

Health & safety - Corporate						Q1					Q2					Q3					Q4				
						2015/16					2015/16					2015/16					2015/16	Annual	Previous	Notes	Notes
Ref	Indicator title	Apr-16	May-16	Jun-16	Q1	Totals	Jul-16	Aug-16	Sep-16	Q2	Totals	Oct-16	Nov-16	Dec-16	Q3	Totals	Jan-17	Feb-17	Mar-17	Q4	Totals	Total	Year		
HS 1	Number of reported RIDDOR incidents within period - TBC contract	0	0	0	0	0	0	0	0	0	2	1	0	0	1	0				0	1	1	3		Figures include Grounds Maintenance since Oct
HS 2	Number of reported lost time incidents within period - TBC contract	0	0	0	0	0	2	0	0	2	0	3	1	0	4	0				0	2	6	2		
HS 3	Number of reported non lost time incidents within period - TBC contract	0	0	1	1	0	1	0	0	1	0	0	1	3	4	0				0	7	6	7		
HS 4	Number of reported near misses within period - TBC contract	1	0	0	1	1	1	0	2	3	1	1	0	0	1	3				0	1	5	6		
HS 5	Number of crew inspections within period - TBC contract	20	20	19	59	55	17	14	17	48	60	25	26	23	74	60				0	60	181	235		
HS 6	Number of reported vehicle related accidents within period - TBC contract	1	1	2	4	8	2	2	4	8	4	1	2	2	5	6				0	4	17	22		

Waste & recycling - TBC contract - 2016/17						Q1					Q2					Q3					Q4				
No. of households - 38,440						2015/16					2015/16					2015/16					2015/16	Annual	Previous	Notes	Notes
Ref	Indicator title	Apr-16	May-16	Jun-16	Q1	Totals	Jul-16	Aug-16	Sep-16	Q2	Totals	Oct-16	Nov-16	Dec-16	Q3	Totals	Jan-17	Feb-17	Mar-17	Q4	Totals	Total	Year		
NI 191	Residual household waste per household (Kg/year)	36	35	38	109	110	33	35	36	104	109	31	33			101					106.00		426		Awaiting December data from JWT Awaiting December data from JWT
NI 192	Household waste reused, recycled and composted (%)	50.77%	55.85%	57.22%	54.80%	51.88%	56.35%	54.10%	54.97%	55.14%	51.68%	54.51%	52.95%			50.81%					48.08%		50.68%		
CI 2	% Number of household collections completed on schedule (of total collections)	99.96%	99.96%	99.92%	99.95%	99.93%	99.94%	99.94%	99.94%	99.94%	99.95%	99.96%	99.94%	99.96%	99.95%	99.95%					99.96%		99.95%		Tewkesbury data not currently available in this format Tewkesbury data not currently available in this format
CI 3	% Number of assisted collections completed on schedule (of total collections)																								
CI 4	% Number of operational service complaints received (of total collections)																								

Customer Service - TBC Contract - subject to change						Q1					Q2					Q3					Q4				
						2015/16					2015/16					2015/16					2015/16	Annual	Previous	Notes	Notes
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	Current garden waste bin subscriptions																								TBC do approximately 350,600 collections per month
	Missed collections - Ubico figures	166	167	287	620	801	208	213	217	638	559	138	195	147	480	564				0	440	1738			
	No of green bins requested	131	86	125	342	334	111	130	103	344	365	131	110	117	358	331				0	371	1044			
	No of blue bins requested	123	86	108	317	290	100	126	89	315	293	112	106	106	324	306				0	335	956			
	No of brown bins requested ?	13	47	29	89	56	34	26	33	93	51	25	22	12	59	45				0	40	241			
	No of other bins requests	12	21	15	48	55	16	11	19	46	39	23	27	6	56	28				0	40	150			
	No of kerbside caddies requests	139	113	108	360	387	100	118	105	323	2003	114	109	112	335	707				0	514	1018			
	No of kitchen caddies requests	104	84	89	277	258	148	120	80	348	1663	87	88	93	268	548				0	361	893			
	Receptacles not placed back																								
	Mess left by collectors																								
R1	Recycling bank reports																								Tewkesbury data not available in this format Tewkesbury data not available in this format Tewkesbury data not available in this format
R2	Litter/ Street cleaning reports	56	35	50	141	53	46	50	31	127	120	37	27	36	100	97				0	158	368			
R3	Flytipping reports	112	81	68	261	216	56	75	100	231	62	97	58	42	197	144				0	229	689			
R4	Graffiti reports (incl Flyposting)	0	0	1	1	4	2	2	0	4	15	3	1	0	4	1				0	2	9			Tewkesbury data not available in this format
R5	Flyposting reports																								
R6	Dead animal reports	5	6	8	19	19	11	10	6	27	26	6	2	7	15	27				0	23	61			
R7	Dog / litter bin overflowing	4	10	3	17	0	6	2	9	17	9	3	2	4	9	16				0	37	43			
R8	Dog fouling reports	7	5	2	14	18	5	6	2	13	24	10	6	3	19	15				0	25	46			Tewkesbury data not available in this format 2015/16 data not available in this format
R9	Grounds maintenance reports	35	88	152	275	119	128	84	76	288	245	45	29	24	98	111				0	82	661			
	Complaints including re-issued tickets																								
	Actual Official complaints	5	7	3	15		5	5	4	14		2	1	1	4										

Fleet management - TBC contract - 2014/15						Q1					Q2					Q3					Q4				
						2015/16					2015/16					2015/16					2015/16	Annual	Previous	Notes	Notes
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FM 1	Vehicle availability (%)																								Tewkesbury data not available in this format Awaiting December data from FLEET
FM 2	Provide monthly reports for fuel issues including MPG and CO2 performance	23749.9	25391.2	25782.97	74924.07	76938	22920	26715	26573	76208	79514	23567	25431			76531.8					54008				

Human Resources - Corporate - 2014/15						Q1					Q2					Q3					Q4				
						2015/16					2015/16					2015/16					2015/16	Annual	Previous	Notes	Notes
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HR 1	FTE Days lost per FTE - Tewkesbury contract	2.11	1.78	1.27	1.72	1.12	0.48	0.59	0.26	0.44	1.28	0.47	0.62	0.79	0.63	2.10					2.03		1.63		2015/16 data not available in this format
HR 2	FTE Days lost - Tewkesbury contract	138.16	112.56	78.49	109.74		30.49	37.13	15.76	27.79		27.14	41.43	53.32	40.63										
HR 3	Agency hours	2225.50	2143.50	3224.00	7593.00	6250.60	2531.50	2173.75	2621.00	7326.25	6635.75	3722.00	1915.00	1265.00	6902.00	5910.00				0.00	5650.00	21821.25	24446.35		