

**Appendix 1: Street cleansing current performance report – 21.6.2016**

Figure 1 NI 195 litter scores, April 2014 to May 2016 (based on LBH monitoring)

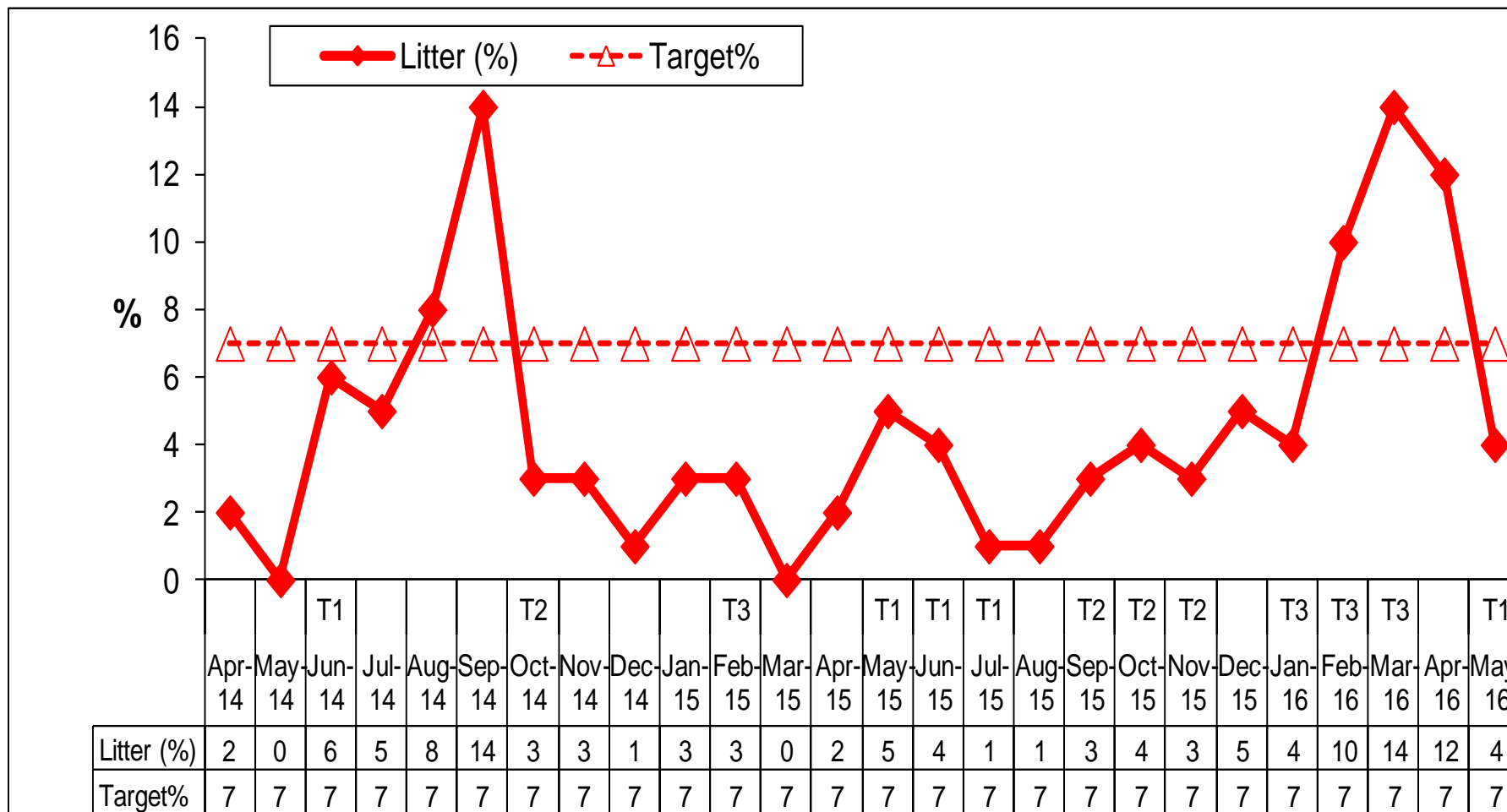




Figure 3 – NI 195 graffiti scores, April 2014 to May 2016 (based on LBH monitoring)

