



EOSC Performance Indicators

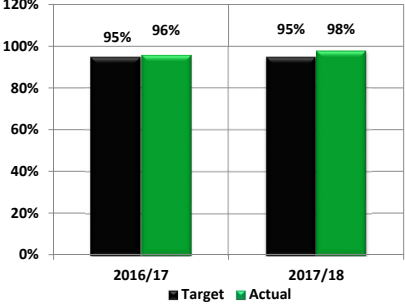
Quarter 1
April – June 2017

Grace Crawford
Senior Performance & Strategy Officer



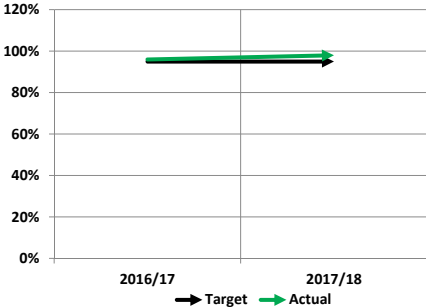
Performance Indicator – 16 Satisfaction with lawn cemetery grounds maintenance performance

Q1



Year	Target	Actual
2016/17	95%	96%
2017/18	95%	98%

Performance Trend

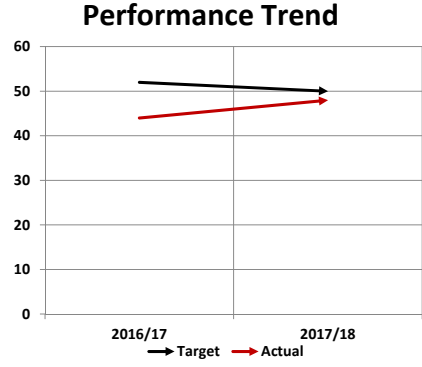
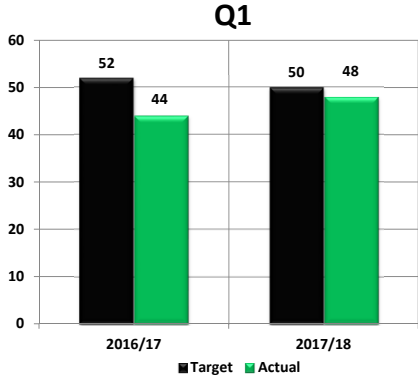


Year	Target	Actual
2016/17	95%	96%
2017/18	95%	98%

Service Comments

There were no complaints received by the council relating to the grounds at any of the cemeteries and the site inspections have been very good. However in June, due to the weather, the contractors struggled to cope with the amount the grass had grown and the number of burials they had to undertake.

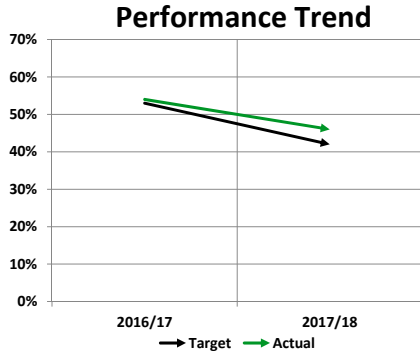
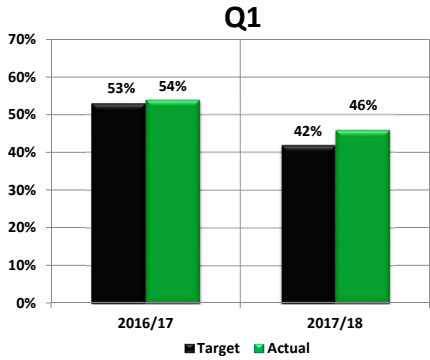
Performance Indicator – 17
 Reduce the level of residual household waste collected per head of the population (kg)



