

	A	B	C	D	E	F	G	H	I	J
1	SCHEDULE 4 - PERFORMANCE MANAGEMENT FRAMEWORK									
2	APPENDIX 2 - PERFORMANCE STANDARDS AND ASSOCIATED PARAMETERS									
3	Date: 28 January 2022									
4	Performance Standard Number / Performance Standard Failure Number	Specification Reference	Performance Standard (PS) and Performance Standard Failure (PSF)	Monitoring Frequency ¹	Rectification Period	Repeated Failure Period	Performance Failure Deduction (£)	Repeated Failure Multiplier	Deduction Applied to	Monthly Performance Deduction Threshold (£)
5										
6	Contract Management									
7	1	39.6, 39.10, 39.13, 39.14, 39.22	PS: The total up-time (i.e. accessibility) of the MIS does not fall below 99.9% during a Contract Year. PSF: The total up-time of the MIS falls below 99.9% during a Contract Year. Note: The up-time will be calculated over 8,760hrs (i.e. 24 hrs/per day x 365 days)	A	N/A	N/A	£10,000	N/A	each 0.1% difference from the availability target of 99.9%. Note: For example, if the total availability in a Contract Year was 99.75%, a deduction of £15k would apply (i.e. £10,000 x (99.9% - 97.75%) ÷ 0.1%).	£0
8	2	39.9	PS: At least one of the nominated ICT personnel are available within the specified hours to facilitate timely resolution of issues. PSF: Unavailability of nominated ICT personnel during the specified hours to facilitate timely resolution of ICT issues.	D	2 hours	1 Hour	£200	2	Per incident (Note: If the Authority tries to contact the nominated ICT personnel at 10am and 3pm, and if they were not either available or did not respond within 2 hours at both times, they will be considered as two separate incidents.)	£200
9	3	39.2, 39.4, 39.31, 40.27, 43.7, 43.9 to 43.13, 43.16, 47.6, 47.12, 49.6.18, 50.3.18, 51.11, 4.4, 29.1.5, 47.16, 29.1.7, 29.1.8, 29.2, 7.6, 6.6, 25.1, 25.11, 26.5, 27.37, 28.2, 39.4, 39.30.1, 39.30.3, 39.41, 40.13	PS: Information required on the MIS is available, up-to-date and are accurate. PSF: Information required on the MIS is unavailable, not up-to-date or inaccurate. [This PSF applies only: - when the MIS is accessible; and - to the documents and information and their corresponding formats as agreed during the Mobilisation Period]	D	N/A	N/A	£100	N/A	per unavailable OR not up-to-date OR inaccurate report/information. For example, each bullet point under 42.3 will be considered as a separate report/information. Note: Daily Performance Failure Deduction for this PSF is capped at £1000.	£500
10	4	39.15, 39.16, 47.3, 47.5	PS: MIS is integrated and exchanges accurate information with the Authority's CRM system (excluding periods when Authority CRM may be unavailable). PSF: MIS fails to exchange accurate information with the Authority's CRM system (excluding periods when Authority CRM may be unavailable).	D	4 Hours	N/A	£250	N/A	per day the MIS fails to exchange accurate information with the Authority's CRM system.	£0
11	5	47.3, 47.4, 47.7, 47.8, 47.14, 47.20	PS: Information requests (excluding Freedom of Information Requests, Subject Access Requests and Environmental Information Requests) from the Authority are addressed within the timescale and the Authority is able to comply with the Communications Response Time Limits. PSF: Failure to provide the information requested by the Authority or support the Authority in complying with the Communications Response Time Limits. Note: This PSF does not apply to Freedom of Information Requests, Subject Access Requests and/or Environmental Information Requests.	D	N/A	1 Day	£100	2	per request not addressed within the timescale	£200

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12	6	39.32, 47.4, 47.3, 47.7, 47.8	PS: Information requests specific to Freedom of Information Requests, Subject Access Requests and/or Environmental Information Requests from the Authority are addressed within the timescale by the Contractor and the Authority is able to comply with the Communications Response Time Limits. PSF: Failure to provide the information requested by the Authority regarding Freedom of Information Requests, Subject Access Requests and/or Environmental Information Requests and/or support the Authority in complying with their corresponding Communications Response Time Limits.	D	N/A	1 Day	£250	2	per request not addressed within the timescale	£0
13	7	39.34	PS: The Authority is notified within the specified timescale of a Freedom of Information (FOI), Environmental Information Regulation (EIR) or Subject Access request related to the Contract or Services received directly by the Contractor from a source other than the Authority. PSF: Failure to notify the Authority within the specified timescale of a Freedom of Information (FOI), Environmental Information Regulation (EIR) or Subject Access request related to the Contract or Services received directly by the Contractor from a source other than the Authority.	D	N/A	1 Day	£250	2	per request not notified	£0
