

## LATCO KPIs

Service	Item	Description	KPI Measure	Service Failure Points 1-3
General	Performance Reporting	Daily, Weekly, Monthly & Quarterly reports	Daily by 5pm; Weekly by 12pm Mondays; Monthly within 5 working days; Quarterly within two weeks of period ending	1 point per missed report
General	Health and Safety Breaches/Reporting Safety inc. "Close Calls"	Monthly Report	Monthly within 5 working days;	1 point per missed report
General	PPE	Failure by an on-duty staff member to wear the appropriate PPE	None (per calendar month)	1 point per breach
General	Complaints administration	Failure to acknowledge and respond within SLA	Four working days to acknowledge and ten working days to respond (90% target)	1 point per breach (80-90%) 2 points (60-80%) 3 points (below 60%) per calendar month
General	Special events	Liaising with event organisers to provide an operation	Failure to carry out a notified event service	2 points
General	Failure to deliver containers in stock within SLA	Deliver containers subject to an upper limit of 50 per day (from year 2)	Five working days	2 points
Collections	Number of justified missed collections by property AWC and Food	Missed collections via 98k by property	Over 160 Over 180 Over 200 (per week)	1 point 2 points 3 points
Collections	Number of justified Weekly Missed Collections by property (FAS, Red Route)	Missed collections via 10k by property	Over 20 Over 30 Over 50 (per week)	1 point 2 points 3 points
Collections	Number of justified Missed Communal Refuse collections by site	Missed collections by site	Over 10 Over 20 Over 30 (per week)	1 point 2 points 3 points
Collections	Number of justified Missed Communal Recycling collections by site, inc. Food waste	Missed collections by site	Over 5 Over 10 Over 15 (per week)	1 point 2 points 3 points

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Collections	Number of justified missed Garden Waste Collections by property	Missed collections by subscriber	Over 10 Over 15 Over 20 (by fortnight)	1 point 2 points 3 points
Collections	Number of missed Commercial collections by site inc. LBE sites	Bags and bins	Over 5 Over 10 Over 15 (per week)	1 point 2 points 3 points
Collections	Number of repeat missed collection	Miss 3 or more justified collections in a calendar month (any commodity) by property or site	Over 5 Over 10 Over 15 (per month)	1 point 2 points 3 points
Collections	Number of reissued missed collections	Reissued twice or more following the original report, justified.	1 or more 5 or more 10 or more (per week)	1 point 2 points 3 points
Collections	Container deliveries	Failure to deliver (in stock) containers within SLA (five working days after notification)	5 or more 10 or more 20 or more (per week)	1 point 2 points 3 points
Collections	Container collections	Failure to collect a container within SLA (five working days after notification)	2 or more 5 or more 10 or more (per Week)	1 point 2 points 3 points
Collections	Broken containers	Number of containers broken by contractor's staff or vehicle whilst performing the services	40 or more 60 or more 80 or more (per week)	1 point 2 points 3 points
Collections	Container return	Number of containers either not returned or incorrectly returned to resident's property	5 or more 10 or more 15 or more (per week)	1 point 2 points 3 points
Collections	Advisory notices	Failure by the contractor to leave an advisory notice whilst performing the services	Per occurrence	1 point
Collections	Bulky waste collections	Failure to collect on the designated day	2 or more 4 or more 7 or more (per week)	1 point 2 points 3 points
Street Cleansing	Percentage of monitored items reaching an acceptable standard after cleansing	Based on same day monitoring of scheduled work	90% (per calendar month)	3 points
Street Cleansing	Percentage of monitored items reaching an acceptable	Based on next (working) day	95% (per calendar month)	3 points

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	standard after rectification	monitoring of notified rectification work		
Street Cleansing	Percentage of reported flytips removed within SLA	Based on next (working) day monitoring of notified work	90% (per calendar month)	3 points
Street Cleansing	Litterbin repair/remove/install	Works Order to install or remove or repair a street litterbin	5 working days	1 point per occurrence
Reuse and Recycling Centres/Depot	Opening hours	Failure to adhere to prescribed opening hours	2 occasions or more (per calendar month)	2 points
Reuse and Recycling Centres/Depot	Recycling targets	Diversion of waste from landfill	75% (per municipal year)	2 points
Reuse and Recycling Centres/Depot	Contamination level	At the bulking area ensure there is minimal contamination of recyclate ahead of transfer to MRF	Less than 10% (per calendar month)	3 points
Reuse and Recycling Centres/Depot	Fullness of containers	Ensure that material containers of any one type at the HWRC are not full and therefore unavailable for users of the facility to use	No more than one report (per calendar month)	2 points
Bereavement Services	Burials	Failure to provide burial services to the required specification	No more than 2 occurrences per annum	3 points
Grounds Maintenance	Grass cutting	% of items inspected as A or B grade	90% (per calendar month)	2 points
Grounds Maintenance	Bed maintenance	% of items inspected as A or B grade	90% (per calendar month)	2 points
Grounds Maintenance	Cleansing of paths	% of items inspected as A or B grade	90% (per calendar month)	2 points
Grounds Maintenance	Litter picking and bin emptying	Failure to implement litter clearance to the required specification	90% (per calendar month)	3 points
Grounds Maintenance	Play equipment	Failure to inspect playgrounds and make safe to the required specification with twenty four (24) hours of notification	No more than one occurrence (per calendar month)	3 points

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Grounds Maintenance	Hedges	% of items inspected as A or B grade	90% (per calendar month)	2 points
Grounds Maintenance	Watercourses	Failure maintain lakes, ponds and watercourses to the required specification within forty-eight (48) hours of notification	No more than one occurrence (per calendar month)	1 point
Grounds Maintenance	Sports	Failure to mark out sports pitches or open a changing room for a sports booking	No more than one occurrence (per quarter)	3 points