Service Comments

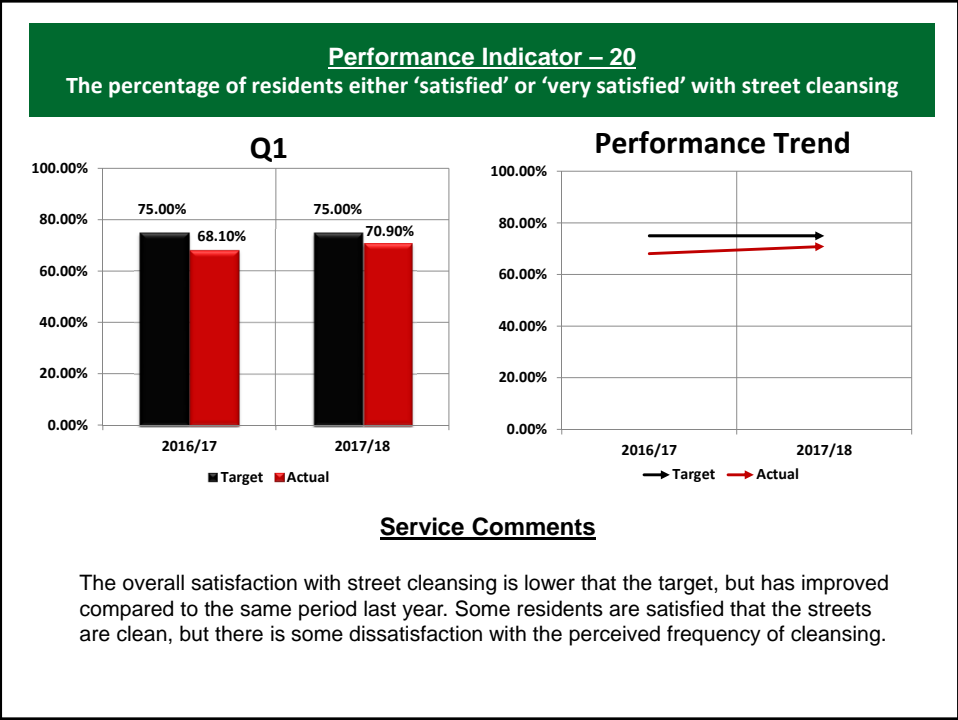
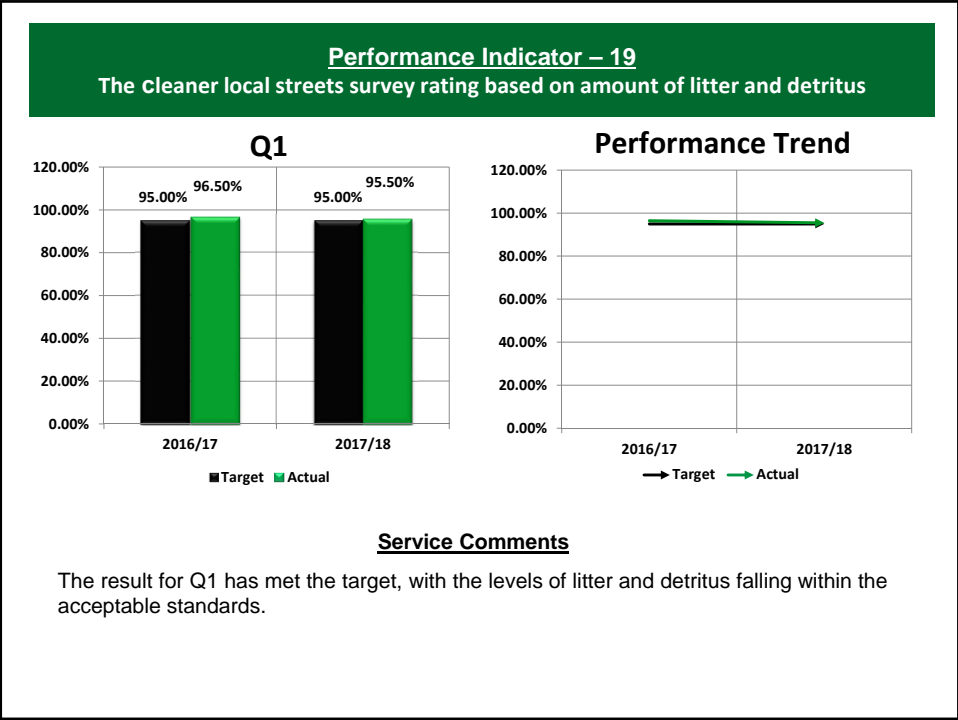
This is a provisional result and is better than the target (i.e. less waste has been sent to landfill per head than the target).

