

Appendix 1: Street cleansing current performance report – 16/6/17

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

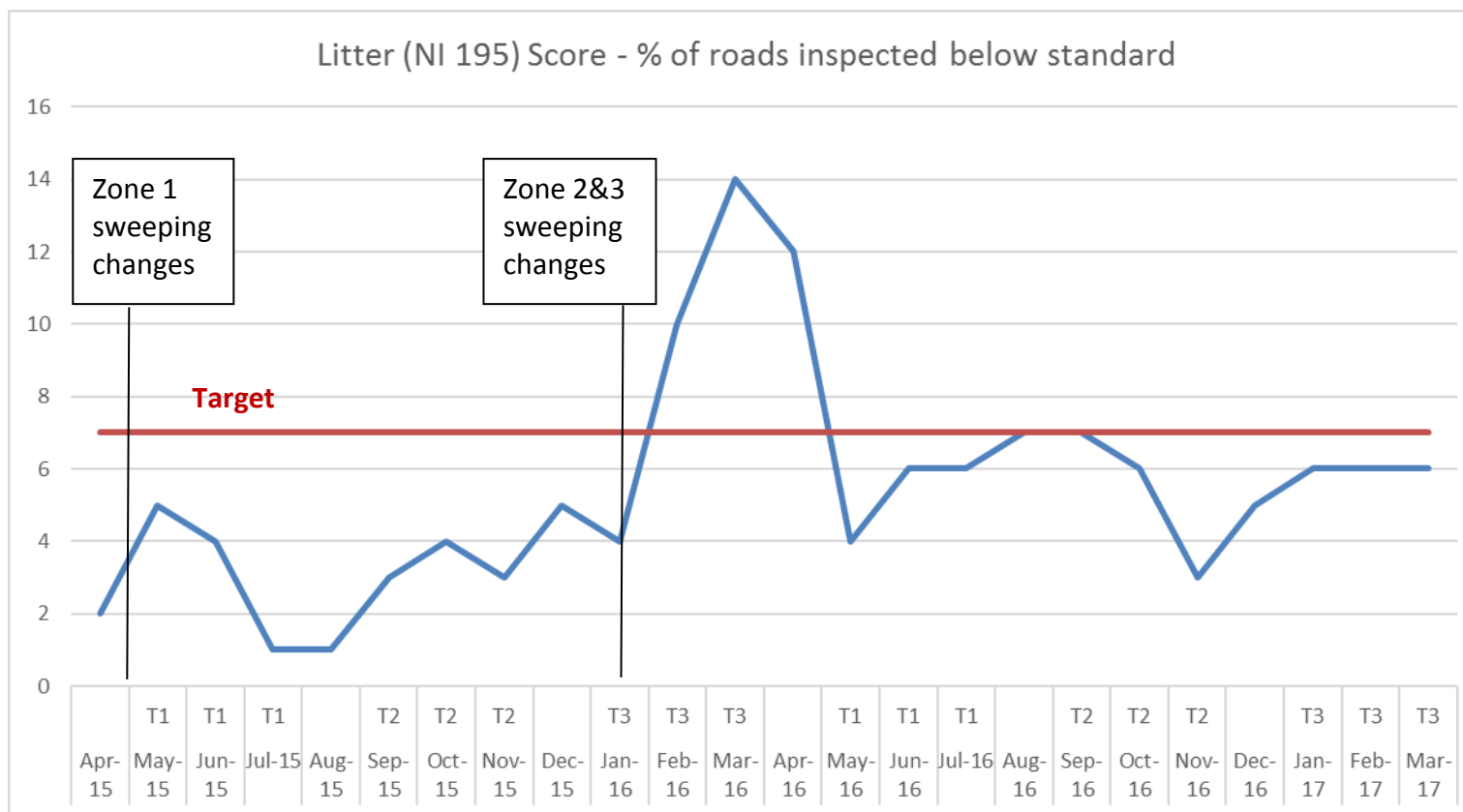


Figure 2 – NI 195 detritus scores, October 2014 to October 2016 (based on LBH monitoring) - - % of roads inspected that are below standard

