

Appendix C1 - Specific Service Default Deductions for Service Failures

A: Service Failure	B: Specific Service Default Deduction	C: Rectification Period
Waste Collection and Recycling Services		
WC 1: Missed Collections from Households exceed 40 Missed Collections per 100,000 Scheduled Collections in any one Contract Month. For the avoidance of doubt, Missed Collections shall count for each collection Container set out by the Household on the Scheduled Collection Day.	a Deduction shall apply equivalent to half an hour of Administrative Labour Cost for each Missed Collection over the defined threshold.	n/a
WC 2: For each Missed Collection Not Rectified from Households (excluding Repeat Missed Collection).	a Deduction shall apply equivalent to one hour of Administrative Labour Cost	24 hours
WC 3: For each Repeat Missed Collection from Households. For the avoidance of doubt, the Repeat Missed Collection shall be considered a repeat failure when the same collection Container or waste stream is missed at the same property or location.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost for the first repeat failure at the property in a 3-month cycle and thereafter further failures at the same property within the 3-month cycle may incur Deductions over two hours of Administrative Labour Cost proportionate with the increasing administrative cost burden that the Authority incurs.	n/a
WC 4: Missed Assisted Collection from Households exceed 0.03% of Assisted Collections that are scheduled in any one Contract Month. For the avoidance of doubt, Missed Assisted Collections shall count for each collection Container set out by the Household on the Scheduled Collection Day but shall not be counted in respect of WC 1.	a Deduction shall apply equivalent to one hour of Administrative Labour Cost.	n/a
WC 5: For each Repeat Missed Assisted Collection. For the avoidance of doubt, the Repeat Missed Assisted Collection shall be considered a repeat failure when the same collection Container or waste stream is missed at the same property but shall not be counted in respect of WC 1.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost for the first repeat failure at the property in a 3-month cycle and thereafter further failures at the same property within the 3-month cycle may incur Deductions over two hours of Administrative Labour Cost proportionate with the increasing administrative cost burden that the Authority incurs.	n/a

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WC 6: For each Reported Waste Separation Failure, where the Contractor is unable to demonstrate that all steps to avoid this were taken; this may include the use of photographic evidence or 360° cameras.	a Deduction shall apply equivalent to one hour of Administrative Labour Cost.	n/a
WC 7: Where a Dry Recycling load is rejected at a Delivery Site because it fails to meet the Acceptance Criteria and the Authorised Officer determines that the rejection is due to the Contractor failing in its obligations under the Specification, where the Contractor is unable to demonstrate that all steps to avoid this were taken; this may include the use of photographic evidence or 360° cameras.	The Deduction shall be calculated as the difference between the costs charged to the Authority by Western Riverside Waste Authority to manage this Waste as Residual Waste and the costs that would have been charged to the Authority by Western Riverside Waste Authority to process this Waste for Recycling purposes.	n/a
WC 8: Failure to deliver Containers within 5 Working Days (Monday to Friday) of instruction, notification or agreed schedule.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost.	n/a
WC 9: Failure to deliver the co-ordination of the Waste Collection and Cleansing service as set out in paragraphs 22 and 53 of Schedule 2 (Specification).	a Deduction shall apply equivalent to two hours of Administrative Labour Cost for every street where the co-ordination of services is not achieved by the Contractor.	n/a
Commercial Waste Services		
CW 1: For each Missed Collection Not Rectified from a commercial premise (excluding Repeat Missed Collection).	a Deduction shall apply equivalent to one hour of Administrative Labour Cost.	24 hours
CW 2: For each Repeat Missed Collection from a commercial premise. For the avoidance of doubt, the Repeat Missed Collection shall be considered a repeat failure when the same collection Container or Waste stream is missed at the same commercial premise.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost for the first repeat failure at the commercial premise in a 3-month cycle and thereafter further failures at the same commercial premise within the 3-month cycle may occur Deductions over one hour of Administrative Labour Cost proportionate with the increasing administrative cost burden that the Authority incurs.	4 hours
CW 3: Failure to deliver Containers within 3 Working Days (Monday to Friday) of instruction, notification, or agreed schedule.	a Deduction shall apply equivalent to one hour of Administrative Labour Cost.	n/a
Cleansing Services		

