

Key Performance Indicators – Appendix B

BMS Joint Waste Contract Service Item	Description	The SLA. [Severe weather, SLA does not apply]
Bins & bag [packs] deliveries	Delivery, exchanges or retrieval of wheeled bins [or packs of bags for sites not able to be serviced by bins] not carried out within SLA	Delivery within 14 days for all bins with exception for any lost or damaged while being collected such as in back of RCV, SLA of 1 week applies.
Missed bins & ad-hoc Trade collections	Trade and Assisted collections	24 hours
Missed Domestic Waste, Recycling Collections &/or Garden/Brown bin	Missed domestic waste, recycling or garden waste collections not rectified within contract SLA	48 hours
Missed Clinical &/or glass bins [not communal bin stores]	Clinical bins failure to collect on scheduled day or missed. Glass bins [paid for service] not collected on due day or missed.	72 hours
Repeat Missed Collection	Missed collection by property/site not waste type. Where a property has received 3 or more missed collections in a rolling 3 month period	To reflect number of repeated delayed and/or missed collections at same location.
Formal Compliants - Respond to all compliants received by the Council based upon the published Council SLA of 10 day for Stage 1 responses.	Respond to all formal compliants received from residents and/or commercial waste clients.	10 days as per Council SLA for formal compliants.
Dropped Round	Decision by contractor not to start a round due to lack of staff to crew it or vehicle availability.	Cost per day per round dropped.
Missed bins due to road closure - long term/site operatives decline RCV access	Currently managed via ITC worksheet with 5 day SLA to solve and arrange alternative collection.	48 hours once 5 day allowance reached, matching the missed bins rate for any not collected.
Serco not be able to maintain services/all collections and SLAs	Council staff are required to support, for example missed bins, deliveries, crew on RCV	Recharge personal day work rate as per current Bill of Quantities, monthly in arrears.
Missed SLAs - reports run from shared access Whitespace Dashboard	WhiteSpace dashboard reports run monthly for each SLA and incident	Council provides reports to Serco with 14 days of month end. Serco to raise or disagree any element within 14 days of report delivery.