

Departmental Key Performance Indicators

		Target 2013-14	Q1	
	Transportation & Public Realm			
NI 191	To reduce the residual annual household waste per household.	508.5kg	88.5kg	😊
NI 192	Percentage of household waste recycled.	41%	39.77%	😐
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	1.04% (March)	😊
TPR1	No more than 3 failing KPI's, per month on new Refuse and Street Cleansing contract	<9 per quarter	4	😊
Comments	NI191- This target is being review as part of the revised waste strategy to be more stretching and meaningful locally. NI192- This target has been increased on the 2012/13 target as part of the revised waste strategy to be more stretching.			
	Service Response Standards			
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	98%	😊
SRS A	All external visitors to be pre-notification via the visitor management system.	100%	66.3%	😞
SRS B	Where an appointment is pre-arranged, visitors should be met within 10 minutes of the specified time where Visitors arrive at Guildhall North or West Wing receptions.	100%	95.2%	😐
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	100%	100%	😊
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	100%	😊
SRS E	Telephone calls to be picked up and answered within	90%	92.1%	😊

		Target 2013-14	Q1	
	5 rings/20 seconds			
SRS F	Voicemail element only target 10%	10%	11.1%	☹
Comments	SRSF – While this figure is above the corporate target, it is consistent with previous results for the department.			