

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	30	32	31	94	104	32	32	29	93	96	37	29	31	97	101.00	385	410			
NI 192	Household waste reused, recycled and composted (%)	56.07%	56.22%	58.78%	57.18%	54.80%	56.60%	57.83%	57.99%	57.50%	55.14%	55.89%	52.61%	47.14%	51.88%	52.36%	51.50%	48.80%	48.80%	49.70%	50.23%	54.07%	53.29%			
CI 2	% Number of household collections completed on schedule (of total collections)	99.72%	99.86%	99.85%	99.81%	99.95%	99.85%	99.87%	99.93%	99.88%	99.94%	99.92%	99.93%	99.90%	99.92%	99.95%	99.88%	99.91%	99.87%	99.89%	99.95%	99.88%	99.95%		Includes Christmas and bad weather period.	

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 - Ubico figures	1001	491	542	2034	620	543	447	258	1248	638	273	228	357	858	480	408	316	453	1177	502	5317	2240		TBC do approximately 350,600 collections per month	
	No of green bins requested	132	139	134	405	342	167	125	133	425	344	133	135	119	387	358	117	92	74	283	367	1500	1411			
	No of blue bins requested	140	128	142	410	317	99	100	113	312	315	120	127	113	360	324	141	118	81	340	361	1422	1317			
	No of brown bins requested ?	27	36	29	92	89	37	34	28	99	93	28	14	3	45	59	45	47	127	219	46	455	287			
	No of other bins requests	26	21	18	65	48	12	16	10	38	46	14	12	8	34	56	5	59	300	364	60	501	210		Other's significantly higher for March due to a system change which started recording delivery requests such as litter picking equipment, bags etc.	
	No of kerbside caddies requests	133	127	129	389	360	135	120	130	385	323	114	140	108	362	335	146	103	72	321	412	1457	1430			
	No of kitchen caddies requests	104	112	109	325	277	108	98	113	319	348	108	109	100	317	268	112	86	60	258	305	1219	1198			
R2	Litter/ Street cleaning reports	46	44	61	151	141	39	31	33	103	127	54	39	30	123	100	72	56	54	182	149	559	517			
R3	Flytipping reports	79	86	69	234	261	92	62	75	229	231	78	58	56	192	197	105	72	93	270	213	925	902		Consistently high fly tipping reports.	
R4	Graffiti reports	1	3	1	5	1	0	2	1	3	4	3	1	0	4	4	0	1	0	1	3	13	12			
R6	Dead animal reports	10	6	11	27	19	11	13	10	34	27	8	10	5	23	15	8	6	5	19	32	103	93			
R7	Dog / litter bin overflowing	9	6	8	23	17	7	21	5	33	17	8	3	4	15	9	15	8	9	32	17	103	60			
R8	Dog fouling reports	1	4	5	10	14	7	3	7	17	13	4	11	7	22	19	23	16	12	51	48	100	94			
R9	Grounds maintenance reports	57	49	130	236	275	100	89	80	269	288	127	60	30	217	98	79	41	25	145	119	867	780		Undergoing reporting system review.	
	Actual Official complaints	6	5	5	16	15	8	5	3	16	14	1	7	4	12	4	5	7	2	14	12	58	45			

Fleet management - TBC contract - 2017/18																										
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FM 2	Provide monthly reports for fuel issues	16431	23827	24092	64350	74924	21937	22461	22999	67396	76208	22172	17567	18728	58467	72553	22490	20544	20553	63587	64245	253800	287930		Consistently lower than last year despite fleet increase.	