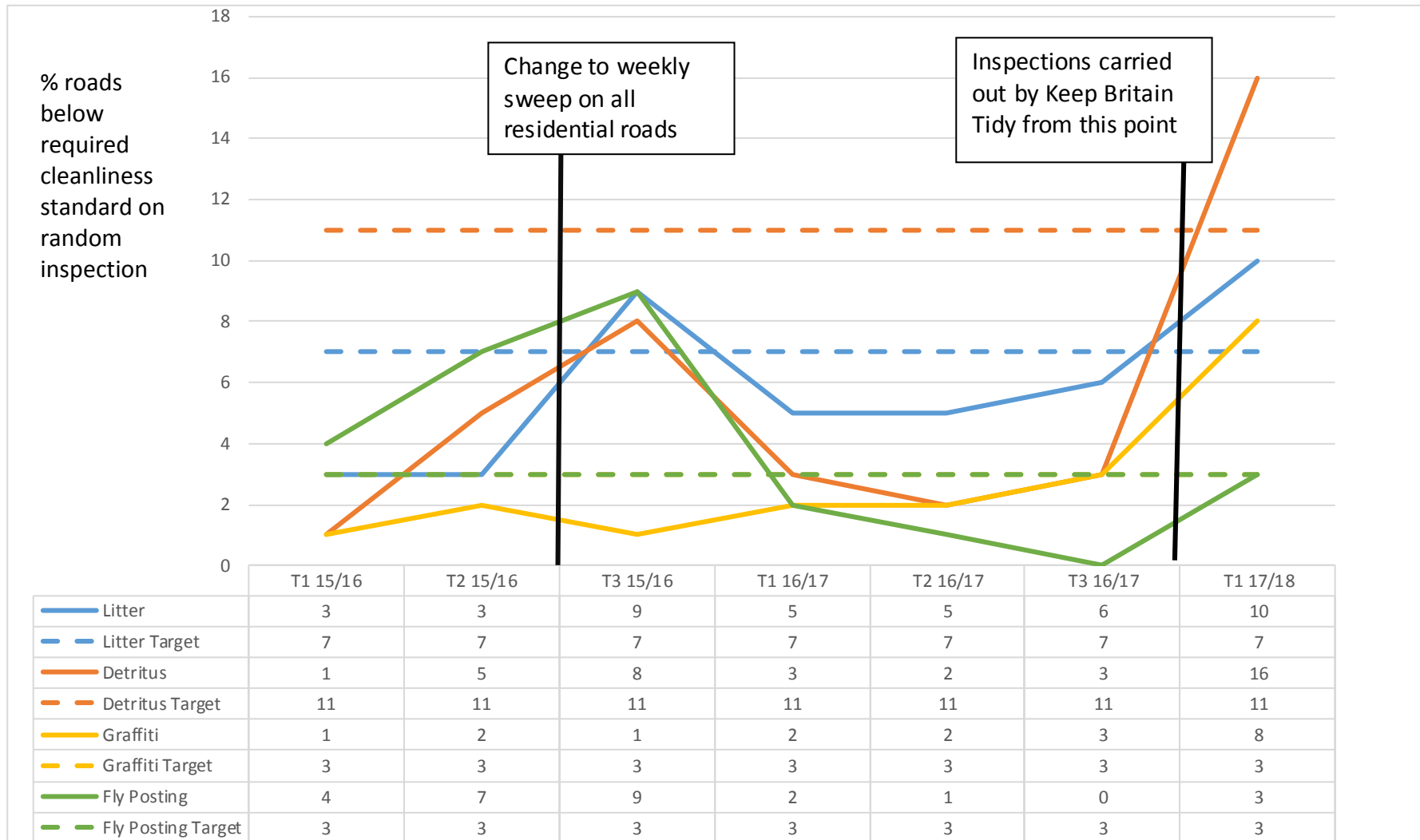


## Appendix to Street Cleansing, Waste and Recycling: Current performance

### Graph 1: Street Cleanliness (former NI 195)

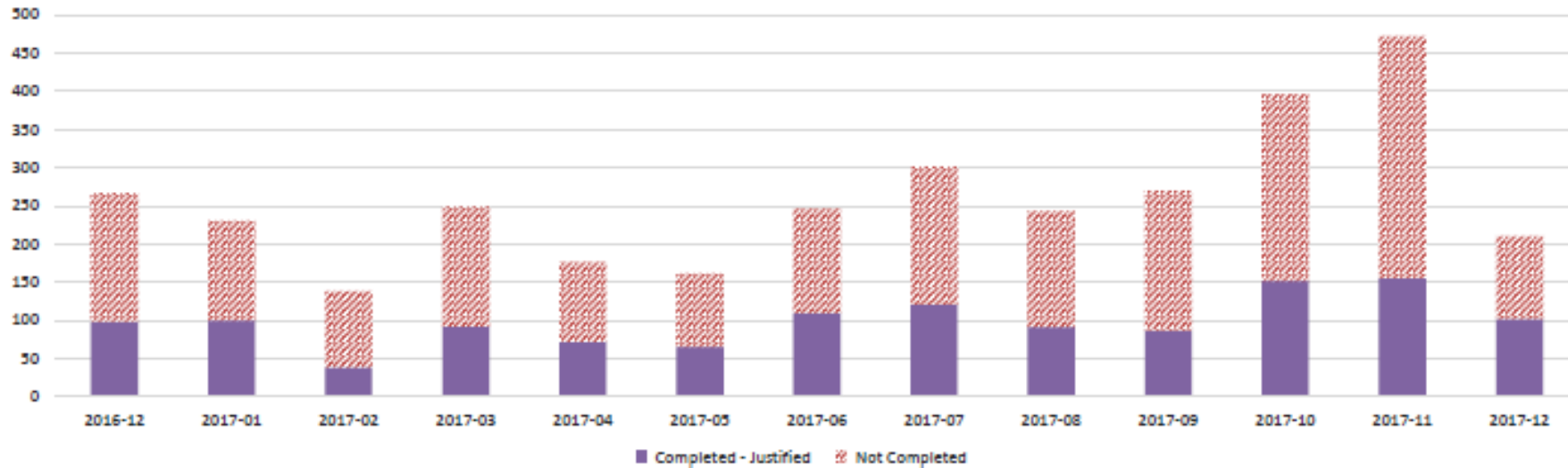


Graph 2: Street cleansing complaints

### STREET CLEANSING - ENQUIRIES/ISSUES REPORTED/SERVICE REQUESTS

Green

\* Criteria: Event State is "Completed - Justified" related to enquiries/issues reported/service requests in the Street Service



