

Appendix 1: Street cleansing current performance report – 28.11.2016

Figure 1 NI 195 litter scores, October 2014 to October 2016 (based on LBH monitoring) - % of roads inspected that are below standard

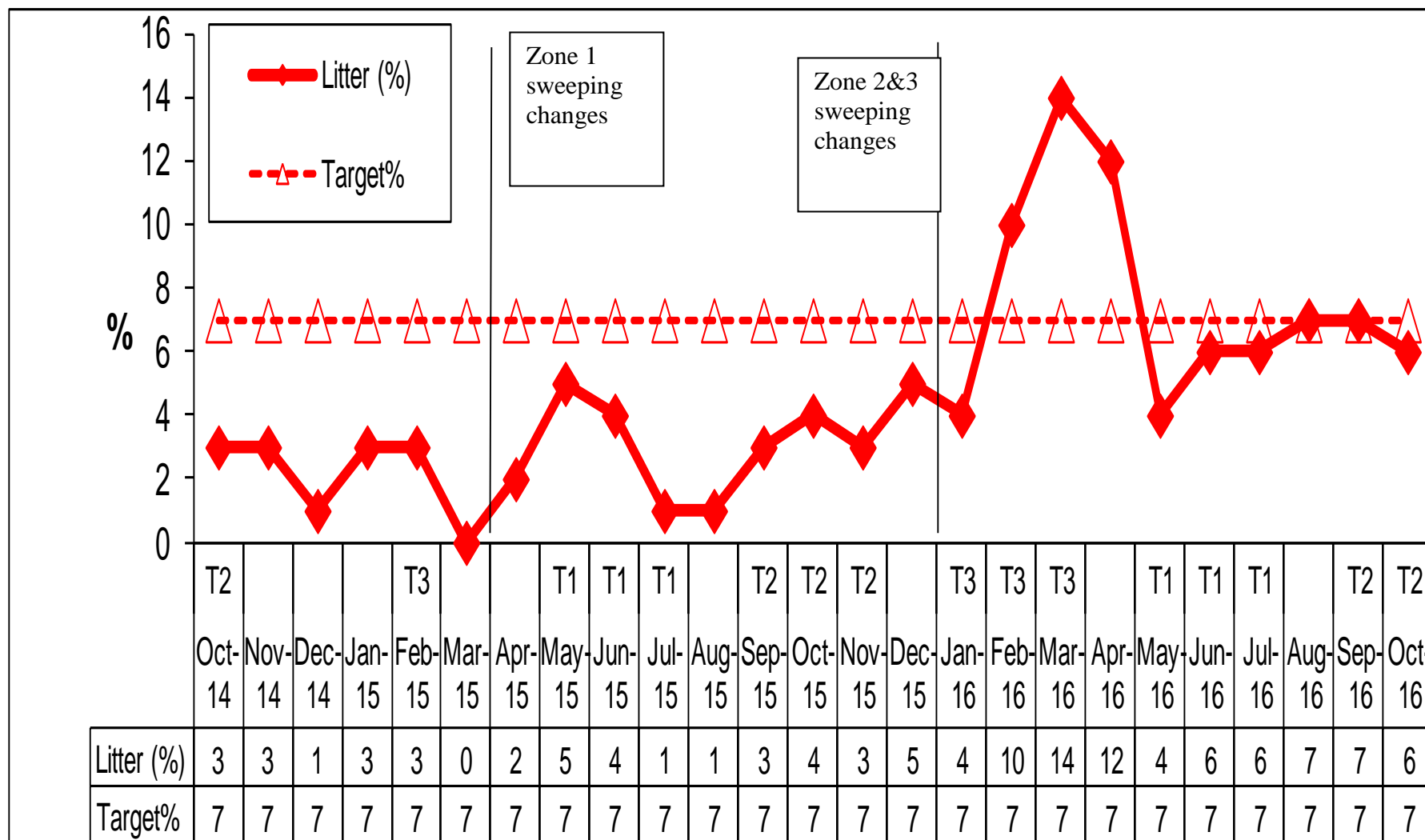


Figure 3 - levels of street cleansing complaints from November 2012 to October 2016

