

Appendix 3a Residual Waste Performance Management

Monthly Performance Score Card (January 2021)

PERFORMANCE STANDARD	CRITICAL CRITERIA	MEASUREMENT	SCORE, 0 MARKS IF INSTANCES =	SCORE 1, MARKS IF INSTANCES =	SCORE, 2 MARKS IF INSTANCES =	SCORE, 3 MARKS IF INSTANCES =	SCORE, 4 MARKS IF INSTANCES =	ACTUAL SCORE	COMMENTS
Recovery - Collection rectifications	Veolia fault missed collections not recovered next working day	Number of incidents per month of Veolia fault missed services not recovered the next working day	0	1-5	6-10	11-15	16+	0	Non
New customer service within 5 days of notification from DCC	First time strike for new customer / service change, achieved the week following delivery on agreed collection date	Number of incidents of new customer strike rate, failing collection in the week after container delivery	0	1-3	4-6	7-9	10+	0	All first time strike customers achieved
Reporting	Provide the DCC reporting pack by the 10th working day of each month	Missed reporting pack deadline by days	0	1-2	3-5	6-7	8-9	1	Report sent 02/02/2021 - Day 2
Customer Termination	All terminations to be complete as per DCC timescale	Number of days exceeding termination date	0	1-3	4-6	7-9	10+	0	N/A
Health & Safety reporting (RIDDOR)	All Riddor events to be reported within 24 hours	Number of days exceeding 24 hours deadline following the incident being reported to RIDDOR	0	<5	<10	<15	<20	0	No Riddor reportable incidents
Other Service Complaints	All other customer complaints relating to the collections and service other than missed lifts	Number of justified Veolia fault complaints relating to the collection service other than missed services	0	2-5	6-10	11-15	16+	0	No Complaints received via DCC

Performance deduction: Score 2= £50; Score 3 = £250; Score 4= £1000

(Capped at £6000 per month)

NB: Veolia would have to miss 10 or more collections in any month to trigger performance deductions. Approximately 1770 containers are scheduled for collection every month so a minimum of 99.4% of bins must be emptied on time to avoid performance deductions in any month.

Appendix 3b

Performance deductions triggered January 2019 to December 2020 (two-year period)

PERFORMANCE STANDARD	CRITICAL CRITERIA	MEASUREMENT	Penalty liability
Recovery - Collection rectifications	Veolia fault missed collections not recovered next working day	Number of incidents per month of Veolia fault missed services not recovered the next working day	£0
New customer service within 5 days of notification from DCC	First time strike for new customer / service change, achieved the week following delivery on agreed collection date	Number of incidents of new customer strike rate, failing collection in the week after container delivery	£0
Reporting	Provide the DCC reporting pack by the 10th working day of each month	Missed reporting pack deadline by days	£1100 relating to 3 occasions not applied
Customer Termination	All terminations to be complete as per DCC timescale	Number of days exceeding termination date	£0
Health & Safety reporting (RIDDOR)	All Riddor events to be reported within 24 hours	Number of days exceeding 24 hours deadline following the incident being reported to RIDDOR	£0
Other Service Complaints	All other customer complaints relating to the collections and service other than missed lifts	Number of justified Veolia fault complaints relating to the collection service other than missed services	£0