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CIS 1: For each transect reported, failure to restore the relevant land use type to the required standard within the Rectification Period.	a Deduction shall apply equivalent to one hour of Administrative Labour Cost for each occurrence.	As set out in Table 11 below
CIS 2: For the same transect reported and not rectified, failure to restore the relevant land use type to the required standard within the Rectification Period.	a Deduction shall apply equivalent to one hour of Administrative Labour Cost for each occurrence.	Half the response timeframe set out in Table 11 below
CIS 3: For each litter bin which is unavailable to Service Users to deposit Waste because the bin is at least 85% full or overflowing.	a Deduction shall apply equivalent to one hour of Administrative Labour Cost.	2 hours
CIS 4: For each fly-tipping or abandoned Waste, in all areas except Lambeth Housing, as identified by the Contractor or reported to the Contractor or as otherwise instructed by the Authorised Officer, failure to remove the fly-tipping or abandoned material within the Rectification Period.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost.	As set out in Table 13 below
CIS 5: For each failure to remove graffiti or fly posting identified by the Contractor or reported to the Contractor or as otherwise instructed by the Authorised Officer within the Rectification Period.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost.	24 hours for offensive 5 Working Days for non-offensive
CIS 6: Failure to report fly tipping or abandoned Waste as collected.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost.	n/a
CIS 7: Failure to implement the annual gully cleansing programme.	a Deduction shall apply equivalent to four hours of Administrative Labour Cost.	24 hours
Lambeth Housing		
LH 1: Failure to cleanse bin chambers to the agreed schedule.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost for every bin chamber not cleansed.	12 hours
LH 1: For each fly-tipping or abandoned Waste, in all areas of Lambeth Housing Zone, as identified by the Contractor or reported to the Contractor or as otherwise instructed by the Authorised Officer, failure to remove the fly-tipping or abandoned material within the Rectification Period.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost.	As set out in Table 13 below
Vale Street Re-use and Recycling Centre		
VS 1: Failure to request in a timely manner sufficient containment for all material streams,	a Deduction shall apply equivalent to two hours of Administrative Labour Cost.	n/a

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which results in a resident being unable to use the site.		
VS 2: Failure to prevent Prohibited Waste from being delivered to the Vale Street RRC.	a Deduction shall apply equivalent to five hours of Administrative Labour Cost.	n/a
Communications		
COM 1: Failure to develop and maintain the Communications Plan.	a Deduction shall apply equivalent to five hours of Administrative Labour Cost.	n/a
COM 2: Failure to provide an agreed report with accurate data within agreed timescales	A Deduction of £250 shall apply for each instance where a report has not been provided with accurate or complete data	n/a
COM 3: Failure to respond to written correspondence from an officer of the Authority within 5 Working Days, for matters other than those set out in paragraph 12.4.5 and Table 4 of Schedule 2	A deduction of £180 shall apply for each occurrence	n/a
Complaints Management		
CS 1: For each failure to manage councillor and MP enquiries, Stage 1 Complaints and FOIA and/or EIR requests as set out in section 12 of Schedule 2 (Specification).	a Deduction shall apply equivalent to two hours of Administrative Labour Cost.	n/a
Winter Maintenance		
WM 1: For each failure to provide the winter maintenance service to priority locations.	a Deduction shall apply equivalent to five hours of Administrative Labour Cost.	12 hours
WM 2: For each failure to re-fill salt/grit bins in accordance with the Winter Maintenance Plan.	a Deduction shall apply equivalent to two hours of Administrative Labour Cost.	12 hours
Vehicles		
V1: For each failure to keep accurate and complete records (i) of Vehicle health and safety checks in compliance with Legislation and (ii) relating to Vehicle maintenance and/or to make such records available to the Authority on request.	a Deduction shall apply of £250 per failure	n/a
V2: For each failure to achieve FORS silver accreditation for a Vehicle.	a Deduction of £250 per Vehicle per week that FORS silver accreditation is not achieved	n/a

Table 1: Response times to remove fly-tipped and abandoned Waste

1	Zone	2	Timeframe
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3	Town Centre Streets	4	3 hours
5	Zone 1	6	24 hours
7	Zone 2	8	72 hours
9	Lambeth Housing Zone	10	24 hours
11	Lambeth Housing Zone (where a health and safety risk is posed)	12	2 hours

Table 2: Response time to restore land to standard

Zone	Grade Required after Cleansing	Response time to restore land to correct cleanliness standard
Town Centre Streets	A	From Grade B- or below: 2 Working Hours (in accordance with the Maximum Operational Hours set out in section Error! Reference source not found. For the avoidance of doubt, these are seven days a week from 06:00 hours until 22:00 hours)
Zone 1	A	From Grade B- or below: 6 Working Hours (in accordance with the Maximum Operational Hours set out in section Error! Reference source not found. For the avoidance of doubt, these are seven days a week from 06:00 hours until 22:00 hours)
Zone 2	A	From Grade B- or below: 24 hours from the time the standard has been reported as B- or below. (For the avoidance of doubt, the 24 hours take account of the fact that the service is delivered seven day a week from 06:00 hours until 22:00 hours)
Lambeth Housing Zone	A	From Grade B- or below: 24 hours from the time the standard has been reported as B- or below. (For the avoidance of doubt, the 24 hours take account of the fact that the service is delivered Monday to Friday from 08:00 hours until 17:00 hours and Saturday from 09:00 hours until 13:00 hours)