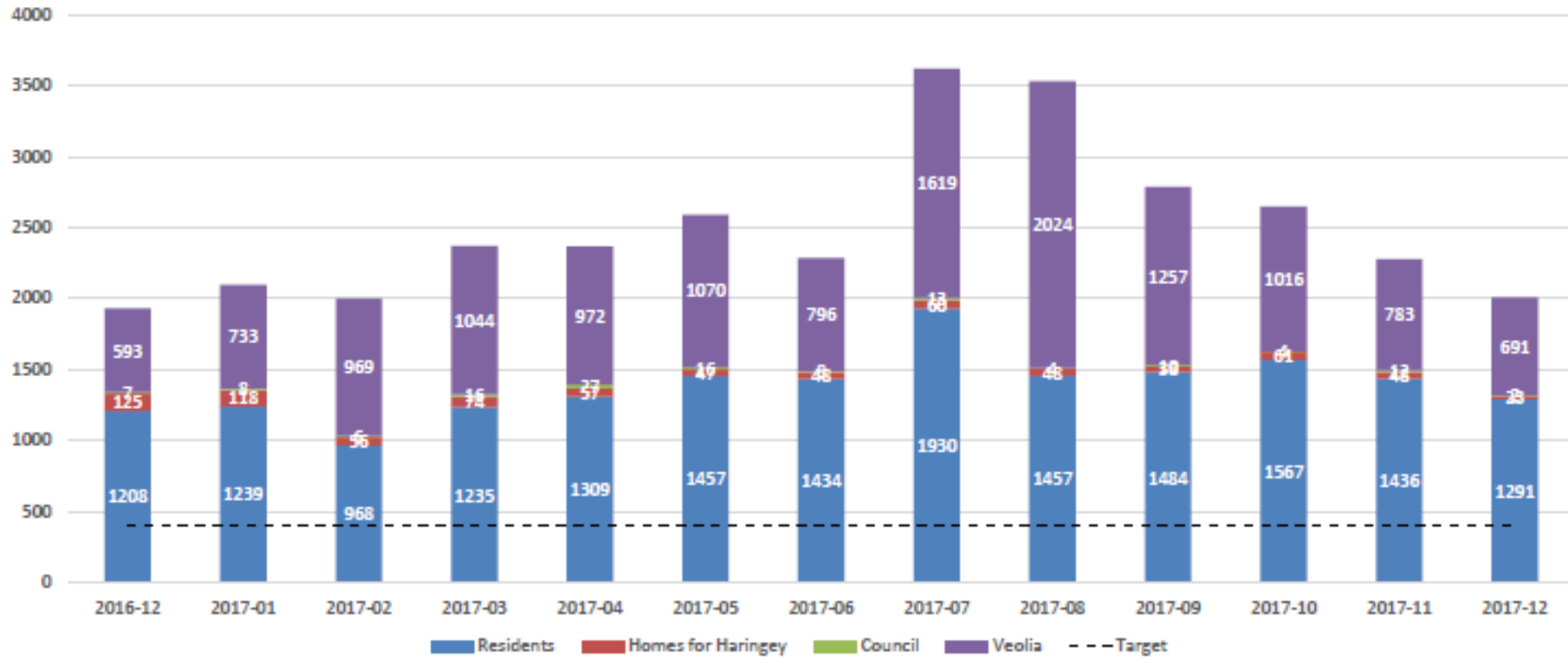
**Note:** Veolia log and investigate all complaints, enquiries and service requests. Where a 'service failure' is found requiring rectification (eg. a road not swept to the required standard, which needs to be re-swept before the next scheduled sweep) the complaint is recorded as 'completed – justified'. Where no 'service failure' is found (eg. waste has been spilt/bags torn open after the scheduled sweep) Veolia will arrange rectification and record the complaint 'Not completed'.

Graph 3: Flytipping incidence

STREET CLEANSING - FLYTIPS REPORTED BY WHOM

Red

\* Criteria: Filtered to look at "Completed Justified" and "Completed" events only

