

APPENDIX A

SERVICE PERFORMANCE FRAMEWORK

For the purposes of this **Appendix A**, the following expressions shall be defined as follows:

Rectification Period: the period during which the Contractor has an opportunity to rectify the failure before the Deduction applies (for the avoidance of doubt, not all SPIs shall have a Rectification Period).

Deduction: financial deduction which shall apply in the event of failure of an SPI subject to any applicable Rectification Period.

Deduction Refresh Period: in the event that a failure has not been rectified in accordance with the Rectification Period, the prescribed deduction shall apply for each subsequent refresh period. For the avoidance of doubt the refresh deduction amount may differ from the initial Deduction applied.

Missed collection: The process for determining missed collections is described in the Missed Collection Process at paragraph 9 of the Veolia Method statement 1.1 Collections Method Statement.

A 12 week Collections Grace Period exempt from financial deductions will apply at the commencement of any new collection service roll out.

SPI Number	Service	Performance Indicator	Definition	Proposed Monitoring Frequency	Proposed Target	Rectification Period	Proposed Deduction	Deduction Refresh Period
1.	Waste Collection Services - All Waste collections	Failure to rectify Missed Collections within 1 working day - All waste streams	Failure to rectify Missed Collections within 1 working day.	Monthly	N/A	N/A	Number missed bin	1 working day
2.	Waste Collection Services - any waste collections service	Missed Collections	Failure to achieve the target of fewer than 30 Missed Collections (per 100,000 collections) against any waste stream per month, per borough for: Residual Waste Food Waste Garden Waste and Recyclates	Monthly	30 per 100,000 per Borough	N/A	For failures of between: a) 30 and 40 missed collection per 100,000 Collections Rectification Plan b) Failures between 41 and 100 per	1 working day

							<p>100,000 Deduction of [REDACTED] per waste stream per borough per month</p> <p>c) Failures over 101 per 100,000. Deduction of [REDACTED] per waste stream per borough per month.</p>	
3.	Waste Collection Services - Communal Collections of Recyclate (including	Emptying of Communal Recyclate Receptacles to the required service standard	Failure to empty 100% of all Recyclate Receptacles to ensure that no such Receptacle is ever overflowing	Monthly	Failure to achieve 100% of service standard	24 hours from notification excluding Sunday.	[REDACTED] per overflowing container	24 hours

	communal food waste)							
4.	Waste Collection Services – Communal Collections for residual waste	Emptying of communal residual receptacles to the required service standard	Failure to empty 100% of all communal residual receptacles at the scheduled frequency	Monthly	Failure to achieve 100% of service standard	24 hours from notification excluding Sunday.	█ per missed container	24 hours
5.	Waste Collection Services - Assisted Collections	Missed Collections – Assisted Collections (Residual Waste, Recyclate, Food Waste and Garden Waste)	Failure to achieve target of 100% of all Assisted Collections (with no Missed Collections) for Residual Waste, Recyclate, Food Waste and Garden Waste	Monthly	Achieve 100% of all collections undertaken	24 hours from notification excluding Sunday.	█ per missed collection	24 hours

6.	Waste Collection Services – Missed Collections	Repeated Missed Collections (Residual Waste, Recyclate, Food Waste and Garden Waste)	Repeated Missed Collections (within a rolling 6 week period) as notified to Contractor	Monthly	per household	24 hours from notification excluding Sunday.	█ for each repeated missed collection	24 hours
7.	Waste Collection Services – Bulky Waste	Missed Collections – Bulky Waste	Failure to achieve 100% of all scheduled Bulky Waste collections.	Monthly	Achieve 100% of all collections undertaken	24 hours from notification excluding Sunday.	█ charge to the Service User per missed collection, which shall be refunded to the Service User. Collection to be carried out within 24 hours and at no charge.	24 hours, £ charge paid to the Authority

8.	Waste Collection Services – delivery of Receptacles	Failure to deliver Receptacles within the required service response times	Failure to achieve 100% delivery of all Receptacles within agreed service response times.	Monthly	Achieve 100% of all deliveries of receptacles	24 hours from notification excluding Saturday and Sunday.	█ per undelivered Receptacle	24 hours
9.	Waste Collection Services – removal of Fly Tipped Material	Removal of reported Fly Tipped Material	Failure to remove 100% of reported incidents of Fly Tipped Material within 24 hours of notification excluding fly tips on private land.	Monthly	Achieve 100% of removal of Fly Tipped Material	24 hours from notification	█ per missed fly tip	24 hours
10.	Waste Collection Services -- Bulky Waste	Service response time	Failure to offer 100% of appointments for Bulky Waste collection within agreed number of days	Monthly	Achieve 100% appointments offered within agreed service response time	N/A	█ per event	24 hours

11.	Waste Collection Services	Collection of Recyclate, Food, Garden and Reuse items separately from Residual Waste	Failure to collect material which is Reusable, Recyclable or Compostable, separately from Residual Waste.	Monthly	100% achievement	N/A	██████ per incident	N/A
12.	Waste Collection Services – Recyclates	Appropriate Storage and Segregation of Recyclates	Failure to keep material collected as Recyclate appropriately stored and segregated prior to being received at a suitable re-processor (as detailed within Schedule 4 (Service Delivery Plan)).	Monthly	100% achievement	N/A	██████ per tonne of Contract Waste disposed of as residual waste as a consequence	N/A
13.	Waste Collection Services	Delivery of Contract Waste to the appropriate delivery point	Failure to send Contract Waste to the Nominated Delivery Point or Contingency Delivery Point (as detailed within Schedule 4 (Service	Monthly	100% achievement	N/A	██████ per incident	N/A

