

**ENVIRONMENTAL SERVICES KPI'S- MAY 2024**

	Description	March	April	Target 24/25
Environmental Services Contract	Residual household waste per household (Kg) <sup>1</sup>	441	439	440
	Household waste recycled and composted (%) <sup>1</sup>	42.4	42.6	50
	Street and environmental cleanliness - levels of litter (%)	0	0	1.5
	Street and environmental cleanliness - levels of detritus (%)	0.8	0.7	6
	People expressing satisfaction with household waste collection (%)	73.8	73.8	>90
	People satisfied with cleanliness standards (%)	80.2	80.2	>80
	Description	March	April	Target 24/25
Management of Open Spaces Contract	Quality standard successful inspections (%)	96	96	95
	Number of volunteering hours (cumulative)	9302	714	>7500
	Customers satisfied with the service (%)	99	100	94
	Health & safety successful inspections (%)	100	100	>95
	Number of Green flags held	7	7	>6
	Number of grant applications made	6	0	>5
	Attainment of CSE			Achieve
	Number of resident / customer champions	34	34	>30
	Number of apprentices	4	3	3
	Number of work placement days (YTD)	56	20	>50
	ISO14001			