Note: 'Not completed / Rejected' means the complaint was investigated and rectification will have been made as appropriate, but the complaint was not a result of Veolia non-performance

STREET CLEANSING - COMPLAINTS

Green

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

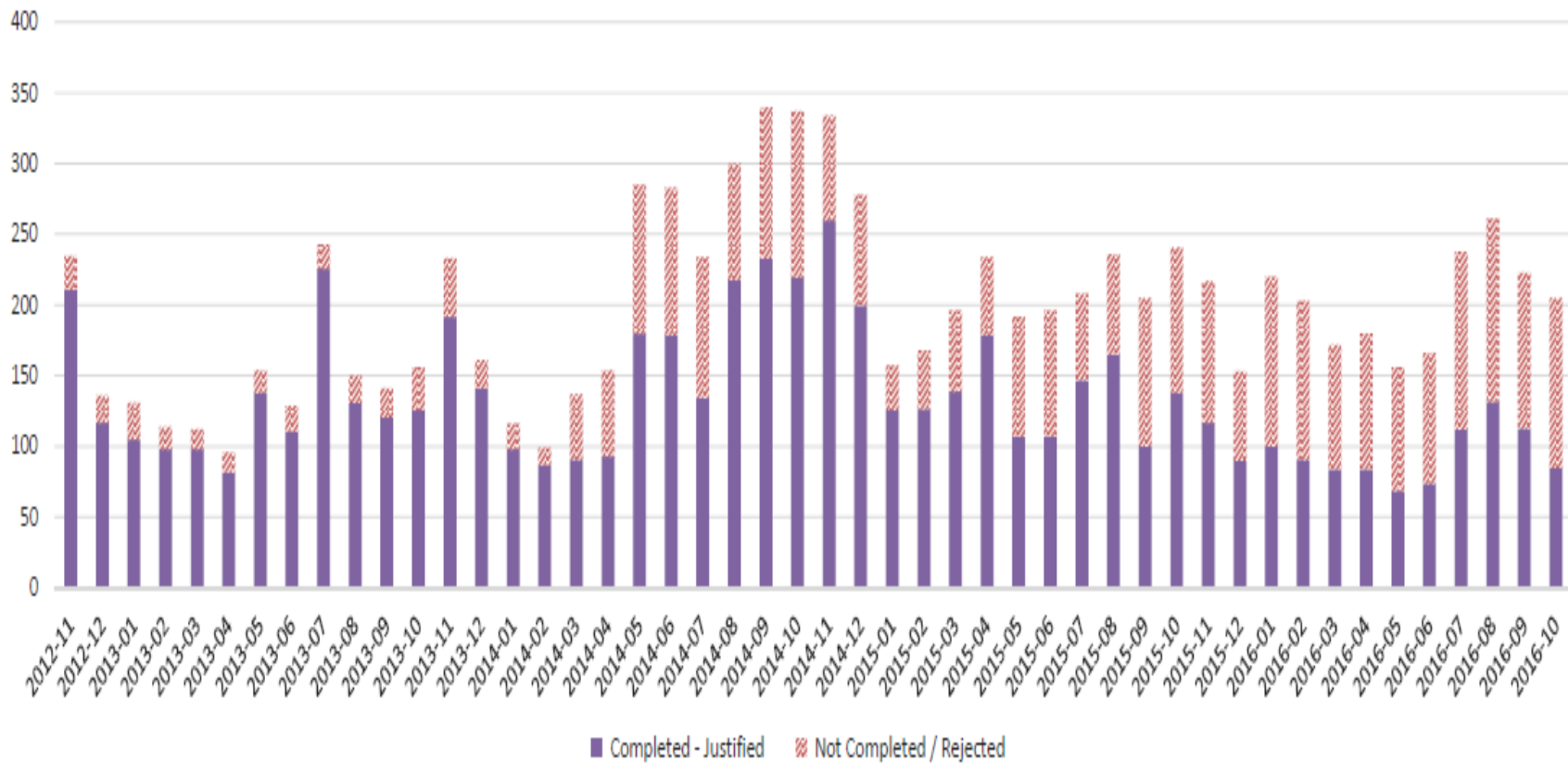
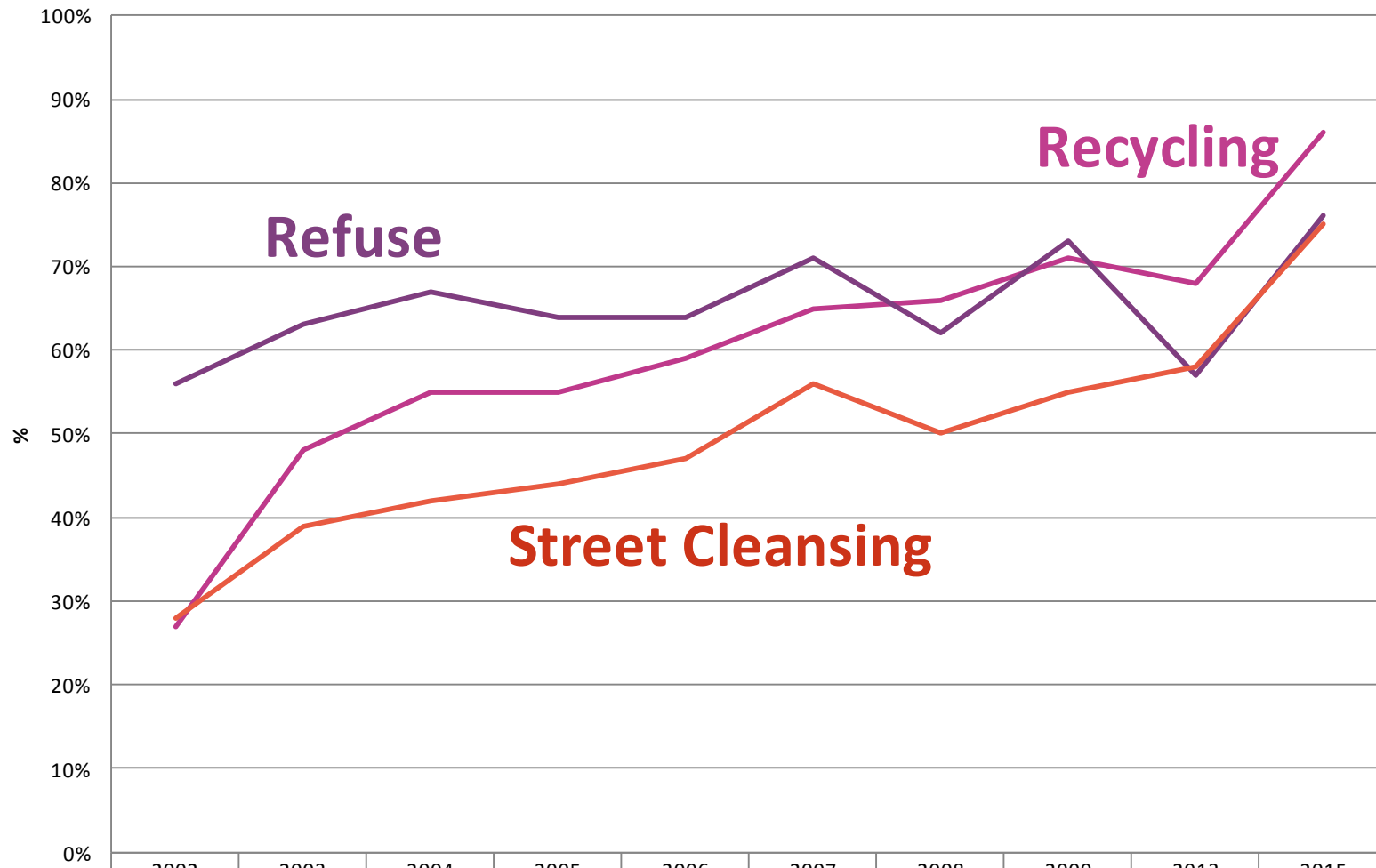


