

Joint Inspection Manual



March 2019



Standards Management

Pictorial Guide

PQMS Grading

Aim:

The use of a performance management system which provides the council and the contractor with an overall assessment of the contractor's performance. It will be assessed across the full range of features within the contract specification.

Classification of Standards:

For the council to achieve a standard overall, all of the criteria within that standard must have been met or exceeded.

A	10	<p>GM: Feature is maintained above contract standard in all aspects (Grade A will not be achieved in most circumstances)</p> <p>SC: Absence of all litter, detritus, excreta, leaf fall, weeds etc.</p> <p>FM: Absence of all dirt, waste, cobwebs, dead insects/vermin and the facility or area is fully stocked</p> <p>CE: All clear no litter/debris in channel or against grille, no overhanging vegetation.</p>
A-	9	<p>GM: Feature is maintained above contract standard in most aspects. (Grade A- will not be achieved in most circumstances)</p> <p>SC: Absence of almost all litter, detritus, excreta, leaf fall etc. Substantially weed free</p> <p>FM: Absence of almost all dirt, waste, cobwebs, dead insects/vermin and the facility or area is fully stocked</p> <p>CE: Minor debris, recent deposits with no compromise in efficiency.</p>
B	8	<p>GM: Feature is maintained to contract standard in all aspects</p> <p>SC: Predominately free of litter, detritus, excreta, leaf fall etc. Predominantly weed free</p> <p>FM: Predominately free of all dirt, waste, cobwebs, dead insects or vermin and the facility or area is fully stocked</p> <p>CE: Minor debris, slight effect on efficiency.</p>
B-	7	<p>GM: The feature is maintained to contract standard in the majority of aspects</p> <p>SC: Some distribution of litter, detritus, excreta, leaf fall, etc. Some weed growth</p> <p>FM: Some distribution of dirt, waste, cobwebs, dead insects or vermin and the facility or area is adequately stocked.</p> <p>CE: Moderate debris, still working effectively</p>
C	6	<p>GM: The feature is maintained slightly below contract standard in some aspects</p> <p>SC: Widespread distribution of litter, detritus, excreta, leaf fall etc. Significant weed growth</p> <p>FM: Widespread distribution of dirt, waste, cobwebs, dead insects /vermin and the facility or area is inadequately stocked</p> <p>CE: Moderate debris, efficiency compromised.</p>
C-	5	<p>GM: The feature is maintained but below contract standard in most aspects</p> <p>SC: Widespread distribution and accumulation of litter, detritus, excreta, leaf fall etc. Considerable weed growth</p> <p>FM: Widespread distribution and accumulation of dirt,waste,cobwebs,dead insects or vermin and the facility or area is inadequately stocked</p> <p>CE: Chocked and ineffective</p>
D	4 and below	<p>GM: The feature is unmaintained and considerably below contract standard in all aspect</p> <p>SC: Heavy distribution of litter, detritus, excreta, leaf fall etc. Heavy, widespread weed growth.</p> <p>FM: Heavy distribution of dirt, waste, cobwebs, dead insects or vermin and the facility or area is inadequately stocked</p> <p>CE: Channel/grille in filled and unidentifiable</p>

Street Cleansing

A No litter or refuse present. No detritus in channels. Substantially weed free



B Small amount of litter in localised accumulations. Minimal detritus present. Predominantly weed free



C Widespread litter and detritus present. Significant weed growth present



D Heavy littering, widespread detritus. Heavy significant accumulations of litter. Heavy, widespread weed growth.



