

Street cleansing current performance report – 18.1.2016, Appendix 1

Figure 1 NI 195 litter scores, April 2013 to November 2015 (based on LBH monitoring)

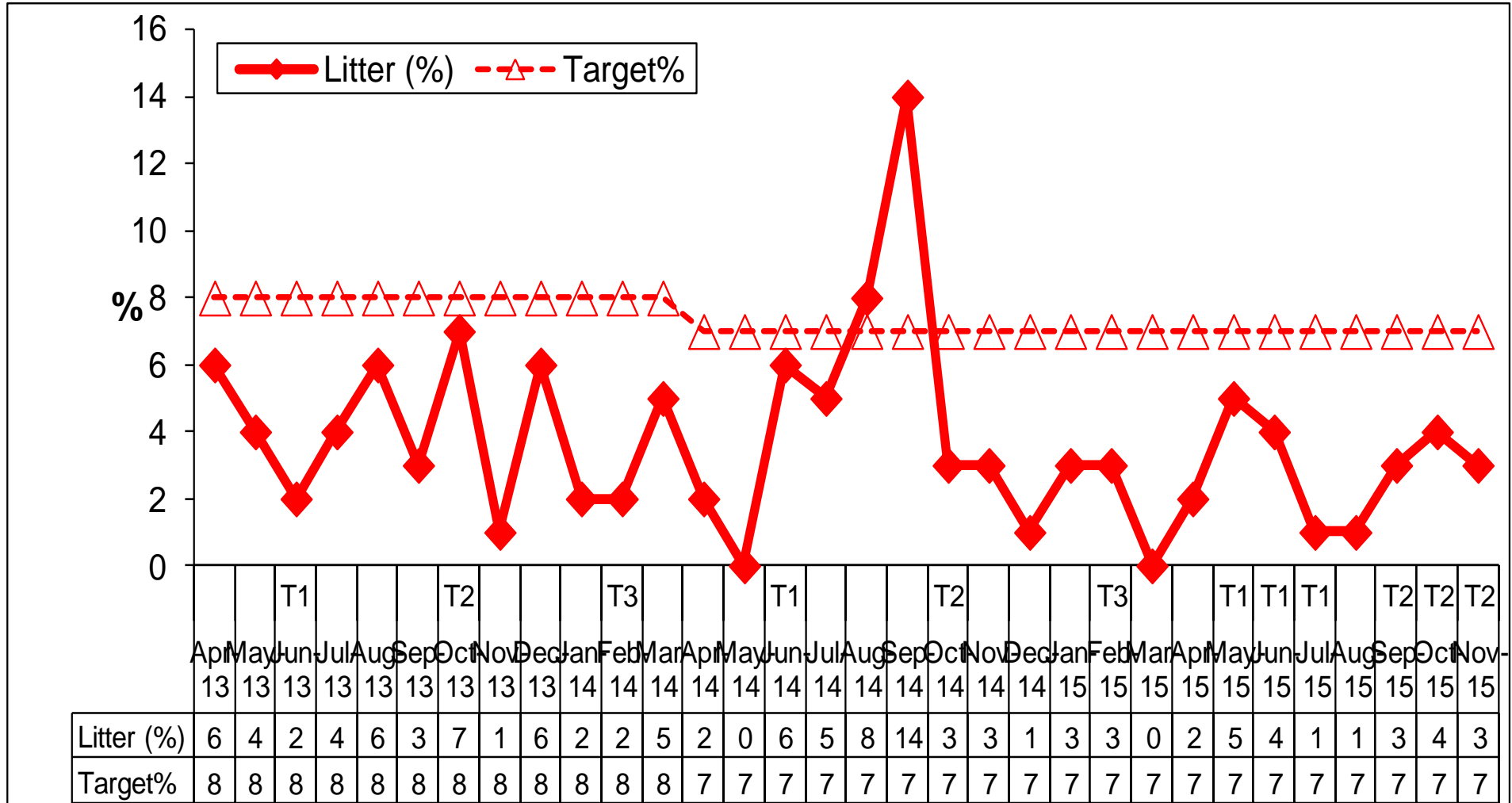


Figure 5 - levels of street cleansing complaints from November 2012 to November 2015 (produced by Veolia)