14	8	40.1.2, 40.1.3, 40.1.4	PS: Gains ISO9001, ISO14001, ISO45001, ISO50001, ISO27000 or agreed equivalent accreditation within the relevant timescale and continuously maintain these accreditations thereafter. PSF: Failure to gain ISO9001, ISO14001, ISO45001, ISO50001, ISO27000 or agreed equivalent accreditation within the relevant timescale and continuously maintain these accreditations thereafter.	A	N/A	M	£500	2	per failed accreditation per month	£0
15	9	7.6, 7.7, 40.16	PS: The Authorised Officer is notified immediately of any RIDDOR reportable incident, or any environmental incident which requires reporting to the Environment Agency. PSF: Failure to immediately notify the Authorised Officer of RIDDOR reportable incident or any environmental incident which requires reporting to the Environment Agency.	D	N/A	N/A	£500	N/A	per incident not notified within 2 hours of occurrence	£0
16	10	43.1	PS: Key Personnel are available during the Operational Hours. PSF: Unavailability of Key Personnel during the Operational Hours.	D	1 hour	30 minutes	£100	2	Per incident (Note: If the Authority tries to contact one of the Key Personnel at 10 am and 3pm, and if that person was not either available or did not return the call within 1 hour at both times, they will be considered as two separate incidents.)	£500
17	11	44.5, 44.18	PS: Performance against Performance Standards are properly monitored and any resultant Performance Deductions are accurately calculated and reported. PSF: Failure to properly monitor performance against Performance Standards and accurately calculate and report corresponding Performance Deductions.	M	N/A	N/A	£5,000	N/A	per Month in which the Contractor fails to properly monitor performance against Performance Standards and accurately calculate and report any corresponding Performance Deductions. Note: This PSF will only apply if the Authority identifies and reports 10 or more PSF incidents (which can be one or more incident under the same PSF Number) which the Contractor ought to have been aware of and reported to the Authority, if good Contract management and monitoring arrangements were in place.	£5,000 (for the first three months of Contract Year 1) £0 (from 4th Month of the Contract Period)
18	12	44.22, 44.23	PS: Accurate Daily Exception Reports and subsequent updates are provided during days in which such reports are required. PSF: Failure to submit an accurate Daily Exception Report and/or provide updates as specified in the Specification [Note: only applicable on days when Service delivery or performance is affected due to unplanned events].	D	N/A	N/A	£100	N/A	per day in which the PSF occurred Note: applies only to days on which the Contractor ought to have provided a Daily Exception Report	£0
19	13	44.22, 44.24	PS: Accurate Monthly Service and Performance Management Reports are submitted. PSF: Failure to provide an accurate Monthly Service and Performance Management Report.	M	N/A	2 Working Days	£500	2	per incident	£0
20	14	44.22, 44.25	PS: Accurate Annual Service and Performance Management Reports are submitted. PSF: Failure to provide an accurate Annual Service and Performance Management Report	A	N/A	7 Days	£500	2	per incident	£0
21	15	50.3.6	PS: Nominated direct contacts answers Authority's calls outside the Operational Hours. PSF: The nominated direct contact does not answer the Authority's call outside the Operational Hours. <i>[Note: PSF 10 to apply during the Operational Hours]</i>	D	15 minutes	10 minutes	£100	2	per incident of unavailability.	£200
22	16	50.3.16, 50.3.17	PS: Staff identification, uniform and presentability requirements are complied with at all times. PSF: Failure to comply with Staff identification, uniform and presentability requirements	D	N/A	N/A	£25	N/A	per staff member per day	£250
23	17	58.9	PS: The Exit Plan, Business Continuity Plan and Contingency Plan is reviewed and updated as necessary. PSF: Failure to review and update, where necessary, the Exit Plan, Business Continuity Plan and Contingency Plan.	A	N/A	30 Days	£500	2	per incident (for each Plan)	£0
24	Grounds Maintenance Services									
25	18	6.1	PS: An Annual Weed Control and Removal Plan are submitted and agreed by their corresponding timescales. PSF: Failure to submit and agree an Annual Weed Control and Removal Plan by the corresponding timescales.	A	N/A	7 Days	£500	2	per plan not submitted	£0
26	19	6.1	PS: Implement Annual Weed Control and Removal Plan as agreed. PSF: Failure to implement the agreed Annual Weed Control and Removal Plan.	M	N/A	2 Days	£250	2	per incident	£0

