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Service Area	KPI Description	Measure	Target	Notes
Waste & Recycling Collection	Residual household waste per household	kg/hh/yr	Less than 479kg/hh/yr by 2019/20	This is the JWC target. Individual authorities may wish to set a local target if this has already been met or an intermediate target towards it.
	Household waste reused, recycled composted	%	60% by 2019/20	As above
	Food waste collected	kg/hh/yr	90	Based on WRAP food waste ready reckoner figures. See food waste tab.
	No of Garden Waste subscriptions	Number per month	-	District specific
	Garden Waste collected	kg/hh/yr	-	District specific
	No of refuse bins requested	Number per month	N/A	District specific
	No of recycling containers requested	Number per month	N/A	District specific
	No. of garden waste bins requested	Number per month	N/A	District specific
	No. of food waste containers requested	Number per month	N/A	District specific
	No. of new properties recorded	Number per month	N/A	District specific
	Delivery of new or replacement containers	% completed within 10 working days	95% completion within 10 working days	Acknowledged that the current requirement in a number of districts is a target of 28 days. 10 days is considered a more reasonable, customer focussed target.
	Missed refuse collections	Number per month per 100,000 collections	Less than 50 per 100,000	
	Missed recycling collections	Number per month per 100,000 collections	Less than 50 per 100,000	
	Missed food waste collections	Number per month per 100,000 collections	Less than 50 per 100,000	
	Missed garden waste collections	Number per month per 100,000 collections	Less than 50 per 100,000	
	Missed assisted collections	Number missed per month	Less than 5% missed	
	Repeat missed collections	Number of properties missed more than once in a three month period	Less than 10 repeat missed collections per month.	
	Repeat missed assisted collections	Number of properties missed more than once in a three month period	Less than 2 repeat missed assisted collections per month.	
	Bulky waste collections	% completed within 10 working days	95% completion within 10 working days	
	Dealing with complaints	-	-	District specific response times
Number of overweight vehicles	Number per month	No more than 5 per month per district		

Service Area	KPI Description	Measure	Target	Notes
	Service cost	£/hh/yr	-	District specific
Street Cleaning <i>(KPIs related to public land unless stated otherwise)</i>	No of instances of Graffiti recorded	Number per month	-	
	Removal of Graffiti (non-offensive)	Proportion removed within 5 working days	100% removal within 5 working days	
	Removal of offensive Graffiti	Proportion removed within 1 working day	100% removal within 1 working day	Will need to agree a definition of offensive (suggest anything related to race, gender, sexual orientation)
	No of fly-tips reported	Number per month	-	
	Removal of fly-tipping	Proportion removed within 2 working days	100% rectification within 2 working days	
	Removal of large scale fly-tipping	Proportion removed within 5 working days	100% rectification within 5 working days	Will need to agree a definition of large scale (i.e requires mechanical plant to remove)
	Removal of drugs and/or needles	Proportion removed within half a working day	100% rectification within half a working day	
	Number of overflowing bring sites and/or complaints about bring site cleanliness	Proportion rectified within 2 working days	100% rectification within 2 working days	
	Removal of dead animals	Proportion removed within 2 working days	100% removal within 2 working days	
	Number of overflowing Litter/Dog bins	Proportion rectified within 2 working days	100% rectification within 2 working days	May wish to develop targets specific to street cleaning zones in line with Litter Code of Practice (i.e. half a day response for areas of high intensity use and 14 day response for areas of low intensity use).
	Rectification of street cleanliness complaints	Proportion rectified within 2 working days	100% rectification within 2 working days	Comment as above. Rectification means returning the area to Grade A - no litter or refuse.
	Rectification of street cleanliness complaints in areas with special circumstances	Proportion rectified within 14 working days	100% rectification within 14 working days	This might apply to areas such as fast road cleaning where lane closures might be needed, or to other land where access may be restricted. Might need to extend the target to 28 days.
	Receptacles not placed back and/or litter left following collections	Number per month	Less than 25 per 100,000 collections	
Fleet Management	Retain "Green" rating from Traffic Commissioner/VOSA			Place reliance on VOSA assessments to be reported by UBICO.
	Number of hire vehicles used	Number hired per month	Less than 10% of fleet	
Management and Resourcing	Sickness/lost days	Lost days per FTE	Less than 2% missed per FTE	
	Use of Agency Staff	% of workforce provided via agency	Less than 10%	
	Recruitment and retention of staff	% staff turnover per yr	Less than 10%	
	Non-completion of collection rounds	no. of collections missed due to non-completion of daily rounds	99.9% daily completion	

Service Area	KPI Description	Measure	Target	Notes
Grounds Maintenance	Provision of gritting	% of weather alerts acted on in required timescale		
	Grounds maintenance carried out that meets standards as set in specification			
	Play areas inspected on time and meet specification			
	Play areas maintained to standards set in specification			
	Cleaning services carried out to standards and frequency of specification			
Household Recycling Centres	[To be added]			