■ *Street Complaints*

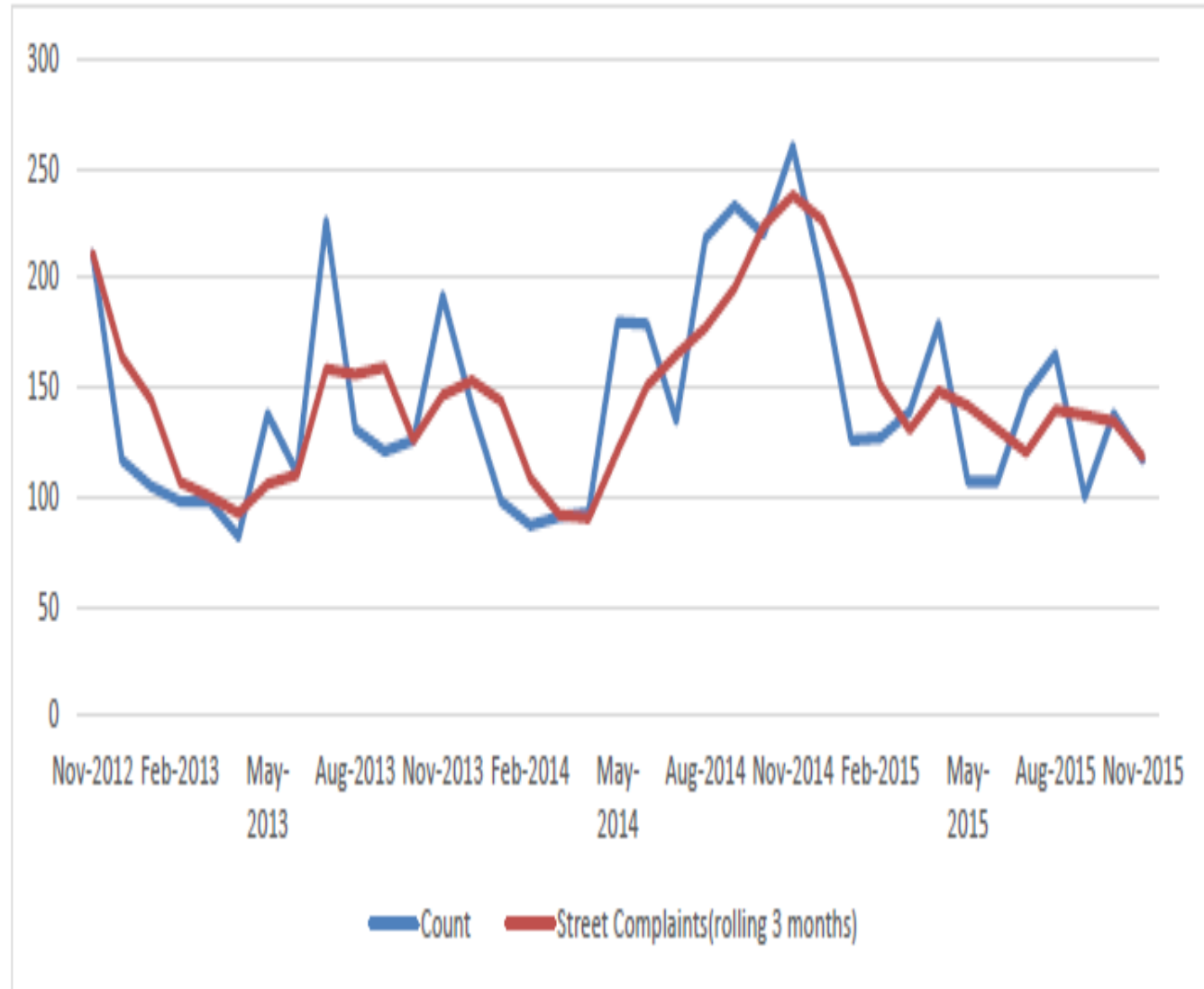