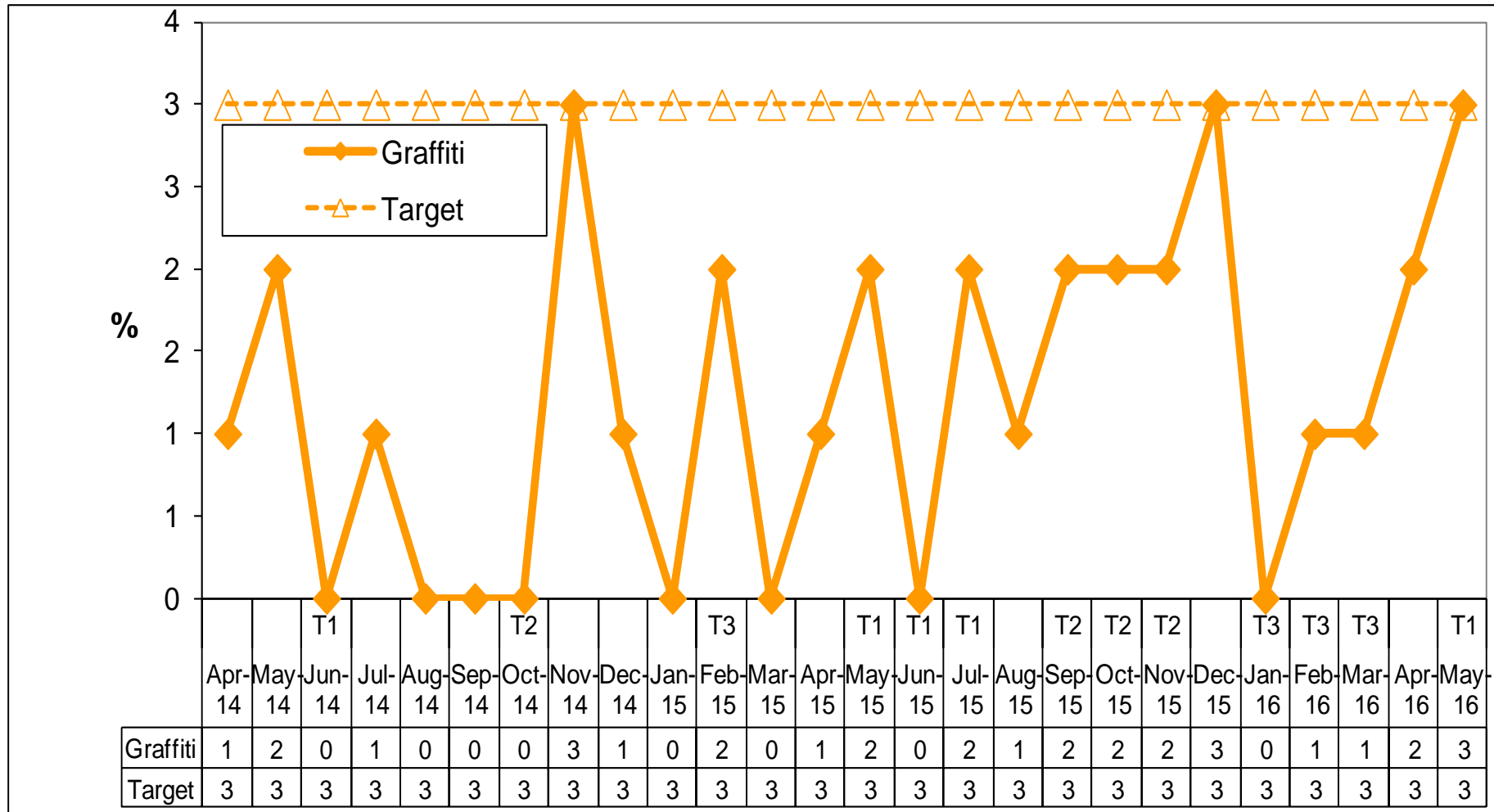




Figure 5 - levels of street cleansing complaints from November 2012 to May 2016 (produced by Veolia)

## STREET CLEANSING

\* Criteria: Event State is "Completed - Justified" related to complaints in the Street Service