Performance Indicator – 18
 Percentage of household waste collected and sent for reuse, recycling and composting

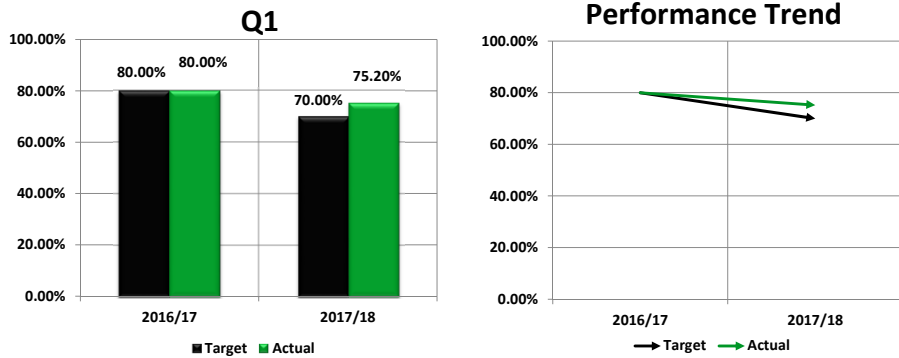


Service Comments

This is a provisional result and exceeds the target.



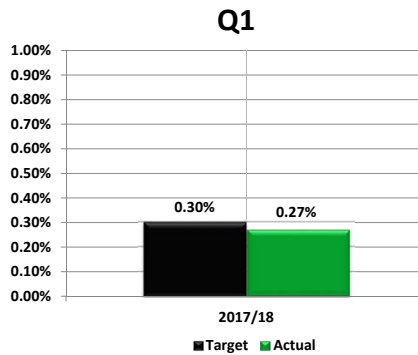
Performance Indicator – 21
 The percentage of residents either 'satisfied' or 'very satisfied' with local recycling and waste collection services



Service Comments

Satisfaction with local recycling and waste collection services is above target, with satisfaction of recycling collections and refuse collections at 81% and 73%, respectively. The target has been set to reflect the changes in the provision of the garden waste service. Satisfaction with the garden waste service was 72% in Q1.

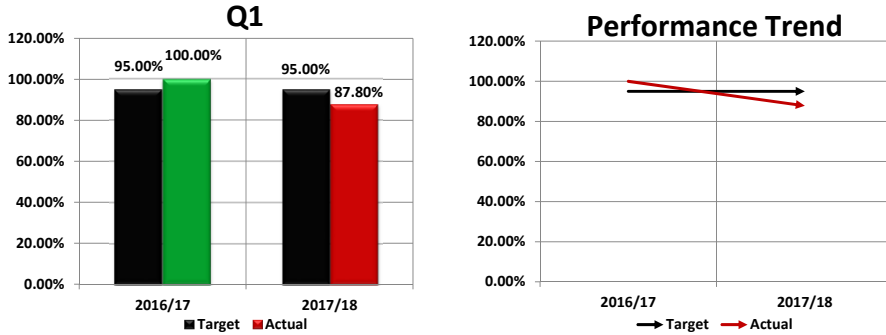
Performance Indicator – 22
 The percentage of reported / justified missed bins in the borough



Service Comments

Missed bins are within target for Q1.

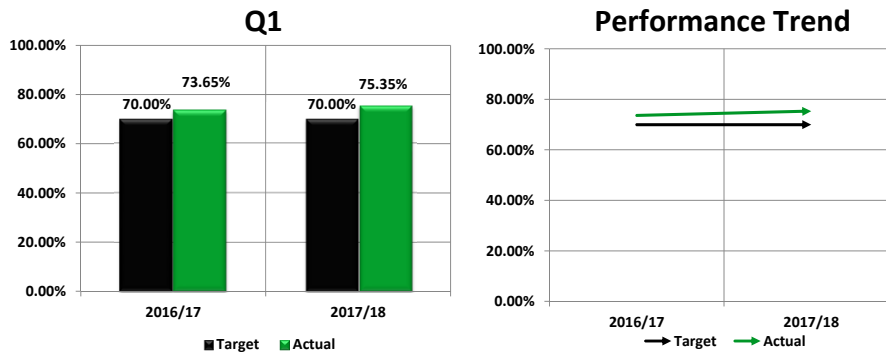
Performance Indicator – 23
Completion rate of all tree maintenance work within the planned programme