Specification :-

- Grade A standard. shall mean the absence of litter, debris, detritus, loose chippings, excreta, accident debris, other rubbish and animal carcasses or remains or any other material fouling street surfaces. **Achievable in town centres/high intensity areas.**
- Grade B standard shall mean the area is predominately free of litter, debris, detritus, loose chippings, excreta, other rubbish and animal remains or any other material fouling street surfaces apart from small items. **(Minimum contract standard.)**
- Grade C standard means widespread distribution of litter, debris, detritus, loose chippings, excreta, other rubbish and animal carcasses or remains or any other material fouling streets surfaces with minor accumulations.
- Grade D standard means heavy distribution of litter, debris, detritus, loose chippings, excreta other rubbish and animal remains or any other material fouling street surfaces with large accumulations.

Litter Bins

A Bins are unlikely to achieve above contract standard.



B Bin has 25% capacity or more and area around litter free



C Bin overflowing, minimal litter on floor.



D Bin overflowing on floor.



Specification :-

All bins emptied at a frequency to prevent them from overflowing

Any spillage or waste found adjacent to or close to the litter bin shall be cleaned up or cleared at the same time.

Any defect or damage observed by the Service Provider whilst emptying bins shall be reported to the Council.

Grounds Maintenance (Grass)

A Grass very short, no arisings, back up work done to spec. No litter present, area looks very high standard



B Grass length within a four week growth, minimal litter present



C Grass growth within 4 to 6 week cut. work not to spec. Litter present



D Grass exceeds six week cut no back up works done. Whole area out of spec. A large amount of litter present



Specification :-

Code	Expected Mowing Season	Expected Frequency of Cut	Type of Mow
Sheltered Housing Schemes	2 nd week March - end of October	Once per week	First 2 cuts of season to be boxed off, thereafter as flown
General Grass Areas	2 nd week March - end of October	Monthly	Cuttings to be as flown
Rough Grass Areas	One cut during the first 2 weeks of April, July and September	N/A	Cuttings to be as flown
Flail Grass Areas	2 nd week March - end of November	N/A	Cuttings to be as flown
Wild Flower/ Conservation Areas	One cut during the final week of September and one cut during the final week of March	N/A	Cuttings to be collected and removed from site

[Draft]

Grounds Maintenance (Hedges and Shrubs)

A Hedge sides and top cut. Manicured appearance due to more cuts



B Hedge still in spec, shows one year growth



C Hedge requiring work as overgrowing access/ pavement



D Hedge out of spec, overgrowing footpath and more than a years growth



Specification:

- Annually growth on identified hedges clipped back
- Clip lodgings in the top and side removed
- Litter and debris removed from hedge base
- Grade B picture shows growth hedge after and prior to being cut – both are of contract standard

Officers to check the planned maintenance schedule following grading and add comment if schedule maintenance is imminent

A

Weed free, no litter and shrubs pruned. Area very tidy



B

Weed + litter minimal. One years growth. Not obstructing footpath



C

Weed growth, litter present. Shrubs obstructing footpath



D

Area totally overgrown with weeds/litter present



Specification:

- Shrubs and flower beds free of litter, weeds, leaves and other extraneous material following annual maintenance
- Planned pruning to ensure shape is being maintained following annual maintenance
- Identified plants cut back from footpaths, roads and windows following annual maintenance

Reactive Works

Characteristic	Response time	Note
Fly-tips	½ a day, if reported before 1pm then it will be completed by 6pm. If reported after 1pm it will be completed the next duty day before 1pm.	•Not on private land or land not adopted.
Fly-tips	1 day, This means by 6pm the following evening.	•Not on private land or land not adopted.
Fly-tips	14 days	•Not on private land or land not adopted.
Offensive Graffiti	Remove within 2 Hours	•On WC land and assets only.
Markets (clear the waste)	By 0800hrs the following day	•WC Markets only
Street Cleansing – High intensity	½ a day, if reported before 1pm then it will be completed by 6pm. If reported after 1pm it will be completed the next duty day before 1pm.	•Not on private land or land not adopted.
Street Cleansing – Medium intensity	1 day, This means by 6pm the following evening.	•Not on private land or land not adopted.
Street Cleansing – Low intensity	14 days	•Not on private land or land not adopted.