

KPI's

	Mar	RAG	Apr	RAG	May	RAG
Workforce						
Sickness Absence Target: 7.5%	3.67%		3.01%		4.04%	
Health & Safety						
RIDDOR	0		0		0	
Close Call / Near Miss	11		9		5	
HSEQ Audits Carried Out	78		77		64	
Waste						
Missed domestic bins Target: < 0.07%	106 0.09%		101 0.08%		79 0.06%	
Delivery of black bins Target: 100%	172 69.19%		150 92%		170 93.53%	
Quantity delivered	119		138		159	
Delivery of Green bins Target: 100%	89 100%		62 100%		89 98.88%	
Quantity delivered	88		88		88	
Delivery of Recycling boxes Target: 100%	485 74.85%		360 13.89%		360 88.61%	
Quantity delivered	363		50		319	
Delivery of Food caddies Target: 100%	183 77.05%		166 34.34%		197 94.92%	
Quantity delivered	141		57		187	
Complaints	61 95.08%		46 97.83%		57 100%	
Instructions Target: 100%	928 96.66%		880 95.23%		782 97.70%	
Streetscene						
Amenity Grasscutting			86%		73%	
Number of scheduled sites			658		901	
Number of completed sites	100.00%		568		661	
Box Grasscutting			96.8%		84%	
Number of scheduled sites			155		178	
Number of completed sites	100.00%		150		150	
Strimming Programme			71.2%		62%	
Number of scheduled sites			781		885	
Number of completed sites	100.00%		556		550	
General Street Cleansing	94.30%		100.00%		100.00%	
Removal of flytipping Target: 100%	172 98.26%		135 96.30%		136 88.24%	
Number collected:	169		130		120	
Removal of Graffiti: Non-Offensive	100%		100%		100%	
Offensive	100%		100%		100%	
Complaints	14 85.71%		11 45.45%		15 93.33%	
Instructions Target: 100%	228 94.30%		300 92.33%		275 76.73%	