Figure 4: Resident satisfaction (from annual surveys – 2016 survey currently being undertaken)



	2002	2003	2004	2005	2006	2007	2008	2009	2013	2015
Recycling Satisfaction	27%	48%	55%	55%	59%	65%	66%	71%	68%	86%
refuse satisfaction	56%	63%	67%	64%	64%	71%	62%	73%	57%	76%
Street Cleansing satisfaction	28%	39%	42%	44%	47%	56%	50%	55%	58%	75%

Figure 5 – NI 195 graffiti scores, October 2014 to October 2016 (based on LBH monitoring) - % of roads inspected that are below standard

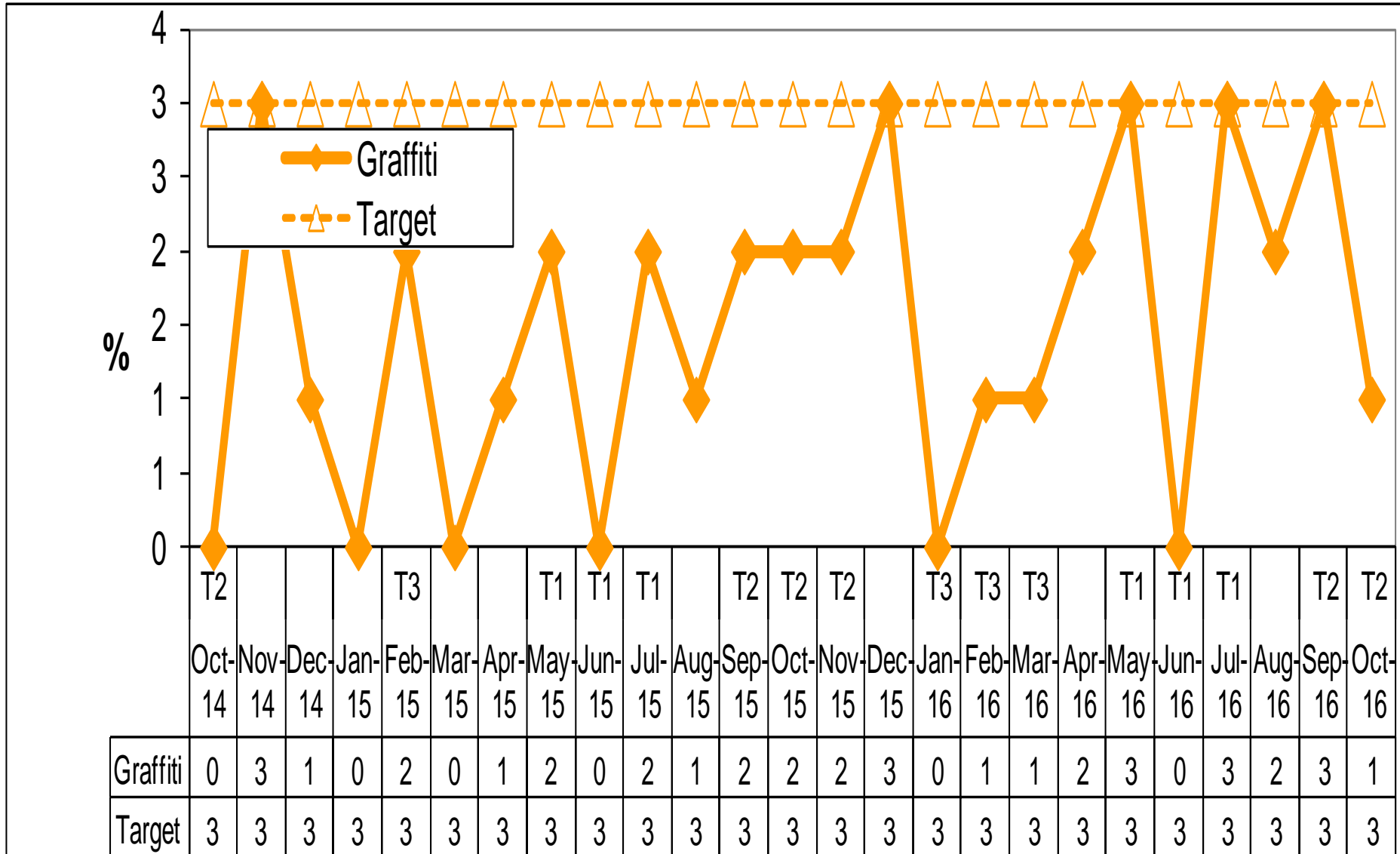


Figure 6 – NI 195 fly-posting scores, October 2014 to October 2016 (based on LBH monitoring) - % of roads inspected that are below standard