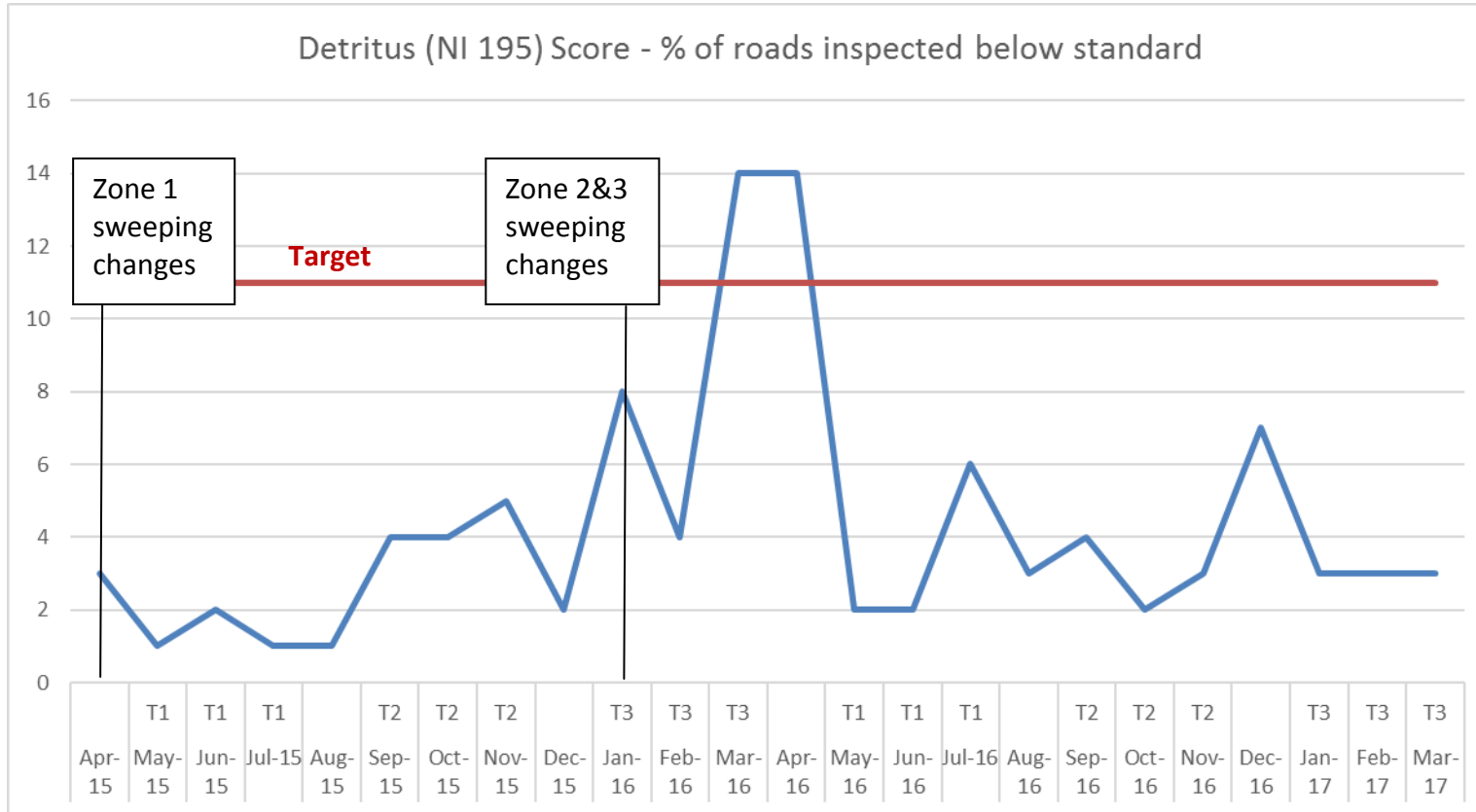


Figure 3 - levels of street cleansing complaints from April 2016 to April 2017

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

