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| **KPI** | **Responsible Party** | **Parameters** | **Threshold** | **Rectification activity if threshold not reached** |
| No 'no waste' visits | Trust | Waste to be available for collection every time SRCL attends a HHFT site | 97% | Analysis of collection schedule: additional portering training |
| No non-conformances | Trust | Segregation to be correct, with no waste consigned to an inappropriate bin (e.g. no HY waste to be consigned as HL) | 95% | SRCL to provide inappropriate waste report to enable identification of 'problem areas'; additional training; bin audit |
| Bin utlilsation | Trust | Average bin weight, across all waste streams to be 55kg or above as recorded by SRCL's biotrack system | 95% | Dashboard analysis to enable identification of 'problem areas'; additional training; bin audit |
| Access available | Trust | SRCL vehicles to be granted access to HHFT's clinical waste upon arrival or within 15 minutes of arrival | 100% | Analysis of collection schedule; direct access provided (e.g. reminder emails |
| All scheduled collections performed successfully | SRCL | All pre-arranged and ad hoc collections to take place on the stated day, with all tagged bins collected | 97% | Analysis of collections schedule undertaken and vehicle type |
| All scheduled collections performed on time | SRCL | Pre-arranged collections to take place within one hour of the stated time window | 95% | Assess reasons for delayed collections, analyse collection schedule and vehicle routing |
| Any delays to collection reported to the Trust | SRCL | Trust notified by phone of any delays, notifications to be received inside the original stated time window | 100% | Direct access provided (e.g. Operations/lead porters phone numbers exchanged). |
| Reporting | SRCL | SRCL to provide billing and MI reporting, including backing data, by COP within 48 hours of completing the billing process | 100% | Account management/IT/customer service review; dedicated customer service staff member provided |
| Communication | SRCL | SRCL Customer Support team to acknowledge receipt of, and outline any likely timescales for actions arising from any requests within 24 hours of first contact | 97% | Account management/IT/customer service review; dedicated customer service staff member provided |