

Departmental Key Performance Indicators

		Target 2013-14	P1	P2	
	Transportation & Public Realm				
NI 191	To reduce the residual annual household waste per household.	508.5kg	122.71kg	126.21kg	😊
NI 192	Percentage of household waste recycled.	41%	39.73%	39.13%	😐
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)	0.25% (October)	😊
TPR1	No more than 3 failing KPI's, per month on new Refuse and Street Cleansing contract	<9 per quarter	5	4 (Prov)	😊
Comments					
	Service Response Standards (based on financial quarter results)	Target	Q1	Q2	
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	98%	100%	😊
SRS A	All external visitors to be pre-notification via the visitor management system.	100%	66.3%	64.6%	😞
SRS B	Where an appointment is pre-arranged, visitors should be met within 10 minutes of the specified time where Visitors arrive at Guildhall receptions.	100%	95.2%	90.9%	😐
SRS C	Emails to all published (external-facing) email addresses to be responded to within 1 day.	100%	100%	100%	😊
SRS D	A full response to requests for specific information or services requested via email within 10 days.	100%	100%	100%	😊
SRS E	Telephone calls to be picked up and	90%	92.1%	92.3%	😊

Key Performance Indicators

Appendix A

		Target 2013-14	P1	P2	
	answered within 5 rings/20 seconds				
SRS F	Voicemail element only target 10%	10%	11.1%	10.7%	☹
Comments	The results for Service Response Standard KPIs are based on the financial quarter 2 (July – September). SRS A - due to the nature of the work of the department, we get a high volume of visitors, often unexpected. The department are looking at ways to improve the system.				