

## **Schedule 2 - Service Levels**

### **Monitoring**

The Service Provider shall be responsible for carrying out Performance Monitoring against all of the Service Levels during the relevant Period, and shall maintain adequate technical and organisational procedures to enable it to do so.

The Service Provider shall implement all measurement and monitoring tools and procedures necessary to carry out Performance Monitoring at a level of detail sufficient to verify compliance or otherwise with the Service Levels.

For each new or amended Service Level (agreed or determined in accordance with clause 19), reporting of the new Service Level, or reporting of any amended Service Level, will commence with effect from the first month following the month in which the new or amended Service Level is agreed or determined.

### **Key Service Level Failure**

A "Key Service Level Failure" shall occur where the level of performance results in the Service Provider being non-compliant on any particular Service Level within a Period and the non-compliance has not been addressed through the procedure set out in paragraphs 20.15 to 20.18 of Schedule 1.

### **Financial Deduction**

The Service Provider will incur a deduction from the Charges of £364 per day (eight hours) if any of the below Service Levels are not met within any given Period which the parties acknowledge and agree is a genuine estimate of loss. The deduction will be pro-rated depending on the length of time it takes to rectify the Service Level. If the same Service Level is not rectified in the following Period the deduction will be applied at the same rate each month until the Service Level has been rectified.

## Service Levels

Ref	Performance Parameters	Monitoring Method	Reporting Frequency Period	Tolerance **
<b>Scheduled cleaning</b>				
01	Service Provider to ensure that all <b>scheduled cleaning (including quarterly cleaning)</b> is completed according to Schedule (ie. <b>on time</b> )	<p>Report detailing:</p> <ul style="list-style-type: none"> <li>Number of missed scheduled cleans</li> <li>Location of missed scheduled cleans</li> </ul>	Quarterly	3 service level failures per quarter at an individual site or sites ***
02	Service Provider to ensure that <b>Scheduled cleaning meets Service Standards</b>	<p>At monthly contract meetings:</p> <ul style="list-style-type: none"> <li>Review Service Failures linked to poor standard or incomplete works</li> <li>Review complaints</li> <li>Review Remedial Action Plans</li> <li>Discuss feedback on outcomes of random checks by the Council</li> </ul>	Monthly	3 service level failures at individual sites or different sites within each month
03	The Service Provider to ensure that all cleaning practices undertaken to deliver the Specification to the Service Standards and all other requirements of the Specification are complied with.	At monthly contract meetings discuss any service failures & complaints related to failure to comply with the Specification		
<b>Other</b>				

04	Service provider to complete <b>ad-hoc service requests</b> for cleaning duties within the agreed timescale	Service Provider to update Council Representative by email when ad hoc works completed and both parties to record on log/database for discussion at monthly meeting	Monthly	3 service level failures within one month
05	Service Provider to carry out its own cleaning <b>quality audits (QAs)</b> ; to include all sites over a 12 month period	Service Provider to submit all QAs and targeted & spot check inspection sheets to Council Representative on a quarterly basis for review at quarterly meetings; report to include remedial actions taken to address any service failures	Quarterly	Review at bi-annual strategic meeting; provide report for meeting
06	Service Provider to monitor ongoing feedback and customer satisfaction levels	Summary report of output from digital feedback mechanism; annual survey to residents, including outcomes.	Quarterly	Agree at quarterly meeting timescales to address any remedial or additional actions emerging from digital feedback and/or survey
07	Service Provider to demonstrate every year what steps they have taken to improve their Carbon footprint	Service Provider to include in annual report	Annual	N/A

**\*\* Tolerance – how many Service Level Failures the Council will accept prior to Implementing financial deductions as per Schedule 2**

**\*\*\*Site - = one address (Premises), including all blocks at that site address**