

WR3

Month

KPI	KPI REF No.	Aim	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	RAG Status
Bin replacements out of time	WR3	To monitor the number of failures to	Nil										
Number of bins not replaced within SLA	(a)	CRM replacement bin requests outside timescale	Nil	2	8	1	1	4	0	0	1	1	RED

WR4

Month

KPI	KPI REF	Aim	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	RAG Status
Bring Sites collections	WR4	To ensure Bring Sites are emptied as per contract and	100% pass										
Bring Sites collections out of time	(a)	Missed collections reported via Client	0	0	0	0	0	0	0	0	0	0	
Bring Sites cleanliness inspection – Grade B or above ‘passes’	(b)	Client team cleanliness inspections (30 per month)	100%	100%	97%	100%	100%	100%	100%	100%	100%	92%	RED

WR5

Month

KPI	KPI REF No.	Aim	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	RAG Status
Loads rejected by MWDA from MRF	WR5	To monitor the quality of loads and improve recycling											
Number of loads rejected (due to compaction)		To reduce overweight loads being rejected at MRF	Nil	0	7.98	0	0	0	0	0	0		Green
Number of loads rejected (due to contamination) Tonnage lost from contamination				29.00	52.81	30.78	44.60	27.80	35.21	27.78			
NI 192		% tonnage household waste recycled	target= 39%	43.84%	43.00%	43.00%	43.29%	41.52%	39.84%	42.27%	39.00%		Green
NI 191		Kg household waste collected (cumulative)	Annual Forecast 516.8	42.76	89.19	133.15	172.40	216.43	261.18	301.17	349.68		Green

SC1

KPI	KPI REF No.	Aim	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	RAG Status
Street Cleansing Inspections	SC1	To monitor Street Cleansing standards											
External/Joint inspections - %	(b)	Client validation checks on internal inspections	95%	X	X	90.77%	93.80%	93.86%	95.88%	97.03%	96.91%		Green
% NI 195	(c)	Joint inspection and verification	NI target Litter 7.5% Detritus	X	X	X	X	X	X	X	X		

SC2

Month

KPI	KPI REF No.	Aim	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	RAG Status
Emptying litter bins	SC2	To ensure that litter bins do not overflow – causing litter on		24	23	22	21	10	11	15	12	14	
Reported overflowing	(b)	CRM enquiries not actioned within	2 hours	7	0	0	0	0	0	4	2	2	Red

SC4

Qtr

Month

KPI	KPI REF No.	Aim	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	RAG Status
Flytipping, Spillages and Dead Animals	SC4	To ensure the provision of a quality service which is subject to continual											
Flytipping (Standard response times) 5 Days	(a)	Flytipping	Nil	1	0	0	2	4	2	3	4	13	Red
Rapid Response (2 Hrs)	(b)	Rapid Response from Client	Nil	0	0	1	0	0	0	0	1	3	Red
Dead Animals (48 Hrs)	(c)	from home	Nil	1	0	0	0	0	0	5	3	2	Red

GP1

Month

KPI	KPI REF	Aim	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	RAG Status
Official complaints received regarding Biffa under performance	GP1	To ensure that Biffa provides a quality service which is subject to continual											
Number of complaints received		Formal Stage 1 complaints from Client team	Nil	13	21	19	17	15	8	12	11	10	Red
Policy, strategy, response failure	(a)		Nil	6	16	15	12	10	5	9	8	7	Red
Biffa customer care	(b)		Nil	3	3	3	2	4	2	2	3	1	Red
Waste service failure	(c)		Nil	0	2	0	1	1	0	0	0	1	Red
St Cleansing service failure	(d)		Nil	4	0	1	0	0	0	1	0	1	Red
Miscellaneous	(e)		Nil	0	0	0	2	0	1	0	0	0	Red

GP2

Month

KPI	KPI REF No.	Aim	Target	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	RAG Status
Checks on Biffa workforce on site	GP2	To monitor the operational performance (including H&S) of the Biffa											
Number of checks carried out by Biffa	(c)		Min 30 per	85	96	93	54	55	55	55	93	N/A	Red
% crew checks passed by Biffa	(d)		100%	98.80%	84.37%	88.80%	93%	95%	96%	100%	82%	85%	N/A