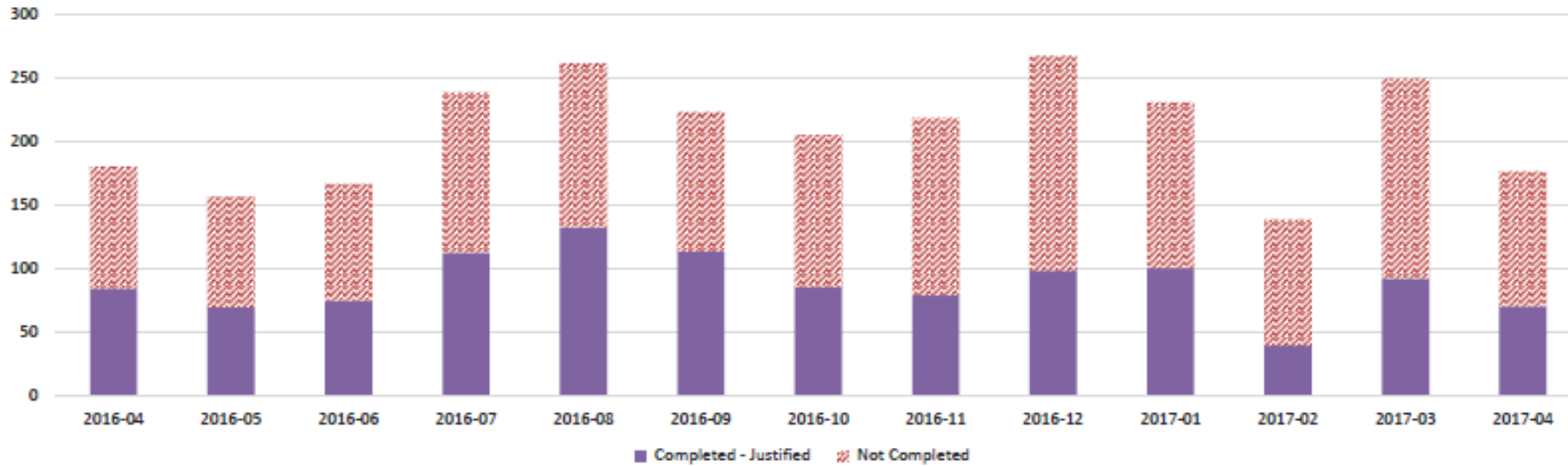


Figure 4: Resident Satisfaction Survey

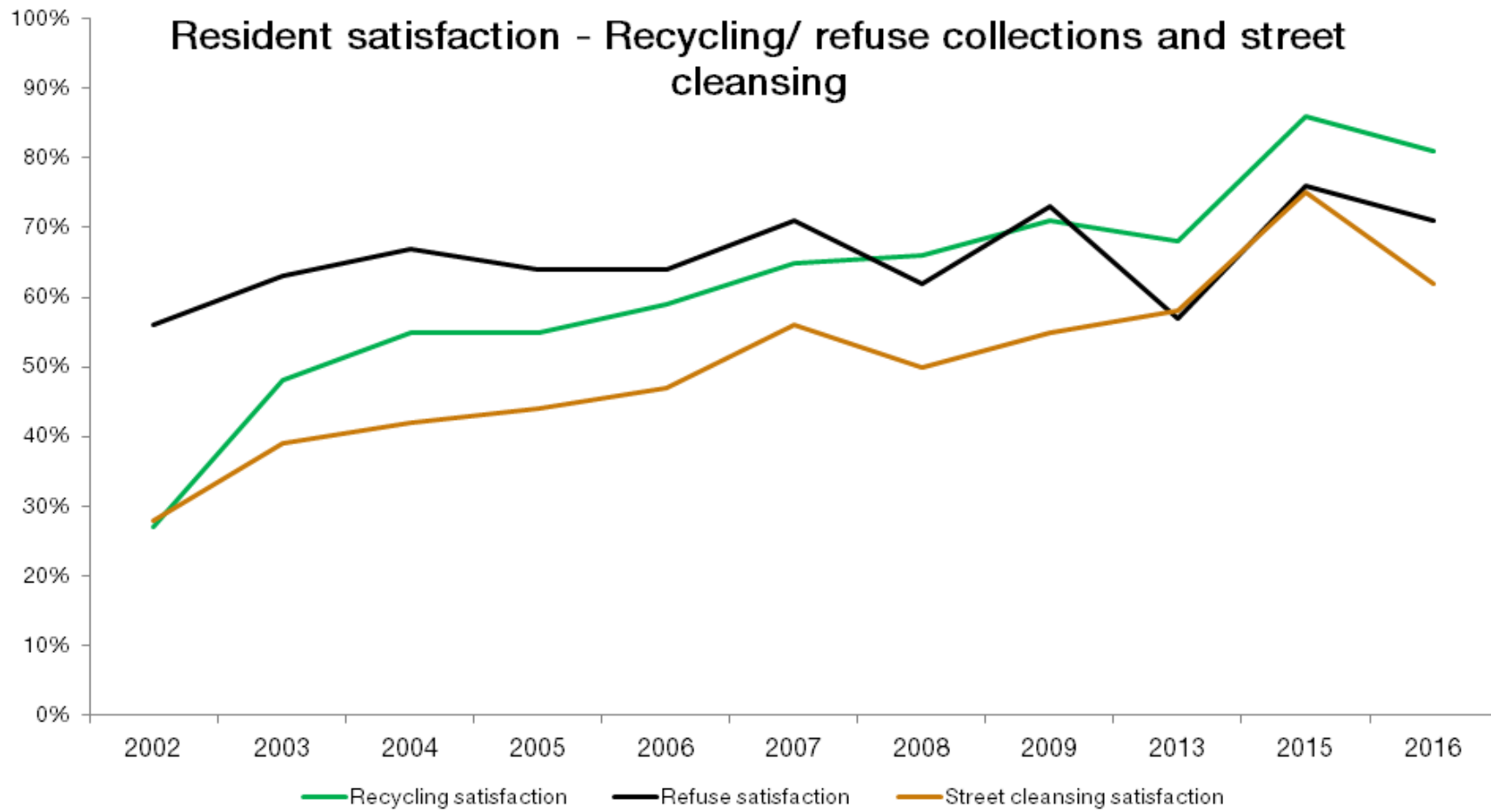


Figure 5 – NI 195 Graffiti Scores - % of