



Waste & recycling - TBC contract - 2017/18																									
No. of households - 38,440																									
Ref	Indicator title	Apr-17	May-17	Jun-17	Q1	Q1 2016/17 Totals	Jul-17	Aug-17	Sep-17	Q2	Q2 2016/17 Totals	Oct-17	Nov-17	Dec-17	Q3	Q3 2016/17 Totals	Jan-18	Feb-18	Mar-18	Q4	Q4 2016/17 Totals	Annual Total	Previous Year	Notes	Notes
NI 191	Residual household waste per household (Kg/year)	31	34	36	101	109					104					96					101.00		410		
NI 192	Household waste reused, recycled and composted (%)	56.07%	56.22%	58.78%	57.18%	54.80%					55.14%					52.36%					50.23%		53.29%		
CI 2	% Number of household collections completed on schedule (of total collections)	99.72%	99.86%	99.85%	99.81%	99.95%					99.94%					99.95%					99.95%		99.95%		

Customer Service - TBC Contract - subject to change																									
Ref	Indicator title	Apr-17	May-17	Jun-17	Q1	Q1 2016/17 Totals	Jul-17	Aug-17	Sep-17	Q2	Q2 2016/17 Totals	Oct-17	Nov-17	Dec-17	Q3	Q3 2016/17 Totals	Jan-18	Feb-18	Mar-18	Q4	Q4 2016/17 Totals	Annual Total	Previous Year	Notes	Notes
	Missed collections - Urbico figures	1001	491	542	2034	620					638					480					502				TBC do approximately 350,600 collections per month
	No of green bins requested	132	139	134	405	342					344					358					367				
	No of blue bins requested	140	128	142	410	317					315					324					361				
	No of brown bins requested ?	27	36	29	92	89					93					59					46				
	No of other bins requests	26	21	18	65	48					46					56					60				
	No of kerbside caddies requests	133	127	129	389	360					323					335					412				
	No of kitchen caddies requests	104	112	109	325	277					348					268					305				
R2	Litter/ Street cleaning reports	46	44	61	151	141					127					100					149				
R3	Flytipping reports	79	86	69	234	261					231					197					213				
R4	Graffiti reports	1	3	1	5	1					4					4					3				
R6	Dead animal reports	10	6	11	27	19					27					15					32				
R7	Dog / litter bin overflowing	9	6	8	23	17					17					9					17				
R8	Dog fouling reports	1	4	5	10	14					13					19					48				
R9	Grounds maintenance reports	57	49	130	236	275					288					98					119				
	Actual Official complaints	6	5	5	16	15					14					4					12				

Fleet management - TBC contract - 2017/18																									
Ref	Indicator title	Apr-17	May-17	Jun-17	Q1	Q1 2016/17 Totals	Jul-17	Aug-17	Sep-17	Q2	Q2 2016/17 Totals	Oct-17	Nov-17	Dec-17	Q3	Q3 2016/17 Totals	Jan-18	Feb-18	Mar-18	Q4	Q4 2016/17 Totals	Annual Total	Previous Year	Notes	Notes
FM 2	Provide monthly reports for fuel issues	16431	23827	24092	64350	74924.1					76208					72553					64245				