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27	20	31.1.1	PS: An Annual Leafing Plan are submitted and agreed by their corresponding timescales. PSF: Failure to submit and agree an Annual Leafing Plan by the corresponding timescales.	A	N/A	7 Days	£500	2	per plan not submitted	£0
28	21	31.1.1	PS: Implement Annual Leafing Plan as agreed. PSF: Failure to implement the agreed Annual Leafing Plan.	M	N/A	2 Days	£250	2	per incident	£0
29	22	8.2	PS: Notify the Authorised Officer of discovery of invasive or pernicious weeds (e.g classed as plants such as, but not limited to Japanese Knotweed, Himalayan Balsam and Giant Hogweed) within 3 Working Days. PSF: Failure to notify the Authorised Officer of discovery of invasive or pernicious weeds within 3 Working Days.	D	N/A	1 Day	£100	2	per incident	£0
30	23	9.2	PS: Cleansing Standards of Hard Standing Areas are restored within the cleansing response time. PSF: Failure to restore the Cleansing Standards of Hard Standing Areas within the cleansing response time.	D	4 Hours	2 Hours	£100	2	per incident	£0
31	24	11.2	PS: All Tennis posts and nets must be in place during all Operational Hours. PSF: Tennis net posts and nets not in place during all Operational Hours.	D	2 hours	1 Hours	£25	2	per court	£0
32	25	11.2	PS: At least 20% of Pathway Edges restored per year, with the aim of restoring pathway edging to all main pathways over a 5-year term. PSF: Failure to restore 20% of the Pathway Edges per year (in Years 1 to 5).	A	N/A	30 Days	£500	2	per incident	£0
33	26	11.3	PS: At least 20% of Highway Verges restored per year, with the aim of restoring pathway edging to all main pathways over a 5-year term. PSF: Failure to restore 20% of the Highway Verges per year (in Years 1 to 5).	A	N/A	30 Days	£500	2	per incident	£0
34	27	16.3.1, 16.3.2, 16.7.6	PS: Maintain all Amenity Grass, Highway Verges and Roundabouts within a maximum height of 100mm (unless there is an agreed exemption from the Authority, for example to reflect extended periods of high rainfall). PSF: Failure to maintain all Amenity Grass, Highway Verges and Roundabouts within a maximum height of 100mm (unless there is an agreed exemption from the Authority, for example to reflecting extended periods of high rainfall).	D	1 Day	1 Day	£100	2	per incident	£0
35	28	11, 16.6.1, 16.7.6	PS: Edging must take place at least once each Contract Year. PSF: Failure to edge at least once each Contract Year.	A	N/A	1 Day	£100	2	per incident	£0
36	29	19.1, 20.1, 22.1	PS: Adhere to relevant Horticultural Standards (e.g. ISBN 0751302074, ISBN 075130862 5, and BS7370:Part 4:1993:3.6). PSF: Failure to adhere to relevant Horticultural Standards (e.g. ISBN 0751302074, ISBN 0751308625, and BS7370:Part 4:1993:3.6).	M	N/A	2 Days	£50	2	per incident	£0
37	30	13.3, 23.1, 23.3	PS: Maintain hedges in a clean, healthy and safe condition and cultivated to appropriate horticultural standards. PSF: Failure to maintain hedges in a clean, healthy and safe condition and cultivated to appropriate horticultural standards.	D	1 Day	2 Days	£50	2	per incident	£0
38	31	25.1	PS: Removal of fallen branches within 2 days. PSF: Failure to remove fallen branches within 2 days.	D	1 Day	2 Days	£50	2	per incident	£0
39	32	25.3	PS: Insection and removal of epicormic growth from all trees twice a year PSF: Failure to inspect and remove epicormic growth from all trees twice a year	A	1 Week	1 Week	£50	2	per incident	£0
40	33	27	PS: Maintain sports pitches to the playable standard specified. PSF: Failure to maintain sports pitches to the playable standard specified.	D	N/A	3 Days	£50	2	per incident	£0
41	34	29.1.1, 29.1.2	PF: No Litter Bin is full or overflows. PSF: Overflowing Litter Bin.	D	N/A	1 Hour	£50	2	per overflowing bin	£1,000
42	35	29.1.9, 29.1.11	PF: Deliver, install, move and/or replace litter bins within 5 Working Days. PSF: Failure to deliver, install, move and/or replace litter bins within 5 Working Days.	D	1 Day	1 Day	£50	2	per overflowing bin	£0
43	36	20	PS: Implement Biodiversity Commitments in accordance with Specification and Contractor Method Statements. PSF: Failure to implement the agreed Biodiversity Commitments in accordance with Specification and Contractor Method Statements.	A	N/A	N/A	£1,000	2	per incident	£0
44	37	2.2.14	PS: Deliver the Contractors green waste composting commitments. PSF: Failure to deliver the Contractors green waste composting commitments.	A	N/A	N/A	£1,000	2	per incident	£0
45	38	49.6.7	PS: Report on annual emissions from Premises, Plant and Other Operations, including progress against previous years and plans for the following 12 months. PSF: Failure to submit the Report by the corresponding timescale.	A	N/A	7 Days	£500	2	per report not submitted	£0

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47 ¹ D - Daily, M - Monthly, A - Annually