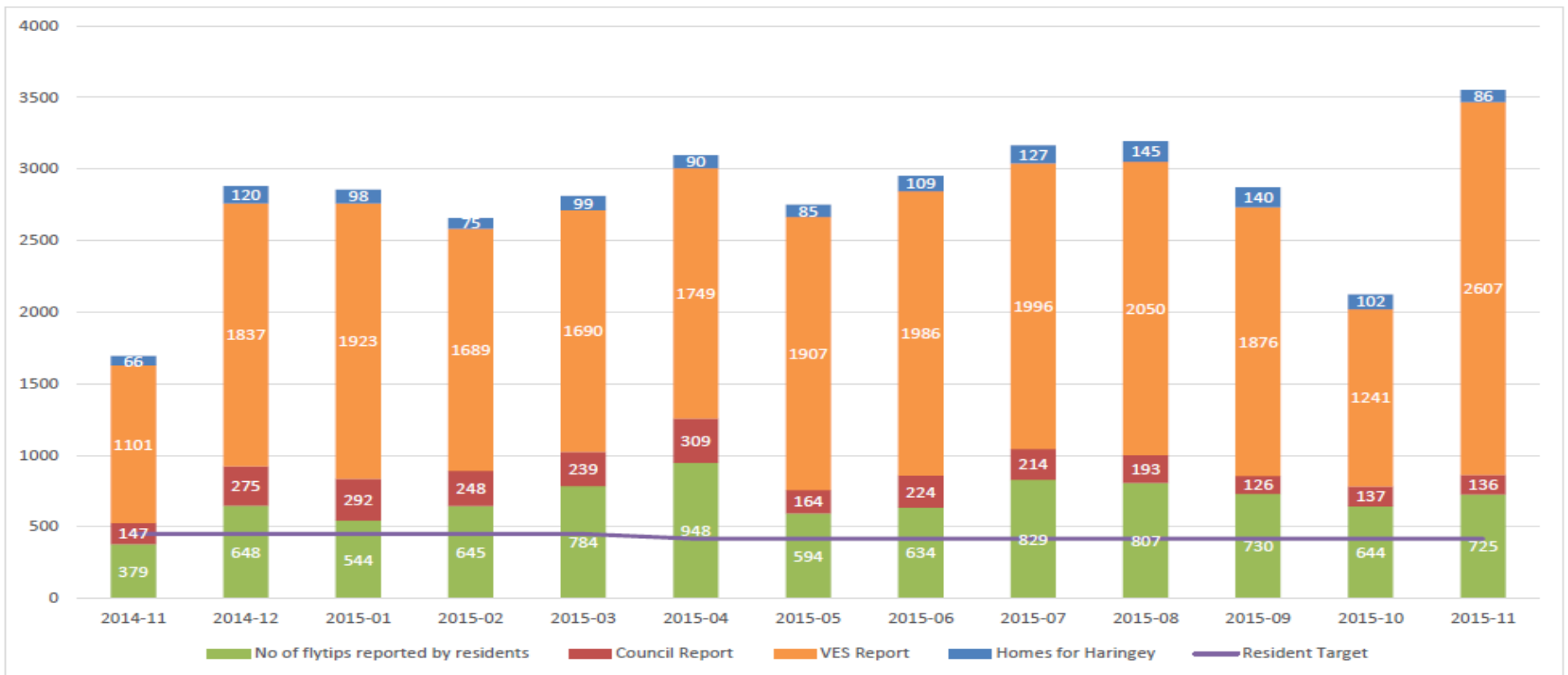