### ■ Street Complaints

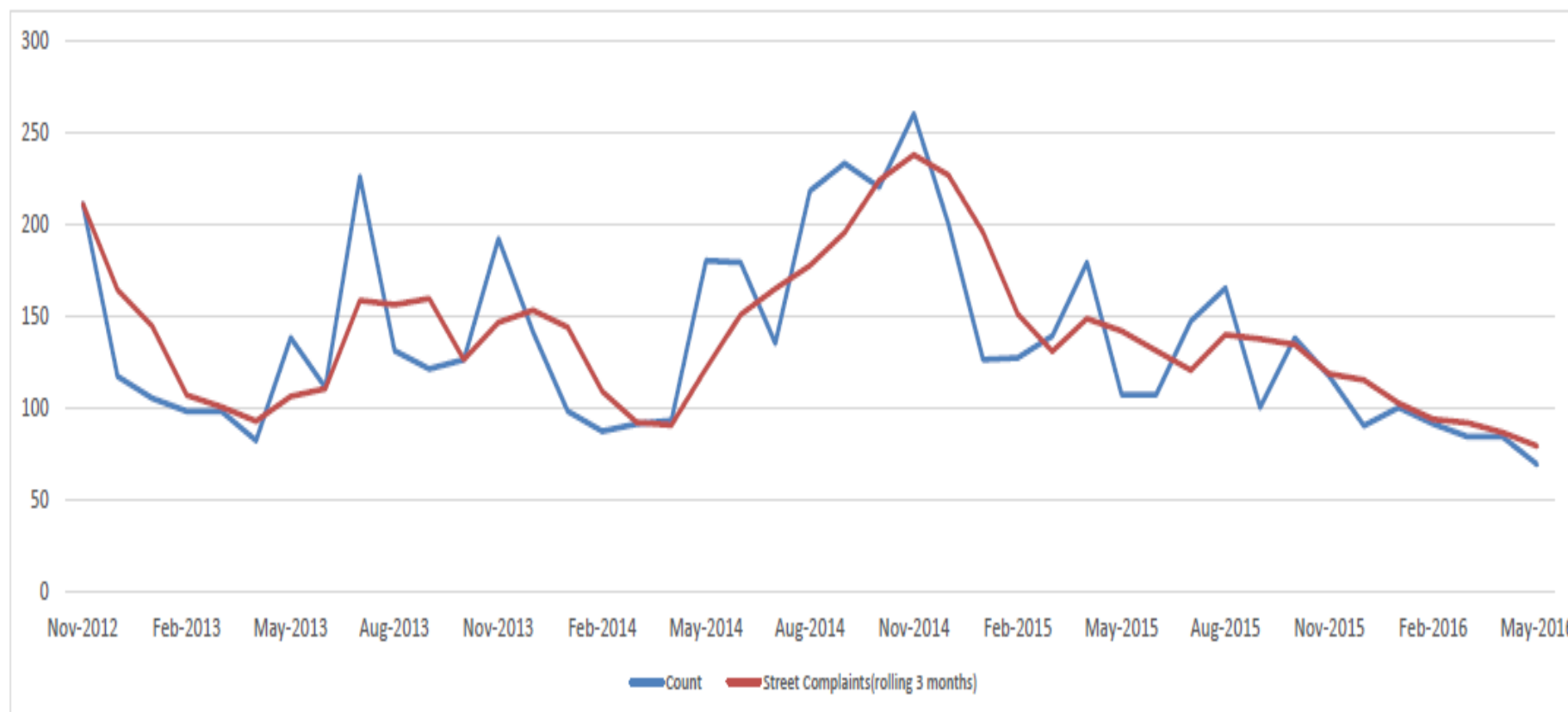
