Cheltenham Borough Council

Overview and Scrutiny Committee 8th September 2014

Ubico Performance - Member Briefing

Indicators	Q1 13/14	Q1 14/15	Comments
Waste and Recycling			
NI191 Residual waste per household (kg/year)	116	120	National trend of residual waste per household is going up, possibly to do with upturn in economy with people are buying more and disposing of unwanted items.
NI192 Household waste recycled, reused and composted (%)	46.62%	48.71%	Improvement mainly down to increase in tonnages of garden waste collected at the kerbside and the household recycling centre.
% of household collections completed on schedule (of total collections)	99.95%	99.96%	
% of assisted collections completed on schedule (of total collections)	99.80%	99.89%	
Number of missed collections in period	802	673	To put this figure in context, the service has over 1.49 million collections each quarter.
Number of overflowing recycling bring site reports	24	7	Improvement following O&S review and working group recommendation.
Environmental maintenance			
% of reported litter related complaints, grass related complaints, and general horticultural maintenance related complaints resolved within 14 days	100%	100%	

Number of dog/litter bin requests (9) and complaints (20)	11	29	The majority of the 14/15 reports are for June, which had excellent weather and therefore increased footfall and picnicing. To address this Ubico have deployed more staff to monitor and empty litter and dog bins and have also increased the number of litter/dog bins. The numbers also include requests for new bins and reports of vandalism.
Customer Service			
% of operational service complaints received (of total collections)	0.002%	0.001%	Relates only to waste and recycling collections.
Number of formal service complaints forwarded to Customer relations	41	15	Includes all service complaints – waste and recycling, street cleaning, building cleaning and grounds maintenance. 2013/14 figure reflects changes to service delivery at the time (communal recycling).