



# Standards Management Pictorial Guide

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✓ **Supporting**  
business development and growth

✓ **Improving**  
the provision of housing

✓ **Addressing**  
rural isolation

✓ **Providing**  
leadership

# 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	7	<p><b>GM:</b> Feature is maintained above contract standard in all aspects <b>(Grade A will not be achieved in most circumstances)</b></p> <p><b>SC:</b> Absence of all litter, detritus, excreta, leaf fall, weeds etc.</p> <p><b>FM:</b> Absence of all dirt, waste, cobwebs, dead insects/vermin and the facility or area is fully stocked</p> <p><b>CE:</b> All clear no litter/debris in channel or against grille, no overhanging vegetation.</p>
A-	6	<p><b>GM:</b> Feature is maintained above contract standard in most aspects. <b>(Grade A- will not be achieved in most circumstances)</b></p> <p><b>SC:</b> Absence of almost all litter, detritus, excreta, leaf fall etc. Substantially weed free</p> <p><b>FM:</b> Absence of almost all dirt, waste, cobwebs, dead insects/vermin and the facility or area is fully stocked</p> <p><b>CE:</b> Minor debris, recent deposits with no compromise in efficiency.</p>
B	5	<p><b>GM:</b> Feature is maintained to contract standard in all aspects</p> <p><b>SC:</b> Predominately free of litter, detritus, excreta, leaf fall etc. Predominantly weed free</p> <p><b>FM:</b> Predominately free of all dirt, waste, cobwebs, dead insects or vermin and the facility or area is fully stocked</p> <p><b>CE:</b> Minor debris, slight effect on efficiency.</p>
B-	4	<p><b>GM:</b> The feature is maintained to contract standard in the majority of aspects</p> <p><b>SC:</b> Some distribution of litter, detritus, excreta, leaf fall, etc. Some weed growth</p> <p><b>FM:</b> Some distribution of dirt, waste, cobwebs, dead insects or vermin and the facility or area is adequately stocked.</p> <p><b>CE:</b> Moderate debris, still working effectively</p>
C	3	<p><b>GM:</b> The feature is maintained slightly below contract standard in some aspects</p> <p><b>SC:</b> Widespread distribution of litter, detritus, excreta, leaf fall etc. Significant weed growth</p> <p><b>FM:</b> Widespread distribution of dirt, waste, cobwebs, dead insects /vermin and the facility or area is inadequately stocked</p> <p><b>CE:</b> Moderate debris, efficiency compromised.</p>
C-	2	<p><b>GM:</b> The feature is maintained but below contract standard in most aspects</p> <p><b>SC:</b> Widespread distribution and accumulation of litter, detritus, excreta, leaf fall etc. Considerable weed growth</p> <p><b>FM:</b> Widespread distribution and accumulation of dirt,waste,cobwebs,dead insects or vermin and the facility or area is inadequately stocked</p> <p><b>CE:</b> Chocked and ineffective</p>
D	1	<p><b>GM:</b> The feature is unmaintained and considerably below contract standard in all aspect</p> <p><b>SC:</b> Heavy distribution of litter, detritus, excreta, leaf fall etc. Heavy, widespread weed growth.</p> <p><b>FM:</b> Heavy distribution of dirt, waste, cobwebs, dead insects or vermin and the facility or area is inadequately stocked</p> <p><b>CE:</b> 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, leaf fall, 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, accident debris, leaf fall, 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, accident debris, leaf fall, 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, accident debris, leaf fall, other rubbish and animal remains or any other material fouling street surfaces with large accumulations.

**Moss is not in the contract spec.**

# Litter Bins

**A** Bins are unlikely to achieve above contract standard.



**B** Bin has 25% capacity or more. No damage, clean, no graffiti and area around litter free



**C** Bin overflowing, minimal litter on floor. Bin dirty/damaged. Graffiti on bin



**D** Bin overflowing on floor. Bin very dirty / damaged and covered in graffiti



## Specification :-

All bins and liners shall be kept clean inside and out at all times and emptied regularly

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

All standard bins shall have 25% available capacity at all times.

Any graffiti and fly posting present should also be removed.

Any defect or damage observed by the Service Provider whilst emptying bins shall be reported to the Council within two working days of damage or defect being first observed.

The Service Provider shall ensure that each litter and dog bin is thoroughly washed and disinfected internally and externally on a frequency not less than twice a year.

# Street Cleansing

## DROVES and NARROW RURAL LANES



There are a number of Drovers and narrow rural lanes within the contract. These are not able to be mechanically swept due to being un-metalled or very narrow which doesn't allow a sweeper to be deployed along them.