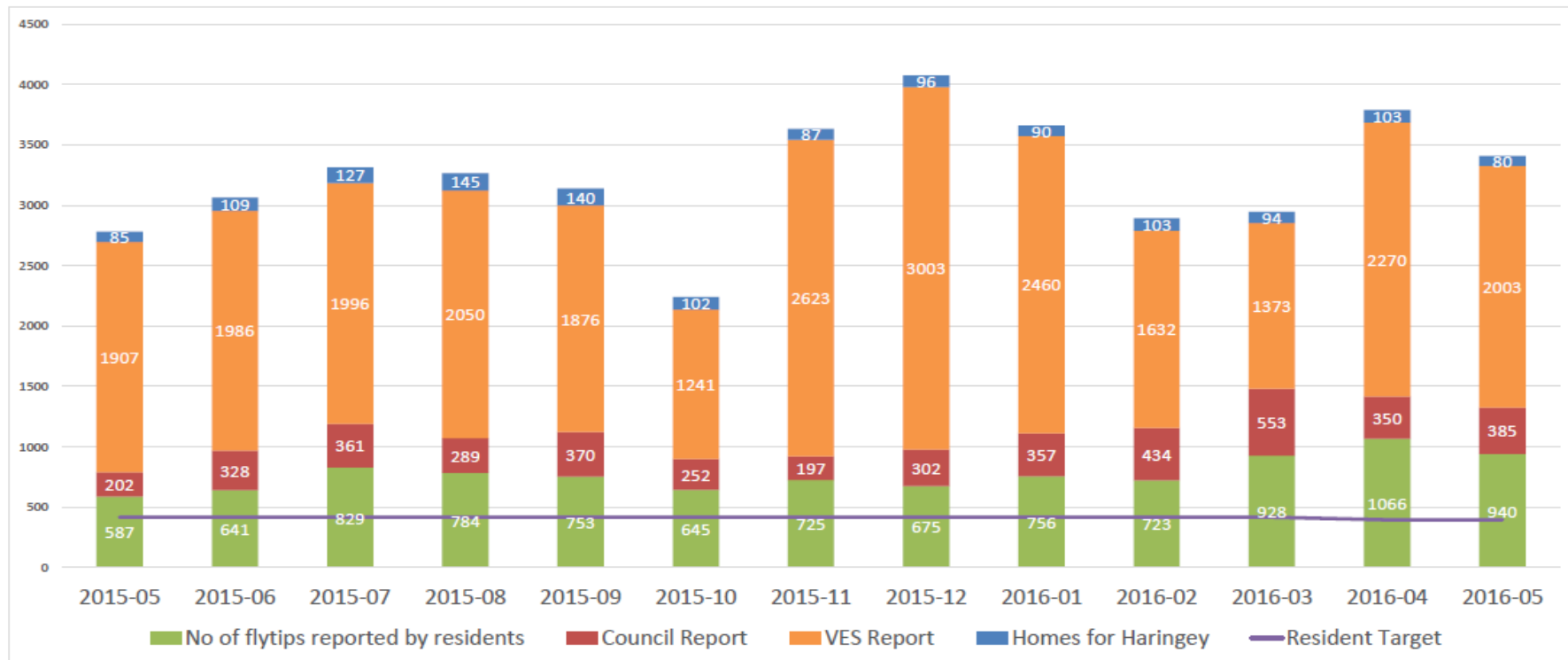