roads inspected that are below standard

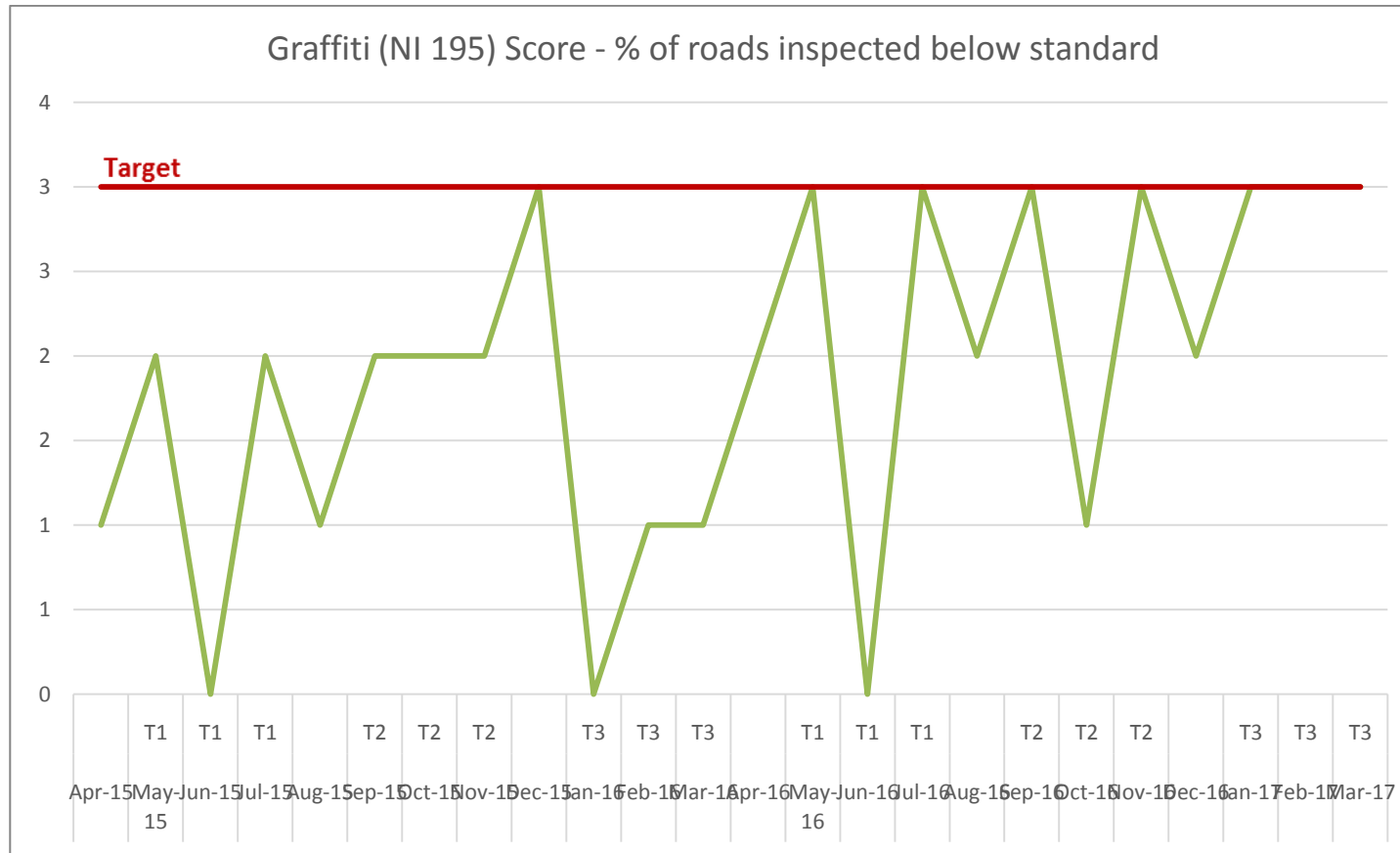


Figure 6 – NI 195 Fly-posting Scores - % of roads inspected that are below standard

