

## ENVIRONMENTAL SERVICES – MAY 2021

	Description	March	April	Target 21/22
Environmental Services Contract	Residual household waste per household (Kg) <sup>1</sup>	476	487	440
	Household waste recycled and composted (%) <sup>1</sup>	43.53	42.99	50
	Street and environmental cleanliness - levels of litter (%)	0.1	0.1	1.5
	Street and environmental cleanliness - levels of detritus (%)	2.9	2.9	6
	People expressing satisfaction with household waste collection (%)	92.30	92.68	>90
	People satisfied with cleanliness standards (%)	68.30	69.63	>80
	Description	March	April	Target 21/22
Management of Open Spaces Contract	Quality standard successful inspections (%)	95	95	94
	Number of volunteering hours (cumulative)	1294	366	>7500
	Customers satisfied with the service (%)	100 COVID 19 Restrictions, currently reviewing	100 COVID 19 Social distancing restrictions	90
	Health & safety successful inspections (%)	100	100	>95
	Number of Green flags held	7	7	>6
	Number of grant applications made	6	0	>5
	Attainment of CSE			Achieve
	Number of resident / customer champions	34	34	>30
	Number of apprentices	5 Training delayed due to COVID 19t	4	>5
	Number of work placement days (YTD)	COVID 19 Restrictions	COVID 19 Restrictions	>50
	ISO14001			Achieved