Figure 6 - number of fly tips reported by residents, Council staff and Veolia staff (note: contractual target is the number of fly tips reported by residents)

STREET CLEANSING FLYTIPS

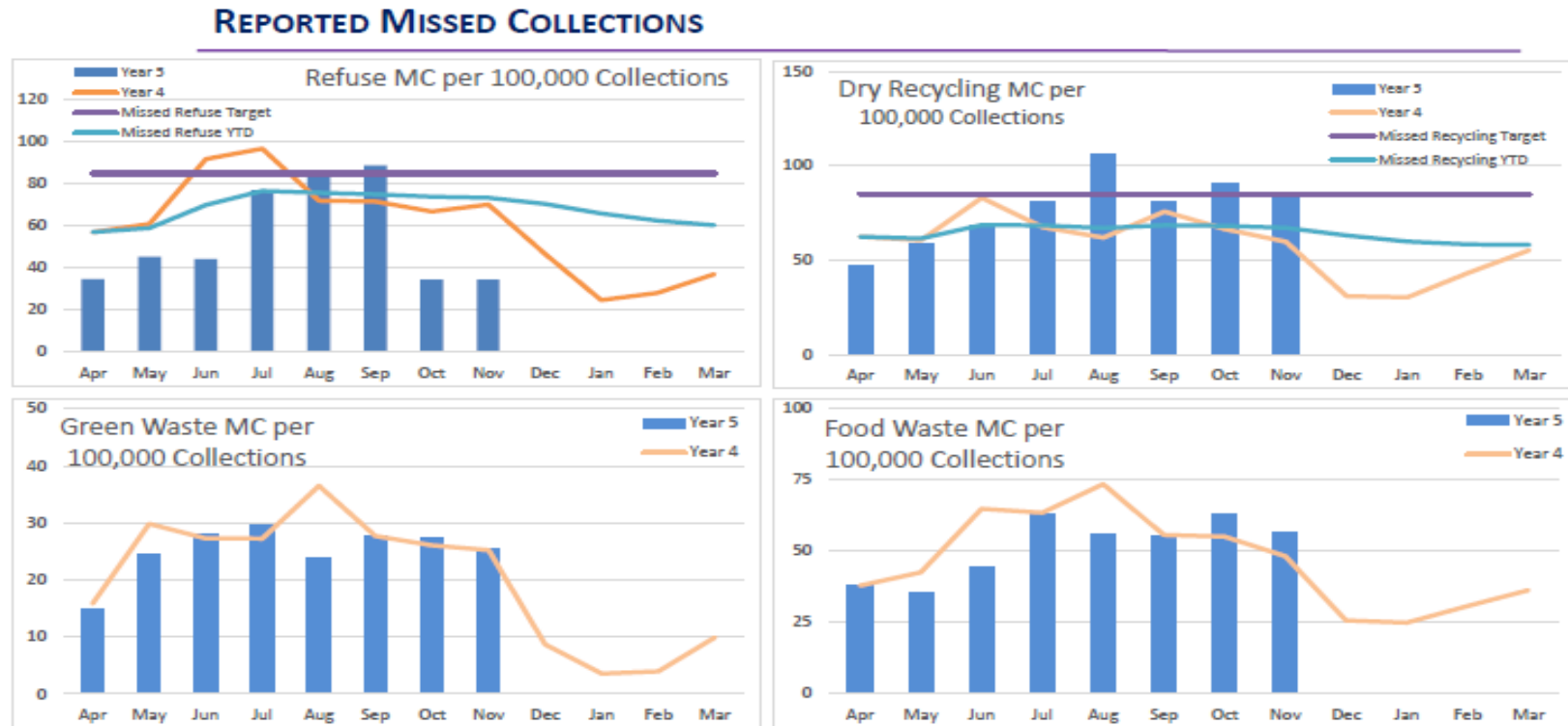
**Only includes events that are Completed-Justified*



	2014	2015
Resident Reported Target	450	416

Appendix 2 – Waste and Recycling

Figure 1. The graph below shows the number of reported missed refuse and recycling collections. The 2015-16 missed collection contractual target is 90 per 100,000 properties.



Refuse collections raised out of SLA (after 4 days):

Nov 14	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15	Nov 15
25	25	27%	22%	24%	22%	24%	20%	26%	29%	31%	13%	14%

Figure 2. The graph below shows the recycling performance from April 2014 to November 2015.

