240.00	£1,200.00	£2,400.00
			6	WR 5	Delivery of Bins - Black or Green (within 10 working days)	200 deliveries per week threshold across all receptacles (800 per month)	Monthly		95%	£240.00	£1,200.00	£2,400.00
			7	WR 6	Delivery of Recycling Receptacles (within 20 working days)	200 deliveries per week threshold across all receptacles (800 per month)	Monthly		95%	£240.00	£1,200.00	£2,400.00
			8	WR7	Revenue achieved from recyclates	Income figures supplied to finance monthly, should meet contracted price for each commodity.	Monthly		90% of agreed forecast figures	£240.00	£1,200.00	£2,400.00
			9	WR8	Number of Default Notices Issued (Also known as Service Failures)		Quarterly		0	KPI Measure Only -No penalties		

Operational Grounds Maintenance			10	GM 1	Grass Cutting specification Compliance.	15-20 day frequency grass cuts to be achieved through the growing season (April to Oct, weather depending) Reported through the daily update, with additional monthly summary to be provided by operational Manager. Additionally 10 joint inspections will be carried out monthly during the growing season.	Monthly between April- October		95%	£120.00	£600.00	£1,200.00
			11	GM2	Strimming specification compliance.	1.5 cuts to be achieved by 1 July and a minimum of 3 cuts to be achieved by 31 October. Amenity district council strimming to include strimming around street furniture only.	Twice during growing season - Apr - Jul and Aug - Oct		95%	£120.00	£600.00	£1,200.00
			12	GM 3	Arboriculture Operations to be completed within agreed timescale.	Emergency tree works to be actioned within timeframe agreed with Arboriculture Officer.	Monthly		95%	£120.00	£600.00	£1,200.00
			13	GM 4	Programmed hedges actioned within timescale as per specification (Scheduled summer works Apr - Oct inc)	GCC programmed hedge cutting throughout winter (Nov - Mar inclusive) plus emergency/ response work during the growing season. GCH land to be cut in agreement with the schedule. Reported through the daily update, with additional weekly summary to be provided by Operational Manager.	Bi-annual		95%	£120.00	£600.00	£1,200.00
			14	GM 5	GCH Specification Compliance (grass cutting)	Reported through the daily update and Smartsheet. 2 cuts achieved per month. GCH to advise GCC of any non compliance.	Monthly		95%	£120.00	£600.00	£1,200.00
			15	GM6	Play area inspections	Completed on a weekly basis and reported through the Smartsheet.	Weekly		95%	£120.00	£600.00	£1,200.00
			16	GM 7	Play area repairs	Repairs relevant to Amey to be completed within specified timescale. All play areas to be inspected on a weekly basis and reported on Smartsheet. Repairs to be separate indicator and completed within specified time.	Weekly		95%	£120.00	£600.00	£1,200.00
			17	GM 8	Number of Default Notices Issued (Also known as Service Failures)		Quarterly		0	KPI Measure Only -No penalties		

Operational Street Cleansing			18	CL 1	Main retail and commercial areas across measures: litter	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		95% achieving B	£240.00	£1,200.00	£2,400.00
				CL2	Other retail and commercial areas across measures: litter	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL3	High obstruction Housing areas across two measures: litter	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		70% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL4	Medium Obstrucion housing across two measures: litter	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		82% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL5	Low Obstruction housing across two measures litter	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL6	Main roads (non housing): litter	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL7	Main retail and commercial areas across measures: detritus	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus (B for City centre bld area)	£240.00	£1,200.00	£2,400.00
				CL8	Other retail and commercial areas across measures: detritus	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL9	High obstruction Housing areas across two measures: detritus	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL10	Medium Obstrucion housing across two measures: detritus	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL11	Low Obstruction housing across two measure: detritus	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL12	Main roads (non housing) : detritis	5 transects inspected each month 30 meters each transect to be carried out jointly	Monthly		90% achieving B minus	£240.00	£1,200.00	£2,400.00
				CL13	leaf fall	As per agreed schedule. 5 transects inspected according to season 30 meters each transect. To be monitored alongside other inspections as required Schedule of streets to be reviewed for Autumn 2019	Seasonally		as per agreed schedule 90%	£240.00	£1,200.00	£2,400.00
				CL14	weed growth	Measured 3 times a year following spray and removal	Seasonally		as per schedule 90%	£240.00	£1,200.00	£2,400.00
			15	CL15	% Removal of Fly-tips (within 48 hrs of receipt of notification)	Reported monthly via spreadsheet by 10th working day.	Monthly		95%	£240.00	£1,200.00	£2,400.00
			16	CL16	Number of Default Notices Issued (Also known as Service Failures)		Quarterly		0	KPI Measure Only -No penalties		