

# Strategic Planning & Environment OSC

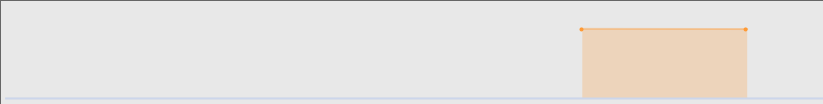
## Neighbourhood Operations Report

### Environmental Services Performance Summary



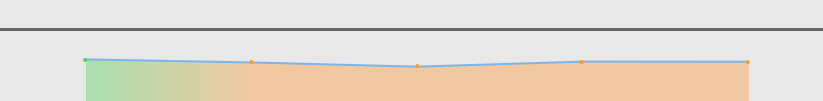
Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
WR01 (Q)	Reports of all missed bins per 100,000 collected (Q)	Sep 2024	242.80	375.00	525.00	✓	
WR02 (Q)	Recycling rate of the waste collected in the quarter	Sep 2024	57.30	52.00	57.10	✓	
WR03 (Q)	Amount in Kilogram per household of residual waste collected during the Quarter	Sep 2024	93.50	400.00	110.91	✓	

### Neighbourhood Management Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
CSG02 (Q)	Percentage of fly tips collected within the set timescale of 7 days	Sep 2024	94.09%	95.00%	92.80%	✓	
<ul style="list-style-type: none"> <li>During the second month of this quarter a revised monitoring of flytips was implemented resulting in more streamlined process but still paper based.</li> <li>Contributing factors are ownership checks and lack of specific location on reports.</li> </ul>							
CSG05 (Q)	Percentage of Graffiti removed within 7 days.	Sep 2024	80.00%	95.00%	94.74%	✗	
<ul style="list-style-type: none"> <li>2 of the reports are on 2 story buildings which require site specific risk assessment and scaffold tower.</li> <li>4 reports required ownership checks to determine responsibilities.</li> <li>Reports of graffiti are lower than the last quarter which can be influenced by the recent lower footfall due to the weather (rain)</li> </ul>							
FIN13a (Q)	Percentage of Parking income achieved against forecast for the period (Q)	Sep 2024	97.60	100.00	103.30	✗	

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
This is below the target due to the delay in implementing the new tariff changes – it is likely income will remain below the forecast until the new tariffs are introduced to the public in early January.							
GA01 (Q)	Percentage of Garages of total stock rented in Quarter	Sep 2024	76.94	77.50		✘	
There is a new streamlined letting process in place and the commercial manager with shortly be meeting with the communications manager to discuss putting in place a marketing campaign which will advertise the garages. The team will also be working off the applications report which highlights exactly where customers want a garage and will contact customers based on the existing ready to let stock. Performance to be monitored until end of Q3 and then target revised if these new processes are not directly impacting the target set.							

### Regulatory Services Performance Summary

Measure Code ↑	Measure	Date	Actual	Target	Last Year Actual	DoT	Performance Trend
ECP01	Percentage of Noise Nuisance cases closed within 60 days	Sep 2024	94.47%	90.00%	98.55%	✘	
The team continue to be effective in achieving their KPI's. Whilst there is a slight reduction in the KPI re noise cases closed this is due to seasonal variations and if a case is complex as these can take longer to resolve.							
ECP03	Percentage of Environmental Health requests responded to within 3 working days during the period.	Sep 2024	91.20%	90.00%	93.20%	✔	
ECP05 (Q)	Percentage of fly-tips reported assessed by an enforcement officer within 3 working days (Q)	Sep 2024	93.89%	90.00%		✔	
ECP09 (Q)	Percentage of high risk (A-D) food inspections/interventions achieved within the Quarter	Sep 2024	93.55%	95.00%	96.81%	✘	
We are currently recruiting for an Environmental Health Officer to fill a vacancy in the Food and Safety team. This will have a positive impact on the percentage of high risk food hygiene inspections completed.							