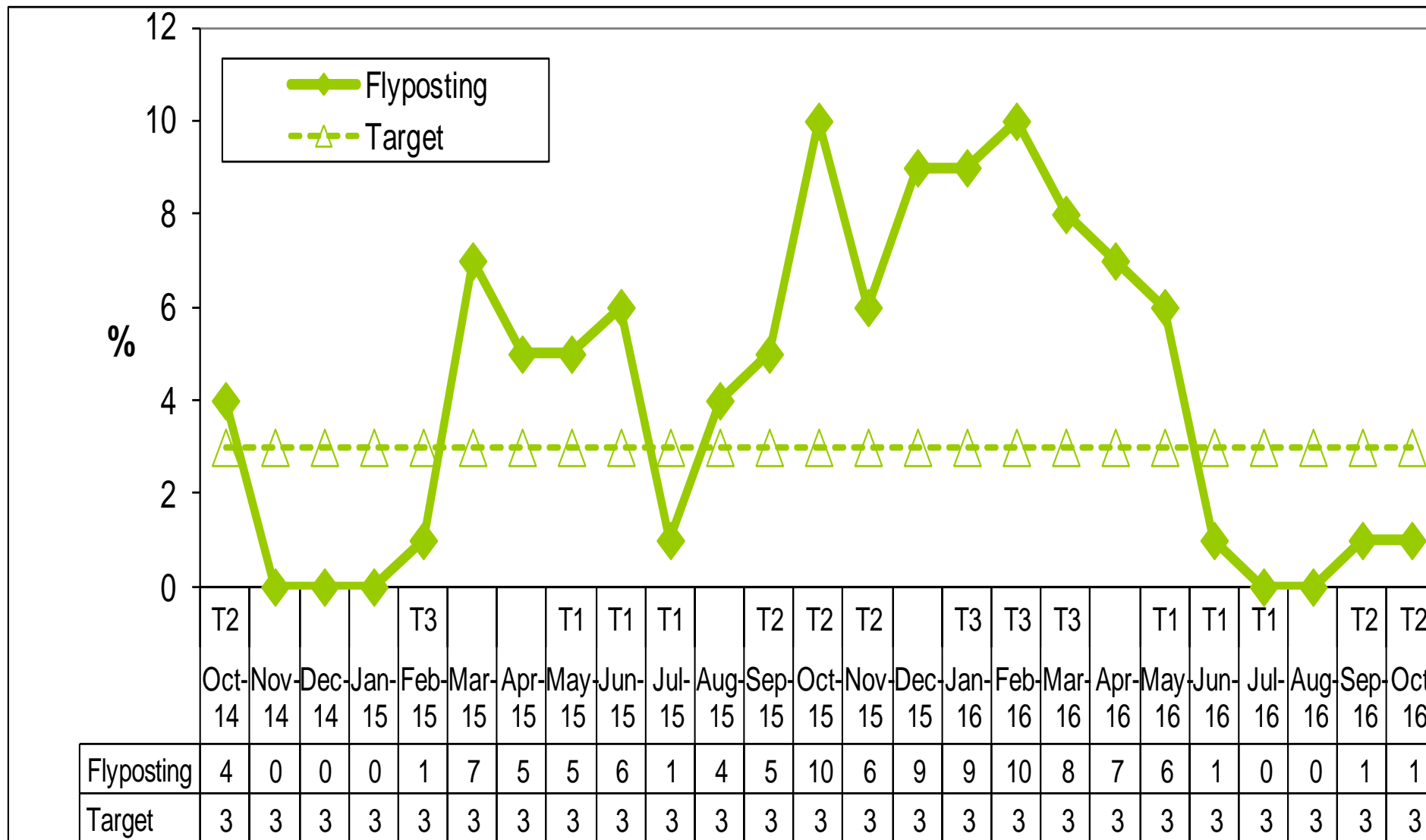
