






Cleansing Service Standards - 2018 / 2019

	-> Meeting or exceeding the agreed target
	-> Marginally below the agreed target but acceptable
	-> Unacceptably below the agreed target and requiring further action
	-> No information available to calculate monthly performance
	-> No measurable occurrences

No.	Service Standard	Target	Year to Date		Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Comments
STREET CLEANSING																	
1	To maintain a minimum city wide cleanliness index of 72 (67 is recognised as a good standard by Tidy NI).	72	75		75	74	75	75	75	75	74	75	74				
2	Where commitment to remove graffiti is given, non-contentious graffiti will be removed within 3 working days from the date permission is granted from the property owner and the appropriate disclaimer is completed.	3	2.09	Occ	10	13	12	6	9	8	9	0	1				
				Ave Days	1.20	2.00	1.83	2.83	4.89	2.38	1.56	1.14	1.00				
3	Where commitment to remove graffiti is given, contentious graffiti will be removed within 2 working days from the date permission is granted from the property owner and the appropriate disclaimer is completed.	2	1.71	Occ	21	28	18	12	10	16	14	13	9				
				Ave Days	1.33	1.22	1.12	2.42	4.13	1.25	1.54	1.39	1.00				
4	Removal of fly-posters within 3 working days of receipt of notification.	3	0.47	Occ	0	1	1	0	0	5	0	1	0				
				Ave Days	0	1.00	1.00	0	0	1.2	0	1.00	0				
5	Level of customer satisfaction with the Street Cleansing Service. (Quarterly)	85%	0.00%														Since the introduction of Route Optimisation and the subsequent bedding-in of new routes, an action plan is being developed to maintain commitment to, both medium and long-term view of operational improvement.
ENFORCEMENT																	
6	Within 2 working days of an offender to a littering offence being identified by way of an Article 20 Notice, a Fixed Penalty Notice will be issued, where appropriate.	2	1.56	Occ	71	80	76	57	83	66	111	86	59				
				Ave Days	1.51	1.78	1.25	1.73	1.15	1.72	1.65	1.41	1.88				
COMMUNITY AWARENESS																	
7	Contact will be made with all schools at least once per year with a view to delivering a litter awareness message.	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%				
8	To deliver a Cleansing Advisory Forum meeting in each area of the city (North, South, East, West and Central) at least once per quarter.	100%	n/a		n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a				
WASTE COLLECTION																	
9	Domestic Bins will be collected on the designated day 98% of the time provided they have been left out for collection at the appropriate time.	98%	88.79%		99.90%	99.88%	99.89%	99.89%	99.87%	99.90%	99.89%	99.88%	n/a				Information not currently available
10	Bulky Waste will be collected on the designated day 99% of the time provided the items have been left out for collection at the appropriate time where access permits.	99%	99.87%		99.91%	99.84%	99.85%	99.79%	99.94%	99.94%	99.84%	99.89%	99.80%				
11	Commercial Waste will be collected on the designated day 99% of the time provided they have been left out for collection at the appropriate time.	99%	88.67%		99.82%	99.77%	99.79%	99.75%	99.71%	99.70%	99.87%	99.60%	n/a				Information not currently available

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12	All bins will be returned to their collection point after emptying.	99%	99.998%	Occ	8	23	17	12	13	14	13	18	1				
					99.999%	99.997%	99.998%	99.998%	99.998%	99.998%	99.998%	99.997%	99.999%				
13	Customers will be advised annually of their refuse collection holiday schedules.	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%				
14	Domestic Bins which have been left out on time and have been missed by our squads will be collected within 3 working days of customer request.	3 working days	1.24	Occ	849	1056	948	1260	1159	833	984	1024		8113			Information not currently available
				Ave Days	1.32	1.31	1.46	1.63	1.51	1.53	1.30	1.12	n/a				
15	Commercial Waste which has been left out on time and have been missed by our squads will be collected within 2 working days of customer request.	2 working days	1.46	Occ	53	80	59	56	65	69	52	89	n/a				Information not currently available
				Ave Days	1.71	1.78	1.44	1.64	1.44	2.00	1.48	1.65	n/a				
16	Bin Spillages will be rectified within 1 working day of being reported.	1 working day	1.00	Occ	0	0	2	0	0	1	0	0	2				
				Ave Days	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00			
17	All customers will be provided with an agreed date for the collection of bulky household waste.	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%				
18	A bulky household waste collection will be made on average within 5.5 working days of customer request provided the items for collection have been properly identified, presented and left out for collection at the appropriate time.	5.5 working days	3.30	Occ	3619	3829	3427	3379	3786	3487	3892	3643	2609				
				Ave Days	3.40	3.82	3.27	3.31	3.09	3.13	3.05	3.27	3.34				
19	A 'No Admission' card will be left for our bulky household waste customers 99% of the time where appropriate.	99%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%				
20	Level of customer satisfaction with the Waste Collection Service. (Quarterly)	86%	0.00%														Since the introduction of Route Optimisation and the subsequent bedding-in of new routes, an action plan is being developed to maintain commitment to, both medium and long-term view of operational improvement.
CUSTOMER SUPPORT																	
21	Calls will be answered within 20 seconds of a Cleansing operator becoming available.	93%	41.28%		88.90%	87.50%	n/a	n/a	n/a	n/a	n/a	99.54%	95.60%				
22	Calls resolved at the first point of contact with Cleansing staff.	93%	185.51%		88.78%	87.38%	n/a	n/a	n/a	n/a	n/a	99.42%	95.44%				
23	An acknowledgement to a corporate complaint will be sent to our customers within 1 working day of receipt of the complaint.	1 working day	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%				
24	An investigation into a stage 1 corporate complaint will be carried out and a response provided within 5 working days.	5 working days	97%		100%	91.67%	100%	100%	100%	100%	100%	100%	80%				Operational overload resulted in delays. Resources were re-prioritised. Strategies have been put in place with remedial actions.
25	An investigation into a stage 2 corporate complaint will be carried out and a response provided within 10 working days.	10 working days	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%				