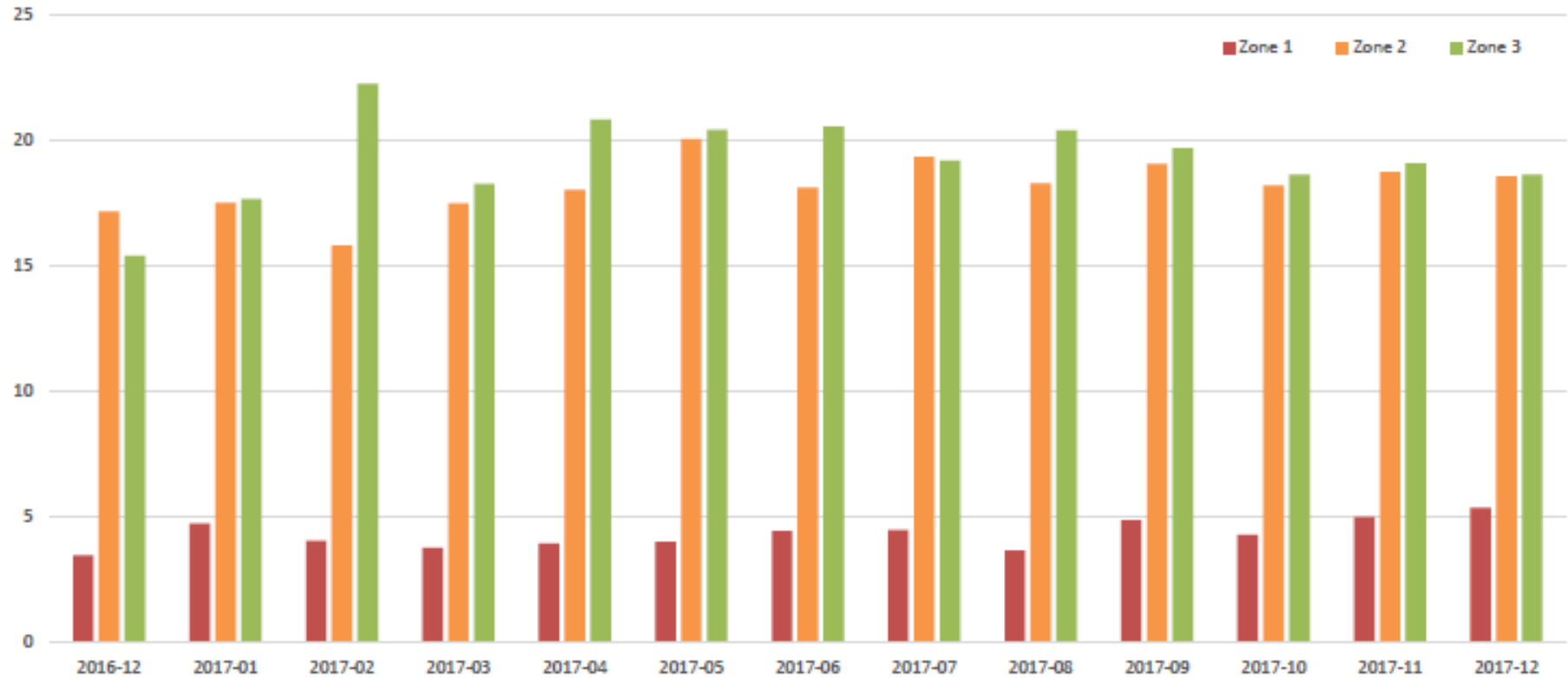


Graph 4: Flytip clearance timescales

**STREET CLEANSING - FLYTIPS AVERAGE RECTIFICATION TIME BY ZONE (HOURS)**

Green

\* Criteria: Event state is "Completed - Justified" for complaints related to the Flytip Removal event type. Zone is calculated based off of where the street is located in the Borough. Each street has an identifier the 'Zone' details.



