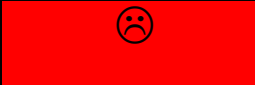







Departmental Key Performance Indicators

		Target 14/15	P1 April – July 14/15	
	Transportation & Public Realm			
NI 191	To reduce the residual annual household waste per household.	373.4kg	125.03kg	😊
NI 192	Percentage of household waste recycled.	43%	37.31%	😞
NI 195	Percentage of relevant land and highways from which unacceptable levels of litter, detritus, graffiti and fly-posting are visible.	2%	0.58%	😊
TPR4	No more than 10 unresolved 'time banding' queries.	10	0	😊
DM7	To manage responses to requests under the Freedom of Information act within 20 working days. (Statutory target of 85%)	85%	99%	😊
Comments	<p>NI192: This year we have experienced an increase in the contamination levels of recyclables resulting in these materials having to be sent to the Energy From Waste plant for disposal rather than being recycled. This is necessitating a comprehensive review of materials at source the outcome of which will be reported to a future Committee.</p> <p>DM7: 18 FOI requests specific to the work of this Committee were received (22% of the departmental requests)</p>			

	Service Response Standards		April – June 14/15	
SRS A	All external visitors to be pre-notification via the visitor management system.	100%	71%	
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%	
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 5 rings/20 seconds	90%	93%	
SRS F	Voicemail element only target 10%	10%	10%	
Comments	<p>SRSA: while this is still below the corporate target, it is a significant improvement on Q1 13/14 which was 66%. The department has the highest number of visitors and received over 2,000 visitors during the first quarter. This KPI is being reviewed centrally as the target of 100% is unattainable across the organisation.</p> <p>SRSB: this is broadly in line with the achievements of previous quarters</p>			