Service Comments

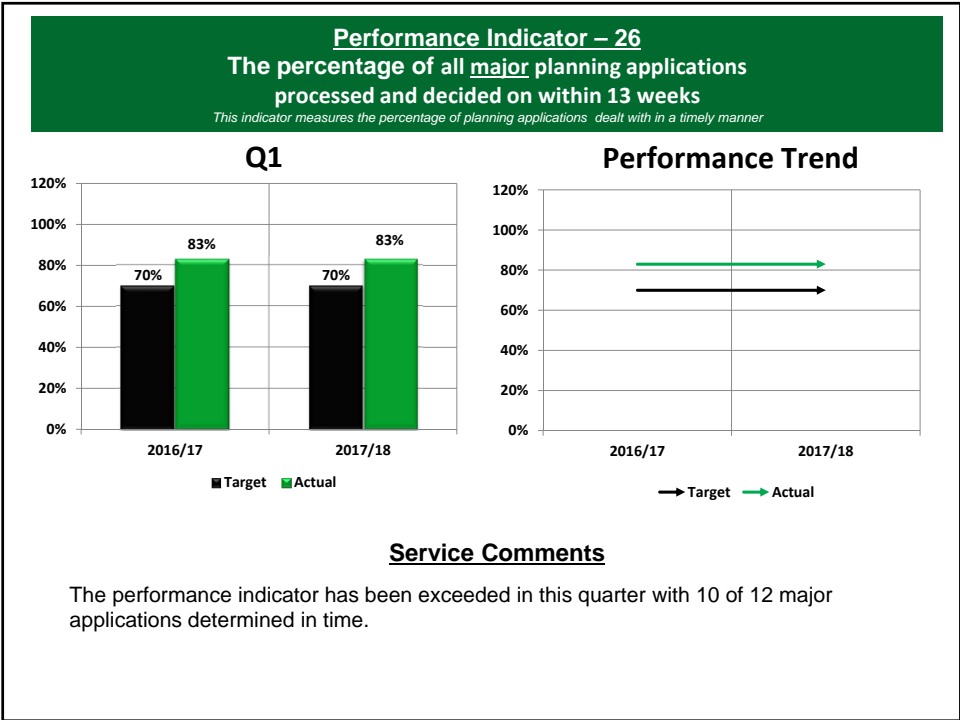
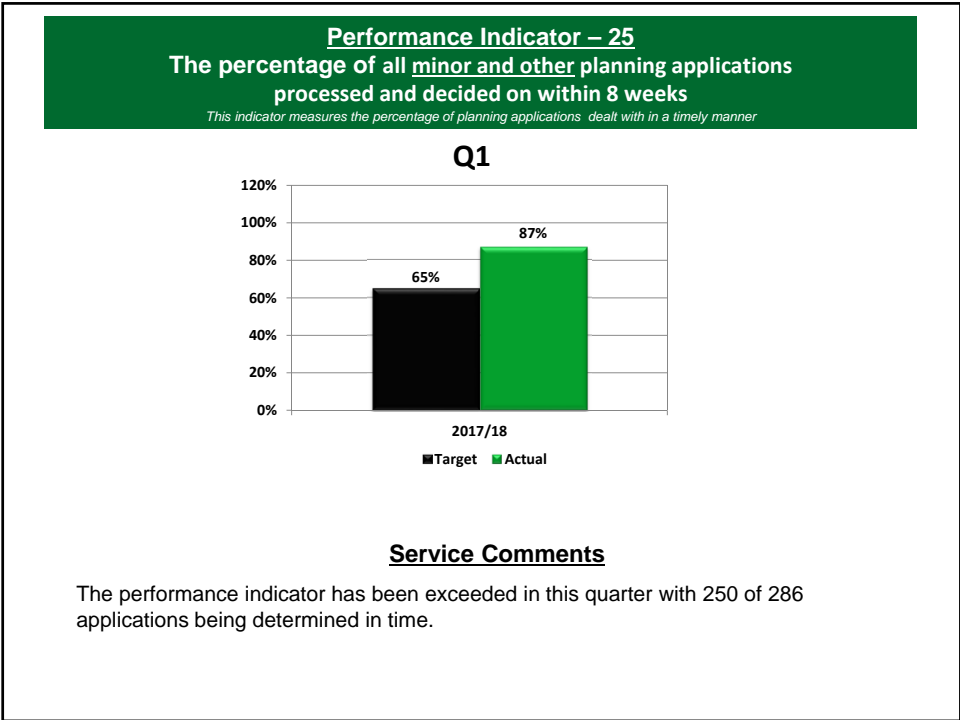
There was some overrun in April and May due to the weather conditions which created extra ad hoc jobs in addition to the work schedule. However all of June's schedule was completed on time.