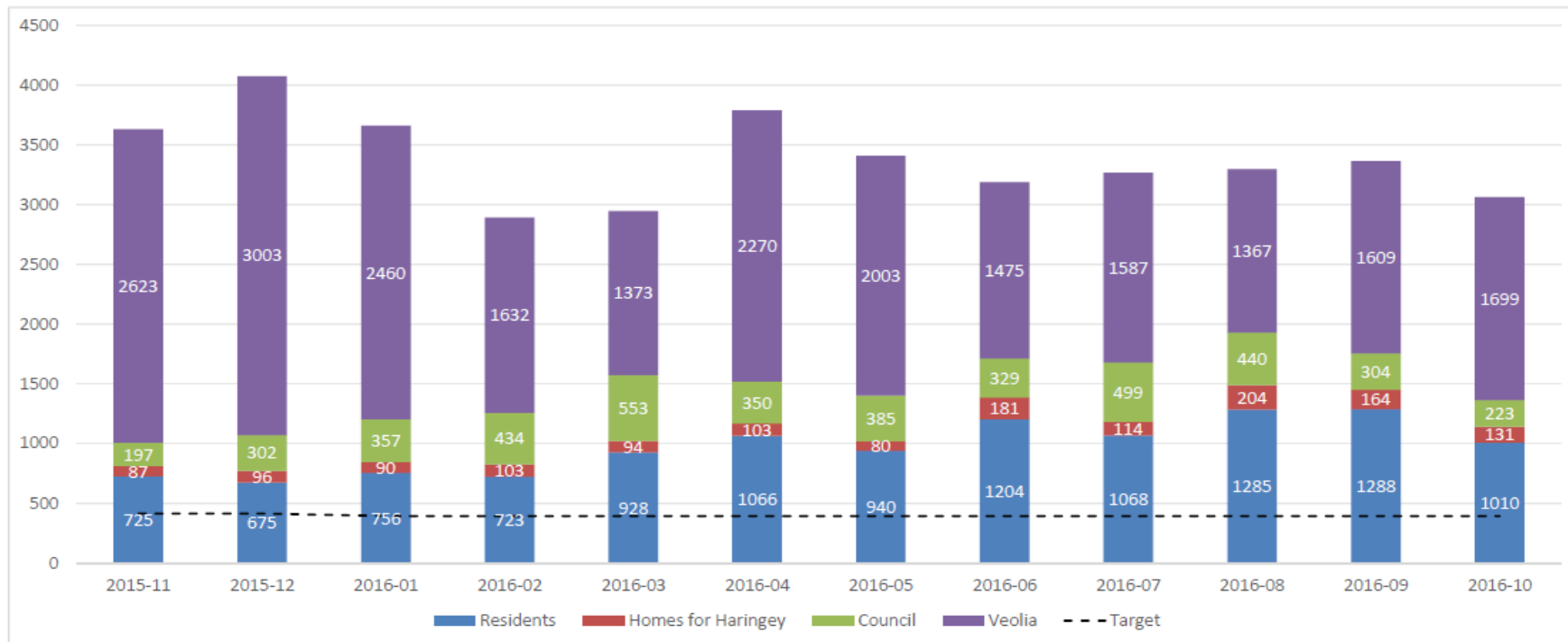