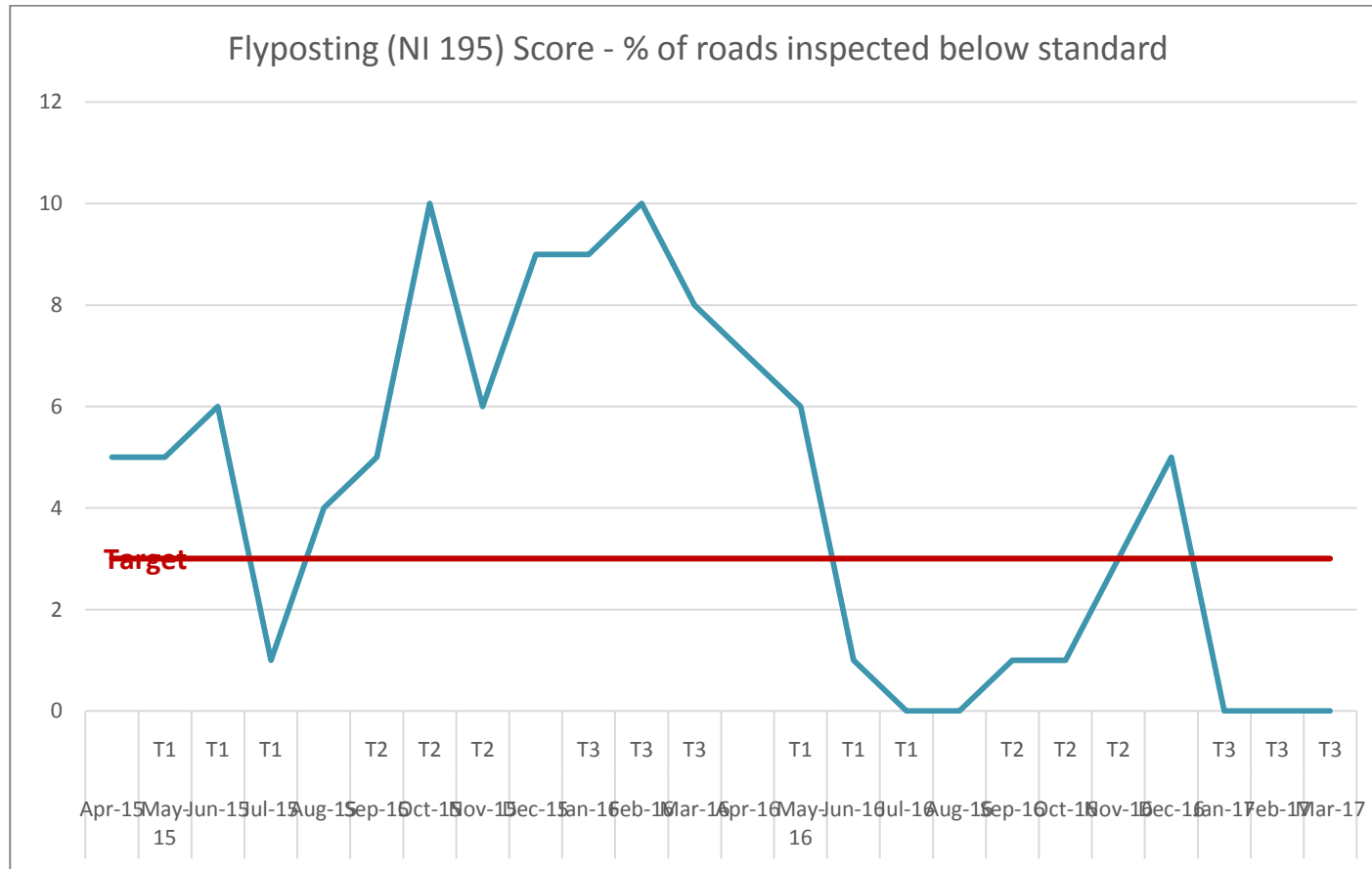
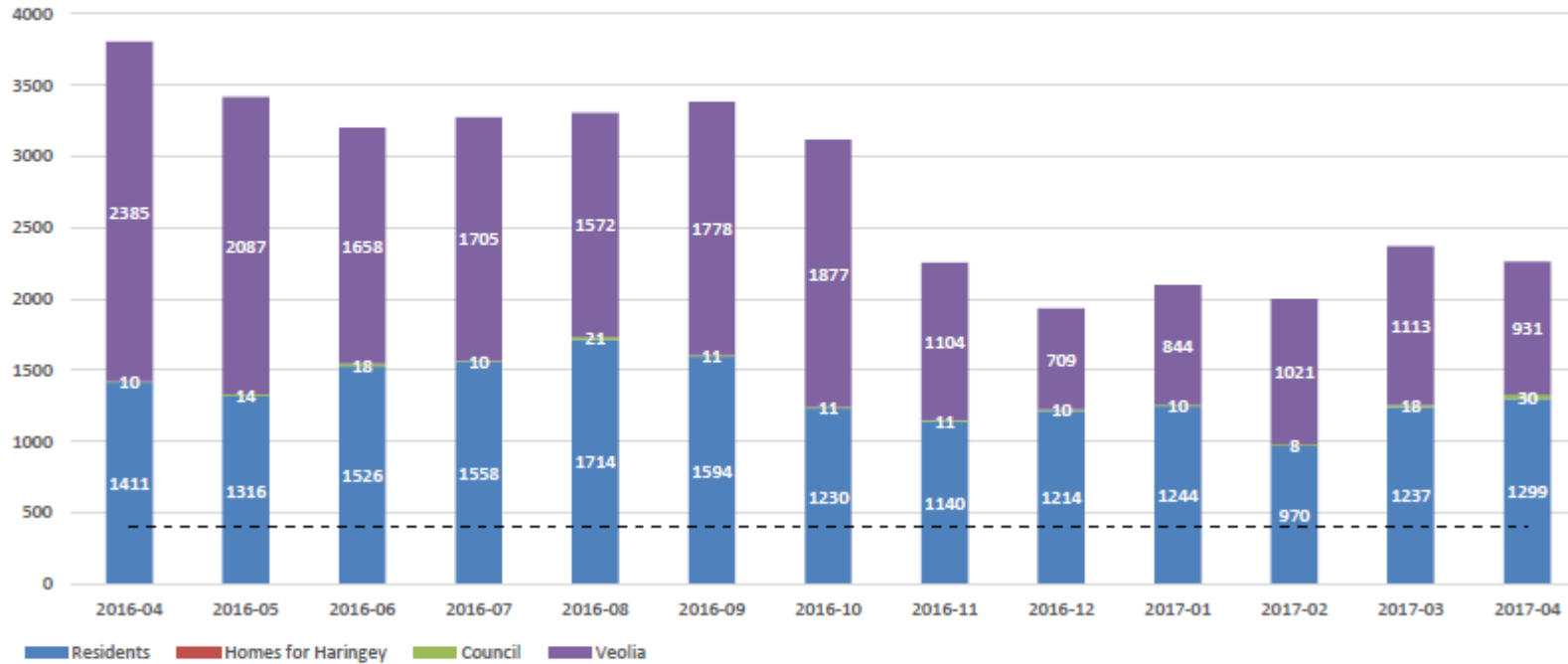


Figure 7 - number of fly tips reported by residents, Council staff and Veolia staff