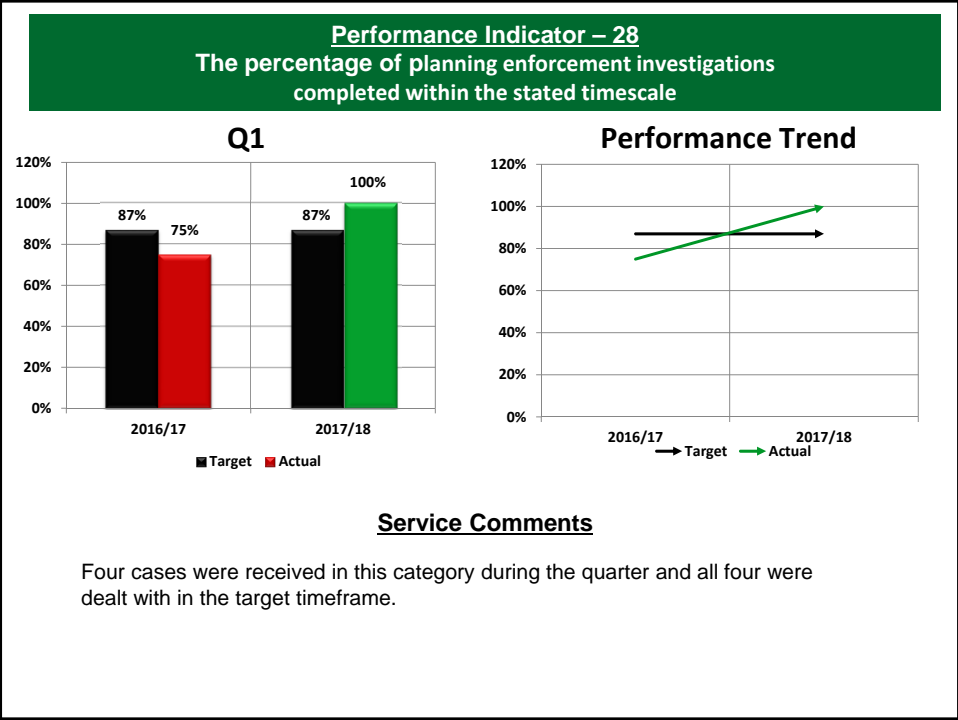
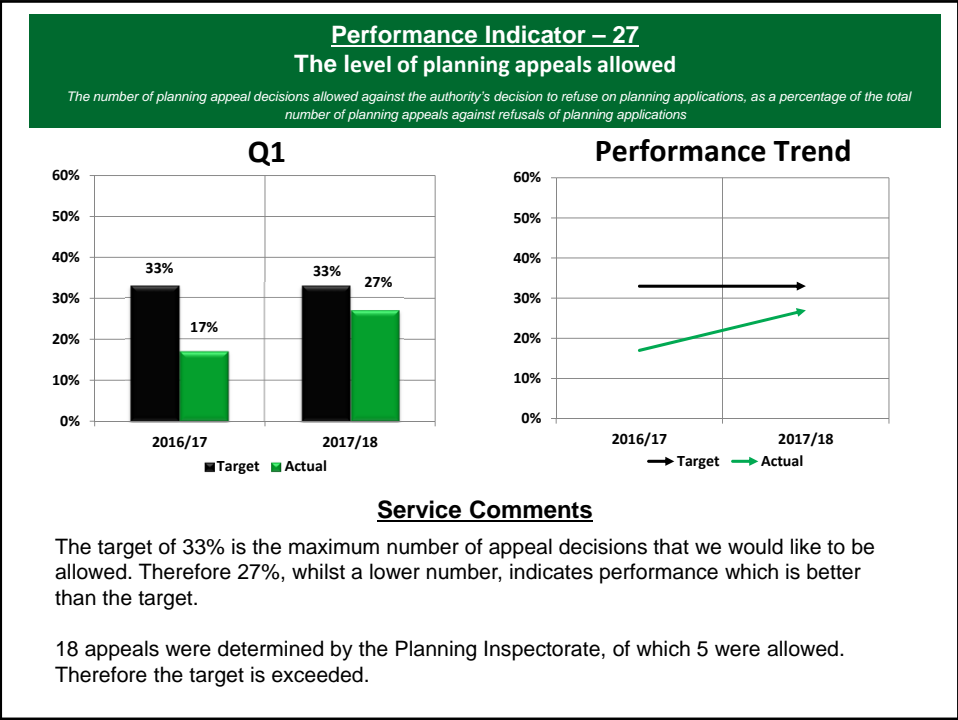
Performance Indicator – 24
The percentage of residents 'satisfied' with local open spaces (e.g. parks, shrubs, trees and woodlands)