Figure 7 - number of fly tips reported by residents, Council staff and Veolia staff (note: contractual target is the number of fly tips reported by residents)

STREET CLEANSING - FLYTIPS REPORTED BY WHOM

Red

* 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



Targets	2014	2015	2016
Resident Reported	450	416	395

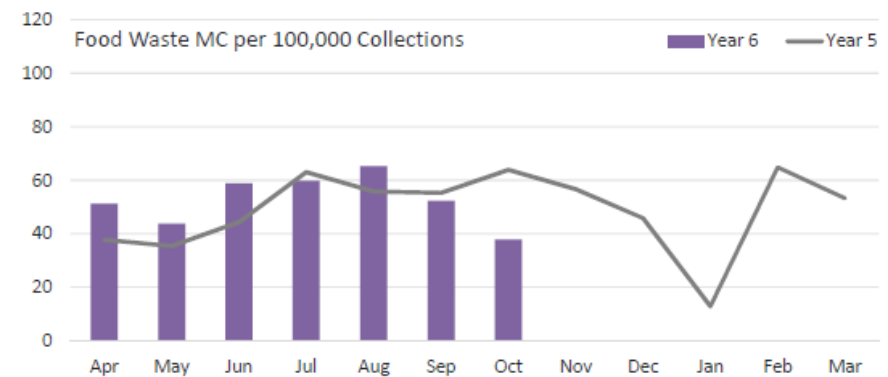
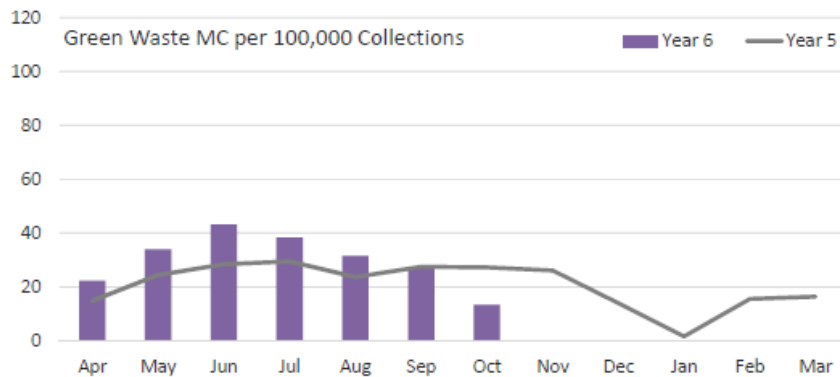
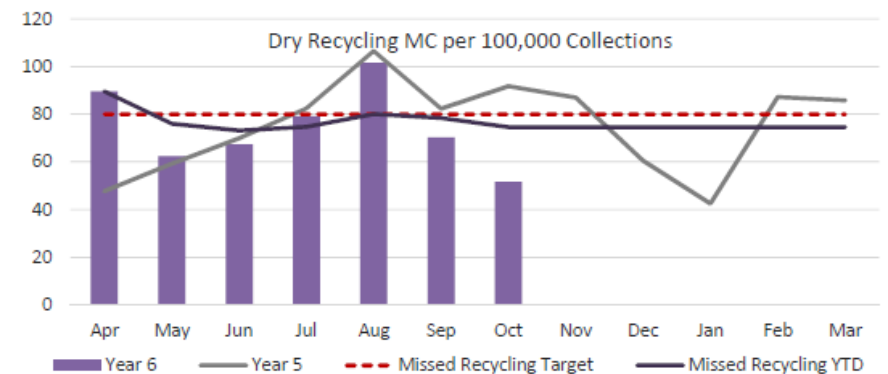
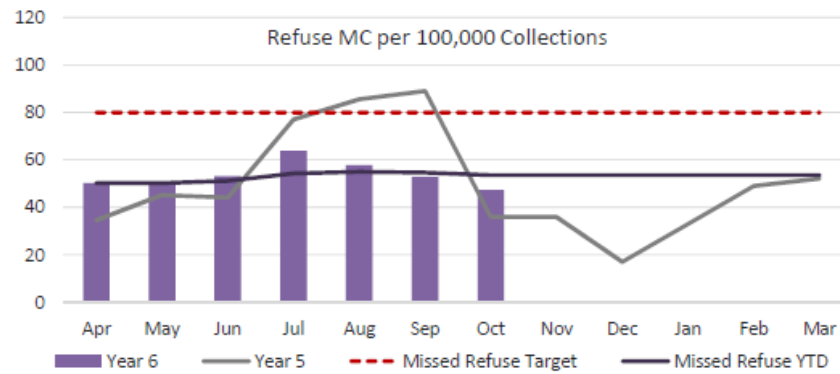
Appendix 2– Waste and Recycling

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.

COLLECTIONS - REPORTED MISSED COLLECTIONS

Green

* All Missed Collections for all event states



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

	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16	Apr 16	May 16	Jun 16	Jul 16	Aug 16	Sep 16	Oct 16
%	16%	11%	8%	5%	4%	6%	7%	14%	6%	5%	5%	4%	2%
Count	55	33	13	5	8	14	14	30	12	13	11	9	4

Figure 2. The graph below shows recycling performance (% of household waste recycled) from January 2015 to October 2016.

