

### ENVIRONMENTAL SERVICES – MAY 2020

	Description	March	April	Target 20/21
Environmental Services Contract	Residual household waste per household (Kg) <sup>1</sup>	441	441	400
	Household waste recycled and composted (%) <sup>1</sup>	44.09	43.87	50
	Street and environmental cleanliness - levels of litter (%)	0.1	0.1	1.5
	Street and environmental cleanliness - levels of detritus (%)	3.8	3.6	6
	People expressing satisfaction with household waste collection (%)	92.83	92.83	>90
	People satisfied with cleanliness standards (%)	66.73	66.73	>80
	Description	March	April	Target 20/21
Management of Open Spaces Contract	Quality standard successful inspections (%)	91	92	92
	Number of volunteering hours (cumulative)	8744	COVID 19 Restrictions	7500
	Customers satisfied with the service (%)	96	COVID 19 Restrictions	88
	Health & safety successful inspections (%)	100	100	>95
	Number of Green flags held	7	7	>6
	Number of grant applications made	11		>5
	Attainment of CSE			Achieve
	Number of resident / customer champions	34	34	>30
	Number of apprentices	6	5 Training delayed due to COVID 19	>5
	Number of work placement days (YTD)	62	COVID 19 Restrictions	>50
	ISO14001			Achieved

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