STREET CLEANSING - FLYTIPS REPORTED BY WHOM

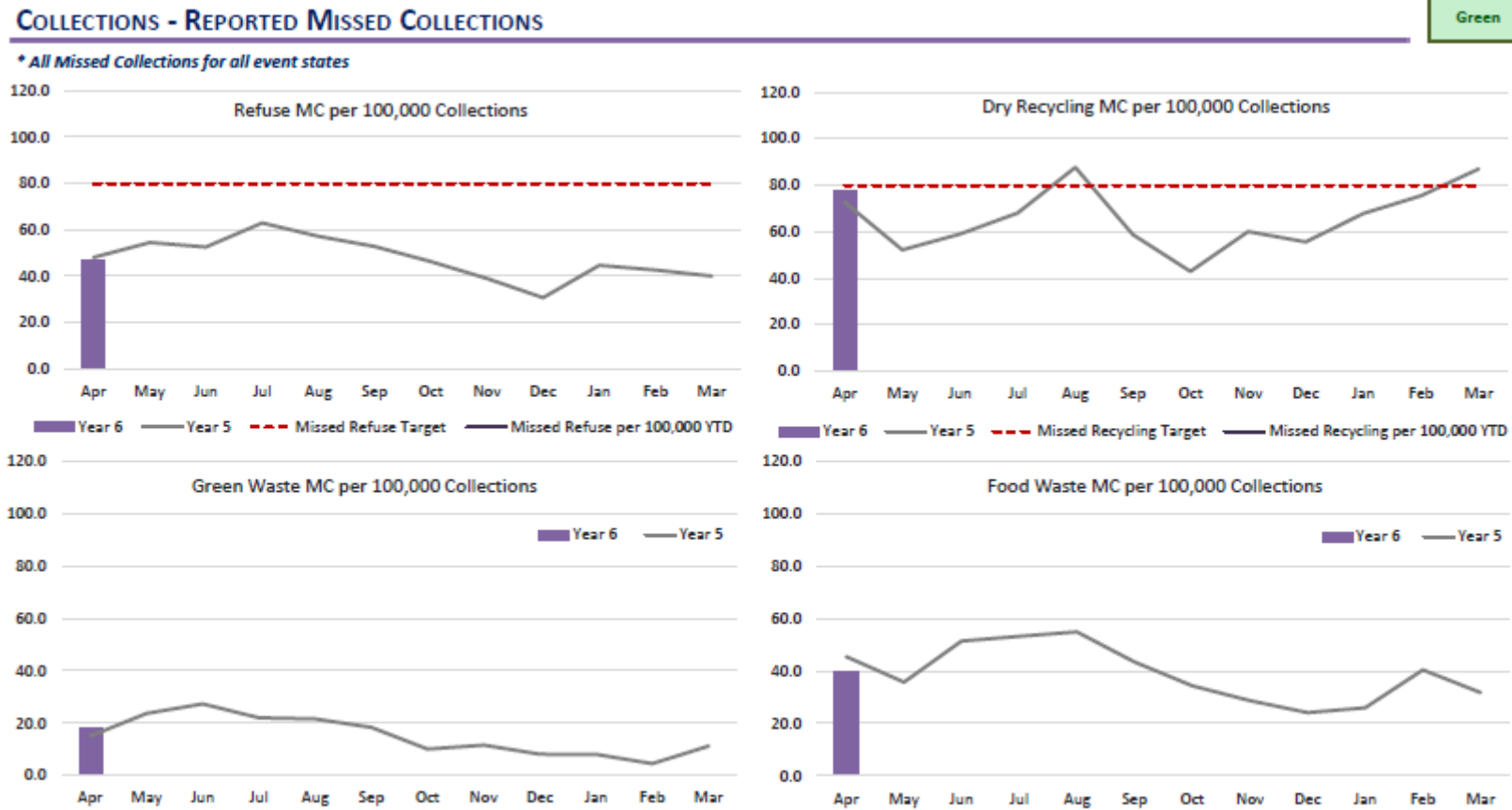
Red

* 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



Appendix 2– Waste and Recycling

Figure 1. The graph below shows the number of reported missed refuse and recycling collections. The 2017-18 missed collection contractual target is 80 per 100,000 properties.



A slight increase in Refuse missed collections this month, currently 33 below target at 47 per 100k. Recycling has shown an improvement over last month, currently 3 below target at 77 missed collections per 100k. A slight increase in Green Waste missed collections this month, currently at 18 per 100k. A slight increase in Food Waste missed collections this month, currently at 40 per 100k.

Figure 2. Recycling performance (% of household waste recycled)

