

Our Commitment	Measurement
We will deliver our services to the highest quality standards and in accordance with established best practice.	Retaining our Customer Excellence Accreditation
We will provide regular collections and a reliable collection service.	Measured by missed collections – fewer than 0.1% per 100,000 properties
We will explain clearly what we can or cannot do as part of our services and the reasons for this.	Measured by council website and information updates
We will tell you in good time if we have to make changes to your services, even temporarily.	Measured by council website & social media feeds
We will work hard to clean your local area and encourage communities to keep areas clean.	Measured by number of community events per year. Minimum of 10
We will collect as many materials as we can and explain what happens to them.	Measured by the percentage of material recycled per annum. Minimum 45%
We will communicate widely to inform residents about this pledge.	Measured by council website and information updates

Charnwood Partnership Service Pledge





Our Key Performance Indicators	Achievement
Our customer satisfaction target for 2018/19 for waste collection services was over 90%	We achieved 93.7%
Our levels of litter target 2018/19 was 1.5%	We achieved 0.7%
Our detritus target 2018/19 was 6%	We achieved 4.3%
Our customer satisfaction target for Street Cleansing 2018/19 was 80%	We achieved 73.7%
Our Customer Service Standards	Achievement
We aim to respond to all complaints within 10 working days	In 2018/19 we responded to 100% of our complaints on target