**These should be scored based on the litter present at the time of inspection, and not marked down for detritus or weeds in the centre of the highway.**



**Please also note the camber of the road when considering if a sweeper will be able to operate both sweeper arms**

# Sports and Play Areas

**A** Area in good order, surface clean, free of moss, no litter or graffiti



**B** Minor littering. No damage. Minor areas of moss present. Clean, some graffiti present.



**C** Heavy moss on surface. Dirt and damage on play equipment visible.



Damaged play equipment to be investigated and rectified by IDverde . Report immediately to IDverde

**D** Equipment unsafe. Surface damaged with littering and moss present  
General damage in play area



Damaged play equipment to be investigated and rectified by TLG . Report immediately to TLG

### Specification:

- Clear of litter, debris, cigarette ends, chewing gum, fly-posting , dirt and moss.
- Clear of graffiti (within one working day)
- Play equipment kept in a clean and hygienic condition
- Damaged play items made safe and secure

Separate inspections completed by competent inspector to meet the BS EN standards for play equipment condition and safety surfacing.

PQMS inspections for cleanliness, AM and grounds maintenance purposes only; Walls, fencing, hedges, gates, signage, bins, seating, trees, grass areas and shrubs.

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# Grounds Maintenance (Grass)

**A** Grass very short, no arisings, back up work done to spec. No litter present, area looks very high standard  
**Only likely to be achieved with cut + collect or if grass is cut when short and no arisings are present**



**B** Grass within 25 – 100mm range, arisings visible, minimal litter present



**C** Grass within 25 -100mm range, back up work not to spec. Litter present



**D** Grass exceeds 100mm, no back up works done. Whole area out of spec. A large amount of litter present



**Specification :-**

	Category	Tolerable height range of grass
1	High Amenity	15mm to 50mm
2	General Amenity	25mm to 100mm
3	Ecological	100mm to natural growth height
4	Highway Verge General	25mm to 100mm and in any event so as not to result in visual impairment of road users
5	Highway Verge by-passes	50mm to natural growth height and in any event so as not to result in visual impairment of road users
6	Sports field	15mm May to August. 25mm Sept to April
7	Heavily obstructed areas	25mm to 100mm

# 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:

- Hedges close to a footpath or road clipped back
- Clip lodgings in the top and side removed
- Litter and debris removed from hedge base
- Cut back to previous year's growth
- Grade B picture shows growth hedge after and prior to being cut – both are of contract standard

# Grounds Maintenance (Amenity Planting)

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
- Application of chemical herbicide
- Planned pruning to ensure shape is being maintained
- Plants cut back from footpaths, roads and windows

# Asset Maintenance (Street Furniture)

**A** Good overall condition. Clean with no damage, paint in good order



**B** No damage, paint starting to look poor. Clean and tidy



**C** Damage present. Poor condition overall. Made safe



**D** Unsafe, vandalised. Very poor condition overall



Example of street sign to contract spec. No damage, secure/ graffiti free



### Specification:

- Furniture clear from litter and debris
- Furniture kept in a clean and hygienic condition
- Defective furniture made safe and secure
- Damaged and unsafe furniture reported

Street Signs - Replacement/repairs to be reported to the asset maintenance officer.

Bus shelters - cleaned twice a year, MDC do not own the bus shelters and therefore IDverde do not install new ones. If there is broken glass IDverde will replace.

# Civil Engineering (Grilles and Gratings)

**A**

Grille clear, no debris/vegetation build up. Free flowing



**B**

Grille clear, minor build up prior to grille in culvert



**C**

Minor build up on grille, risk of flooding in heavy rain



**D**

Grille blocked, heavy build up in front of grille. Serious flooding risk



## Specification:

- Free from litter, debris and vegetation
- No risk of blockage
- Channel clear and allows drainage

**A**

Clear, no overgrowth. Free flowing water



**B**

Banks overgrowing channels, no debris, water still free flowing



**C**

Major overgrowth. Build up of debris in channel, danger of blocking



**D**

Major blockages, totally overgrown. High risk of flooding



### Specification:

- Water courses clear from litter, debris, vegetation and fly tipped materials
- Vegetation cut back and well managed
- Clear water channel

Characteristic	Response time - working days only	Note
Fly-tips	3 days following an instruction from an authorised officer	<ul style="list-style-type: none"> <li>•Not from private land</li> <li>•Asbestos removed by Somerset Waste Partnership</li> </ul>
Bus shelters	Clean Twice a year on a pre planned agreed schedule	<ul style="list-style-type: none"> <li>•We do not own or install new bus shelters</li> <li>• Install new glass if broken</li> </ul>
Graffiti	Remove within 7 days	<ul style="list-style-type: none"> <li>•On MDC land only</li> </ul>
Fly-posting	Remove within 7 days	<ul style="list-style-type: none"> <li>•Not from private land</li> </ul>
Removal of shopping trolleys	Remove within 7 days	<ul style="list-style-type: none"> <li>• Dispose of within six weeks</li> </ul>
Markets (clear the waste)	3 x per day	<ul style="list-style-type: none"> <li>•On Market day, managed by Markets Officer</li> </ul>
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.	<ul style="list-style-type: none"> <li>•Not on private land or land not adopted.</li> </ul>
Street Cleansing – Medium intensity	1 day, This means by 6pm the following evening.	<ul style="list-style-type: none"> <li>•Not on private land or land not adopted.</li> </ul>
Street Cleansing – Low intensity	14 days	<ul style="list-style-type: none"> <li>•Not on private land or land not adopted.</li> </ul>