









Appendix A

	This indicator is performing to or above the target.
	This indicator is a cause for concern, frequently performing just under target.
	The indicator is performing below the target.

		Target	Q1	Q2	Q3	Q4	Year End	12/13 Performance against target
Transportation & Public Realm								
NI 191	To reduce the residual annual household waste per household.	<565 kgs	104.12	102.18	98.25	84.71	389.26	
NI 192	Percentage of household waste recycled.	40%	32%	36.45%	39.01%	40.81%	37.07%	
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	<2%	n/a	1.16%	0.86%	1.04%	1.02%	
TPR1	No more than 3 failing KPIs, per month on new Refuse and Street Cleansing contract	<9 per quarter / 36 per annum	8	6	8	5	27	
TPR4	No more than 10 unresolved 'time banding' queries.	<10	0%	0	0	0	0	
Comments	NI192: While the average figure is lower than the target, due to new working practices the target is now being met. TPR3: Report to Committee Jan 2013							

Appendix A

Service Response Standards								
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day	100%	80%	67%	100%	100%	86.75%	☹️
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	80%	100%	80%	100%	90%	☹️
SRS E	Telephone calls to be picked up and answered within 5 rings/20 seconds	90%	91%	92%	92%	92.3%	91.8%	😊
SRS F	Where possible calls to be answered by a human voice [Voicemail element only target = less than 10%]	10%	11.4%	11.5%	11%	11.1%	11.25%	☹️
Comments	<p>SRS C & D: The small volume tested results is significant changes in results, however new procedures are in place from one box which was a cause for concern.</p> <p>SRS F: A large volume of Officers are on site and out of the office as part of their working day, we have set up procedures in teams to ensure, as much as possible callers are given the option to speak to a person, however due to their technical nature callers tend to leave voice mail.</p>							