Performance Measures

Highways and Municipal Department

Service	Heading	2013-14 Annual Performance	2014-15 Annual Performance	2015-16 Annual Performance	2016-17 Annual Performance	April - June 2017-18	Trend
Highways	THS/011a Percentage of main roads (class A) which are in a poor condition	4.40	3.50	3.1	3.5	Yearly report	\bigcap
Highways	THS/011b Percentage of roads (class B) which are in a poor condition	4.70	3.70	3.4	3.9	Yearly report	\bigcirc
Highways	THS/011c Percentage of roads (class C) which are in a poor condition	14.70	14.2	15.8	15.2	Yearly report	
Highways	THS/009 Number of calendar days taken on average during the year to repair all faults in street lamps	2.70	3.50	2.76	2.52	2.45	
Highways	PB8 Percentage of incidents of dangerous damage to roads and pavements which were repaired or made safe within 24 hours of the time that they were reported	97.20	97.00	97.8	98	98	
Highways	PB9 Percentage of safety inspections completed within the specified time	98.30	98.00	99	99	99	
Street Services	STS/005a Measure of the Cleanliness and Appearance of Streets	73.5	70.65	76.26	75.7	79.5	11
Street Services	STS/005b Percentage of highways and relevant land inspected which have high or acceptable hygiene standards	93.5	94.3	96.7	96.55	96.20	$\overline{\uparrow}$
Street Services	STS/006 Percentage of cases of fly tipping on relevant land which is cleared within five working days of the time that they are reported	97.3	96.5	96.50	97.90	97.00	$\frac{1}{1}$
Street Services	PB15 Percentage of graffiti/posters which hide traffic signs and cause dangers, cleaned/ cleared within 24 hours of the time that they are reported	100	100	100.00	100	100	
Street Services	PB16 Percentage of racist/delinquent graffiti/posters on Council property, cleaned/cleared within 5 working days of the time that they are reported	100	100	100.00	100	100	
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Waste and Recycling	WMT/004 Percentage of urban waste sent to landfill	45.94	43.33	34.34	30.62	35.19	
Waste and Recycling	WMT/009 Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting	54.3	55.25	58.7	62.34	59.98	\Box
Waste and Recycling	PB51 Percentage of commercial recycling/composting levels	30.79	35.45	41.44	40.5	38.53	$\overline{\Box}$
Waste and Recycling	PB60 Maximum tonnage of landfilled biodegradable waste (landfill allowance)	19,650.00	18,603.00	15,329.00	16,989.00	4,352.00	

Consultancy Department

Service	Heading	2016-17 Annual Performance	April - June 2017-18
Consultancy Department	BC-1 Customer satisfaction survey, the average figure given by clients for their building control service (Figure given out of a maximum satisfaction score of 10)	9.3	9.4
Consultancy Department	BC-2 Percentage of full plans application approved / conditionally approved (first decision)	92.2	95.6
Consultancy Department	BC-3 Average number of days taken to check full plans application (first decision)	19.0	13.0
Consultancy Department	BC-4 Response time to attend dangerous structures, from notification (hours)	1.8	2

3 Year Comparison