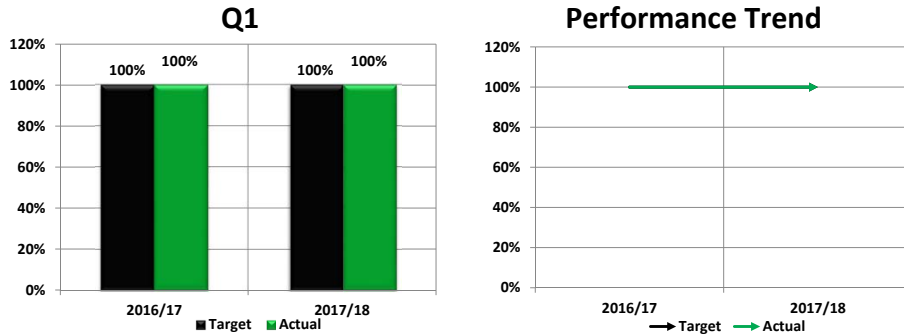
Service Comments

Satisfaction is above target.





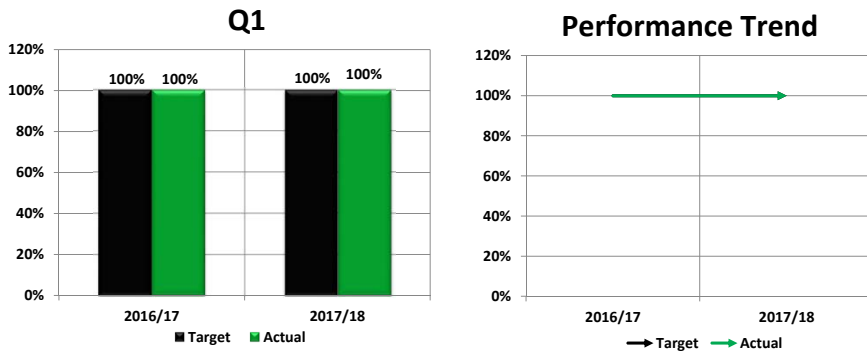
Performance Indicator – 6
Process all hackney carriage and private hire licences
(e.g. taxis and minicabs, drivers and operators) within the stated timescale



Service Comments

The introduction of the Immigration Act 2016 had initially caused additional workload issues for the team. In most cases, the drivers are now responding and supplying the correct documentation.

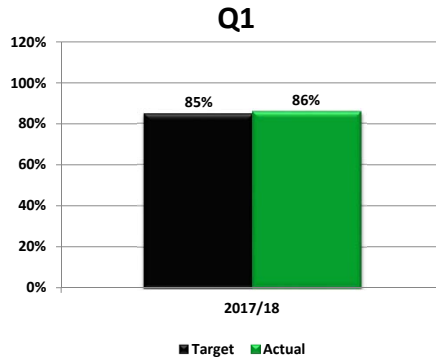
Performance Indicator – 7
Process all local licences (including alcohol, premises, animal establishments)
within the stated timescales



Service Comments

All licences are issued following statutory checks, inspections or periods proscribed by government so the public can express any concerns. In all cases these guidelines were followed and all licences issued having complied with the regulations and any necessary timescales.

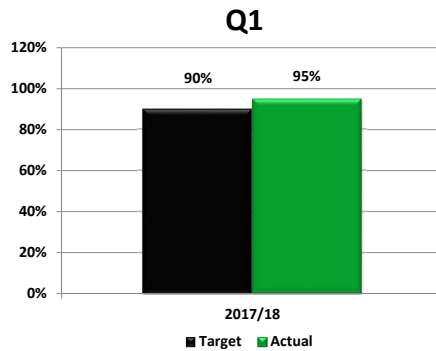
Performance Indicator – 42
The percentage of 'Operation Reprise' calls attended as a percentage of calls received



Service Comments

This is a new PI for the 2017-18 financial year. The service requires officers to attend every call received. However, occasionally they will not be able to because the noise nuisance will have stopped prior to them arriving and the original caller notifies them not to attend.

Performance Indicator – 43
Percentage of 'Operation Reprise' callers provided with advice



Service Comments

This is a new PI for the 2017-18 financial year. Officers will attempt to contact all callers to the Operation Reprise number and will advise the callers as to what action they can or can't take to resolve a noise nuisance. Occasionally they won't be able to contact the complainant either because a wrong number has been passed on or the call is not answered.