

## ENVIRONMENTAL SERVICES – APRIL 2017

### Key Performance Indicator Monitoring

	Description	April	Target 17/18
<b>Environmental Services Contract</b>	Residual household waste per household (Kg) <sup>1</sup>	431*	400
	Household waste recycled and composted (%) <sup>1</sup>	47.62*	50
	Street and environmental cleanliness - levels of litter (%)	0.3	1.5
	Street and environmental cleanliness - levels of detritus (%)	6.3	6
	People expressing satisfaction with household waste collection (%)	92.8	>90
	People satisfied with cleanliness standards (%)	77.5	>80
	Contamination Levels (%) <i>figs from Casepak</i>	12.24	10
	Description	April	Target 17/18
<b>Management of Open Spaces Contract</b>	Quality standard successful inspections (%)	88	86
	Number of volunteering hours (cumulative)	587*	6500
	Customers satisfied with the service (%)	100	82
	Health & safety successful inspections (%)	100	>95
	Number of Green flags held	4	5
	Number of grant applications made	1	>5
	Attainment of CSE		Achieve
	Number of resident / customer champions	30	>30
	Number of apprentices	4	>5
	Number of work placement days (YTD)	0	50
	ISO14001		Achieve

<sup>1</sup> Projected figures subject to confirmation from Leicestershire County Council / \* Subject to change