Figure 6 - number of fly tips reported by residents, Council staff and Veolia staff (note: contractual target is the number of fly tips reported by residents)

### STREET CLEANSING FLYTIPS

\* Criteria: Filtered to look at "Completed Justified" events only so will not match any of the other slides and no filter on the customer type



	2014	2015	2016
Resident Reported Target	450	416	395

## Appendix 2 – Waste and Recycling

Figure 1. The graph below shows the number of reported missed refuse and recycling collections. The 2016-17 missed collection contractual target is 80 per 100,000 properties.

### REPORTED MISSED COLLECTIONS

\* All Missed Collections for all event states

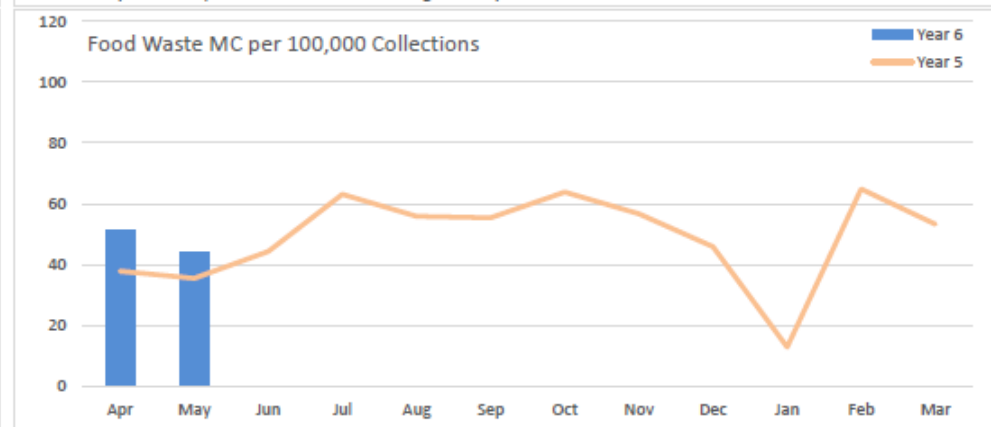
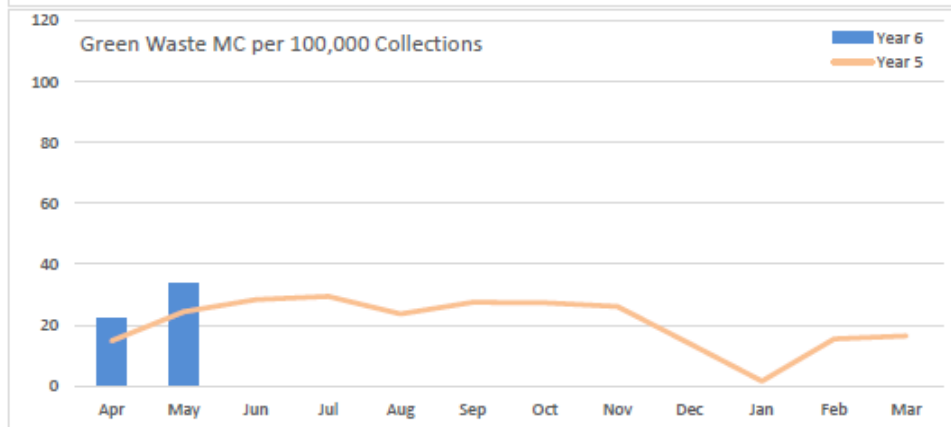
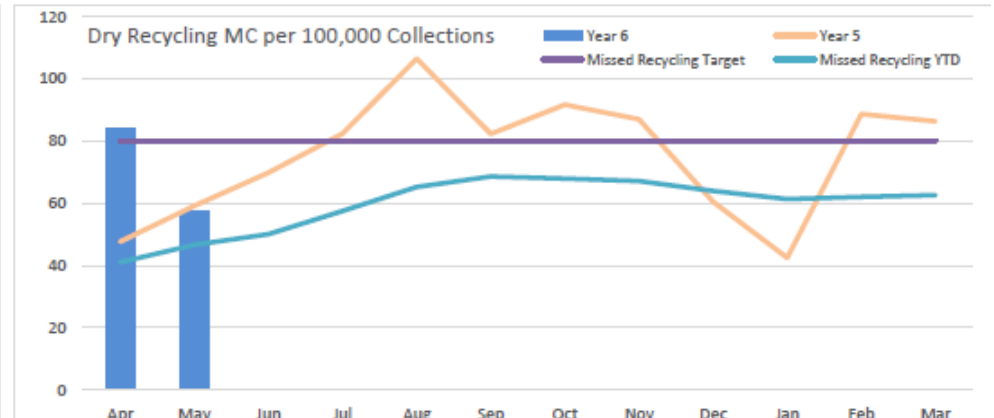
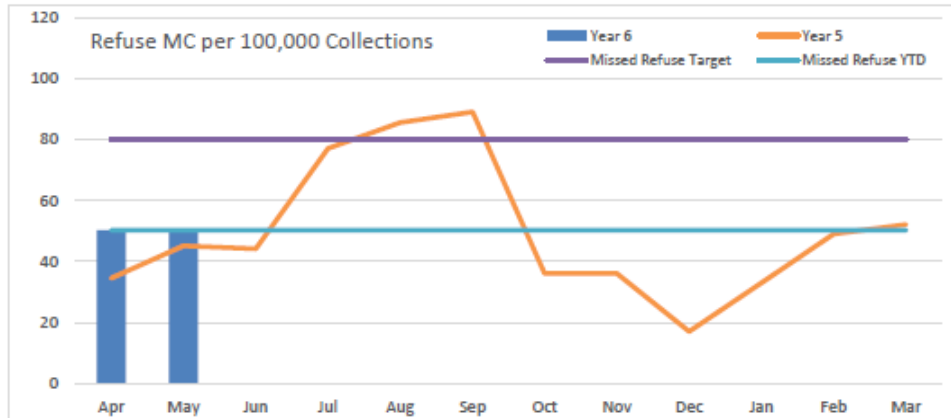


Figure 2. The graph below shows the recycling performance from January 2015 to May 2016.