			Delivery Plan)).					
14.	Street Cleaning Services - emptying of street litter Receptacles	Emptying of street litter Receptacles to required service standard	Failure to empty 100% of all street litter Receptacles to ensure that no litter Receptacle is ever full or overflowing	Monthly	Failure to achieve 100% of service standard	2 hours from notification	██████ per full or overflowing container	2 hours from notification
15.	Street Cleaning Services -- 'Town & District Centres'	Failure to maintain cleanliness of Town & District Centres as defined at paragraph 1.1 of the Contract Definitions to the required service standard	Failure to maintain cleanliness of Town & District Centres to grade B standard.	Monthly	Achieve 100% street cleaning to agreed service standard.	2 hours from notification	██████ per failure	2 hours from notification

16.	Street Cleaning Services - residential roads	Failure to maintain cleanliness of residential roads to the required service standard	Failure to maintain cleanliness of residential roads to grade B standard.	Monthly	Achieve 100% street cleaning of agreed service standard	24 hours from notification	██████ per failure	24 hours from notification
17.	Street Cleaning Services – all relevant land (as set out in paragraph 10.2.1 of this Specification)	Cleaning of relevant land (as set out in paragraph 10.2.1 of this Specification)	Failure to achieve grade A standard at the time of cleaning	Monthly	Achieve 100% street cleaning of agreed service standard	24 hours from notification	██████ per failure	24 hours from notification
18.	Street Cleaning Services – cleaning of drainage systems	Cleaning of drainage systems	Failure to carry out ad-hoc cleaning of drainage systems within 72 hours of instruction by the Authorised Officer.	Monthly	Failure to achieve 100% of service standard	N/A	██████ per incident	24 hours
19.	Street Cleaning	Failure to	Removal of racist and/or	Monthly	100%	N/A	██████ per failure	24 hours

	Services – Graffiti	remove racist and/or offensive Graffiti	offensive Graffiti within 24 hours of notification		achievement			
20.	Street Cleaning Services – Graffiti	Failure to Remove of non-offensive Graffiti	Removal of non-offensive Graffiti within 48 hours of notification.	Monthly	100% achievement	N/A	█ per failure	48 hours
21.	Winter Maintenance Services – gritting	Priority routes gritting	Failure to grit agreed priority routes in accordance with prescribed timescales as set out within each Borough's Winter Maintenance Plan	As instructed by the Authorised Officer	Achieve 100% gritting of priority routes within agreed service standard	N/A	█ per incident	1 hour
22.	Winter Maintenance – salt bins	Salt Bin Replenishment	Failure to maintain all salt bins at 50% full during winter maintenance season	Monthly	100% achievement	24 hours from notification	█ per bin	24 hours
23.	Non-Service Vehicle Maintenance	Non-Service Vehicle availability	Failure to provide a suitable replacement Non-Service Vehicle in	Monthly	100% achievement	N/A	█ per day	24 hours

	Services - fleet management		accordance with paragraph 14.3.3 of this Specification.					
24.	Service and Non-Service Vehicle Maintenance Services - fleet management	Number of O Licence vehicle missed inspections, MOTs and other activities as set out within Schedule 4 (Services Delivery Plan)	Failure to ensure 100% of Service and Non-Service Vehicle inspections, MOTs and other activities are undertaken for O Licence vehicles in accordance with agreed schedule as set out within Schedule 4 (Services Delivery Plan)	Monthly	Achieve 100% O Licence vehicle inspections	N/A	██████ per failure	N/A
25.	Service and Non-Service Vehicle Maintenance Services - fleet management	Number of Non-O Licence vehicle missed inspections, MOTs and other activities as set out within	Failure to ensure 100% of Service and Non-Service Vehicle inspections, MOTs and other activities are undertaken for Non-O Licence vehicles in accordance with agreed schedule as set out within	Monthly	Achieve 100% Non O Licence vehicle inspections	N/A	██████ per failure	N/A

		Schedule 4 (Services Delivery Plan)	Schedule 4 (Services Delivery Plan)					
26.	Service and Non-Service Vehicle Maintenance Services - fleet management	Regulatory compliance	Serving of PG9 Prohibition Notice (Delayed or Immediate) by DVSA.		Achieve no notices served	N/A	██████ per notice	N/A
27.	All Services	Reporting Requirements	Failure to comply with Schedule 6 (Reporting Requirements) and provide accurate reporting	Monthly	100% achievement	24 hours from notification	██████ per failure	24 hours from notification
28.	All Services	Service Users	Failure to adhere to complaints handling process as set out within Schedule 15 (Service User Procedure)	Monthly	100% achievement	N/A	██████ per incident	N/A
29.	Communications	Accurate delivery of communications	Failure to deliver accurate and appropriate communications in	Monthly	100% delivery of accurate and	Rectification period in accordance	██████ per event (not per Service User affected)	Deduction refresh period in accordance with

		n materials	accordance with the specification or as set out in Schedule 4 (Services Delivery Plan), or as otherwise agreed with the Authorised Officer.		appropriate communications	with the Stakeholder Engagement and Communications Protocol before penalty applies. Cost of delivering correct communications materials shall be borne by the Contractor		Stakeholder Engagement and Communications Protocol.
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