

COLLECTION 1

APPENDIX 2

Per 100,000

KPI	KPI REF No.	Aim	Target
Missed collections	COLL1	To monitor individual service collections per 100,000 properties (collections)	40 per 100,000 collections
Residual waste collections per 100,000 properties	(a)	CRM missed bins not actioned within timescale	40 per 100,000 collection
Dry recyclates collections per 100,000 properties	(b)	CRM missed bins not actioned within timescale	40 per 100,000 collection
Organic collections per 100,000 properties	(c)	CRM missed bins not actioned within timescale	40 per 100,000 collection

COLLECTION 2

KPI	KPI REF No.	Aim	Target
Joint and 'Biffa only' crew checks on Biffa workforce on site	COLL2	To monitor the operational performance (including H&S) of the Biffa workforce and continually improve performance	
Number of checks carried out by Biffa	(a)		Min 30 per month
Number of checks carried out jointly by WBC and Biffa	(b)		Min of 6 per month (to be reviewed)
% crew checks passed by jointly by WBC and Biffa	(c)		To be agreed following review on 1st March

COLLECTION 3

KPI	KPI REF No.	Aim	Target
Bin replacements out of time	COLL3	To monitor the number of failures to replace bins within agreed time schedule	Nil
Number of bins not replaced within SLA	(a)	CRM replacement bin requests outside timescale	Nil

COLLECTION 4

KPI	KPI REF No.	Aim	Target
Bring Sites collections	COLL4	To ensure Bring Sites are emptied as per contract and remain clean in between collections	100% pass
Bring Sites collections out of time	(a)	Missed collections reported via Client team checks	0
Bring Sites cleanliness inspection – Grade B or above ‘passes’	(b)	Biffa cleanliness inspections (30 per month)	100%

DISPOSAL 1

KPI	KPI REF No.	Aim	Target
Loads rejected by MWDA from MRF	DISP1	To monitor the quality of loads and improve recycling performance	
Number of loads rejected (due to compaction)		To reduce overweight loads being rejected at MRF	Nil
Number of loads rejected (due to contamination) Tonnage lost from contamination			Nil

ERIC1

KPI	KPI REF No.	Aim	Target
Missed Bulky Household Waste (ERIC) collections	ERIC1	To monitor the number of failures to collect ERIC goods	Nil
Number of missed Bulky Household collections (outside SLA)	(a)	Number of CRM requests actioned within 10 days	Nil
Number of missed White Goods collections (outside SLA)	(b)	Number of CRM requests actioned within 10 days	Nil

STREETS 1

KPI	KPI REF No.	Aim	Target
Street Cleansing Inspections	SC1	To monitor Street Cleansing standards	
External/Joint inspections - %	(a)	Joint audits carried out between Biffa Managers and council officers	92%
% NI 195	(b)	As above but contributing towards annual NI195 figure.	NI target Litter 7% Detritus 9%

STREETS 2

KPI	KPI REF No.	Aim	Target
Emptying litter bins	SC 2	To ensure that litter bins do not overflow – causing litter on streets	
Reported overflowing	(a)	CRM enquiries not actioned within timescale	2 hours

STREETS 3

KPI	KPI REF No.	Aim	Target
Flytipping, Spillages and Dead Animals	SC 3	To ensure the provision of a quality service which is subject to continual improvement	
Flytipping (Standard response times) 5 Days	(a)	Flytipping	Nil
Rapid Response (2 Hrs)	(b)	Rapid Response from Client	Nil
Dead Animals (48 Hrs)	(c)	Either Highway or from hor	Nil

STREETS 4

KPI	KPI REF No.	Aim	Target
Litter bin liners lost from fully functional bin	SC 4	To minimise cost to council due to lost/stolen liners.	
Liners reported missing in bins that have fully-functional locks (state of lock to be agreed by Biffa manager and council officer).	(a)	Liners	Nil

STREETS 5

KPI	KPI REF No.	Aim	Target
Asbestos attended in time	SC 5	To ensure that asbestos does not remain on the highway without appropriate signs etc. and that it is removed ASAP .	
Reported asbestos (2 hours)	(a)	CRM enquiries not actioned within timescale	Nil
Removed asbestos (5 days)	(b)	CRM enquiries not actioned within timescale	Nil

CUSTOMER 1

KPI	KPI REF No.	Aim	Target
Official complaints received regarding Biffa performance	CUST 1	To ensure that Biffa provides a quality service which is subject to continual improvement	
Number of complaints received		Formal Stage 1 complaints from Client team	Nil
Biffa customer care	(a)		Nil
Waste service failure	(b)		Nil
St Cleansing service failure	(c)		Nil
Miscellaneous	(d)		Nil