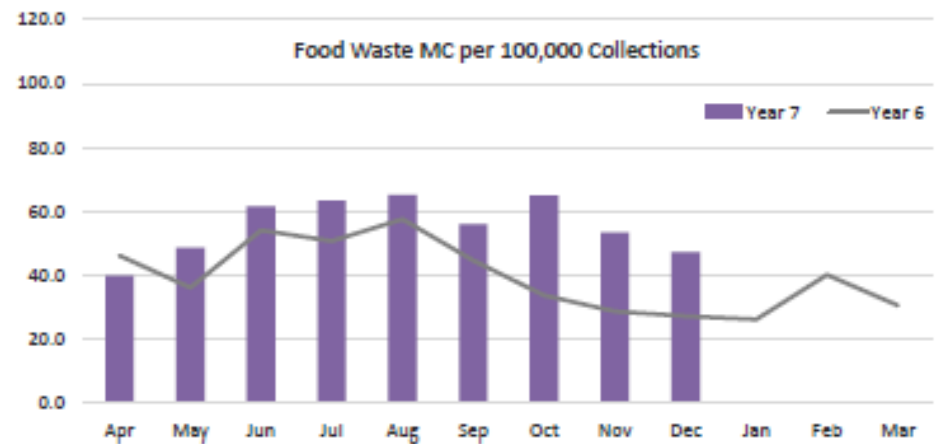
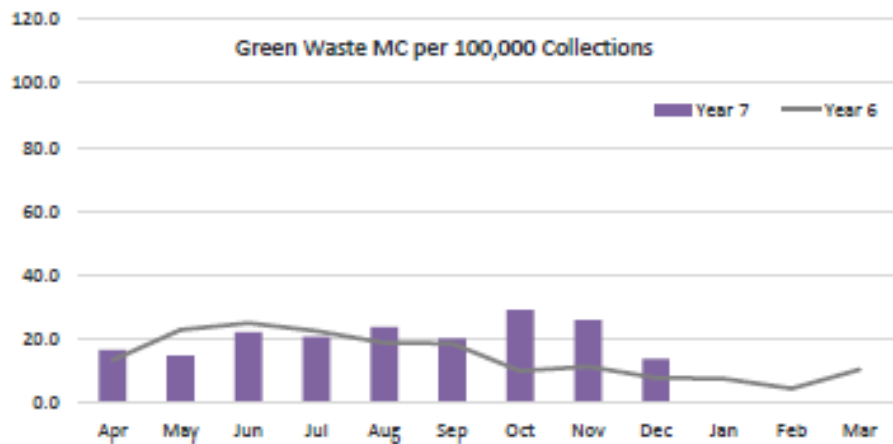
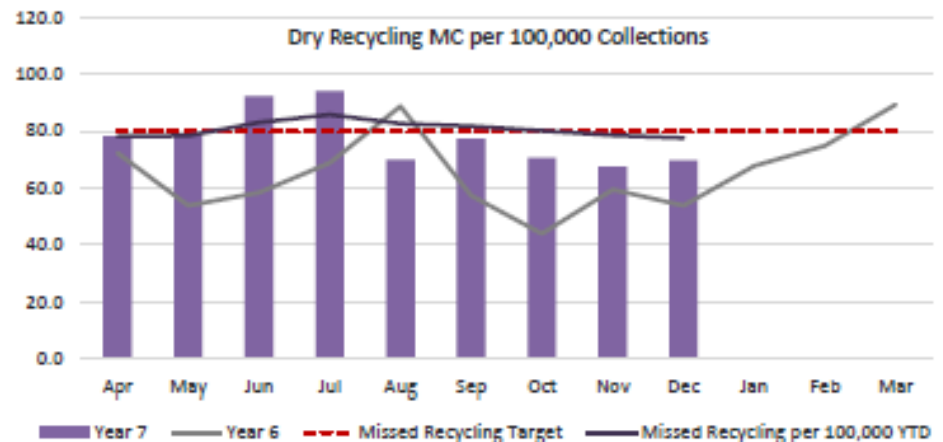
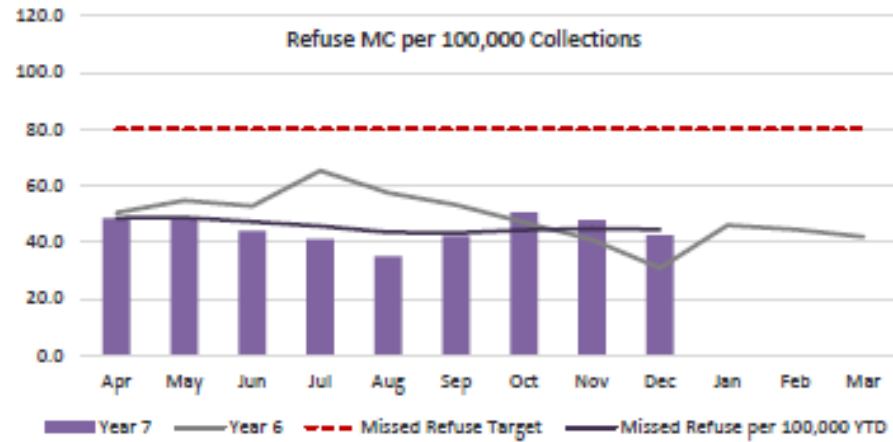
Zone	1	2	3
Target	6	24	24

Graph 5: Missed collections

Green

COLLECTIONS - REPORTED MISSED COLLECTIONS

\* All Missed Collections for all event states



**Graph 6: Recycling performance**

