

Commercial Operations

Quarter One 2016-17 Performance Report



01. Progress in delivery of strategic outcomes

1.Risk Management/Health and Safety: The pace of development of Health and Safety arrangements has been sustained in-line with the planned program with the following arrangements developed during this quarter: Management of Contractors, Management of Noise, New & Expectant Mothers , Young Persons, Working at Height, Workplace Health & Safety, Confined Spaces, Pressure Systems, Risk Assessment.

East Lothian and Midlothian Council continue to jointly progress Management Arrangement development, training delivery and health and safety team development.

2: Waste Management: FCC have continued dialogue with their funders which it is envisaged will allow FCC, Midlothian Council and City of Edinburgh Council to conclude an agreement towards the end of July 2016, which will allow the residual waste plant to be constructed at Millerhill.

The food waste collection service continues to perform above predicted collection levels with increased tonnages collected and now being delivered to the new facility at Millerhill.

Waste Aware team assisted schools with food waste recycling (Kings Park Primary, Newbattle High School, Stobhill Primary, Lasswade Primary and Bonnyrigg Primary) and completed work on the 'recycling' pages of the new Council website.

3. Road Services: Midlothian Council has acted as lead authority which, in conjunction with East Lothian, Borders and Fife has secured a new Weather Service contract for a further 3 (+2) years with the Met Office.

Having completed an audit of existing parking restrictions including signs and markings, progress continues with the business case for decriminalised parking enforcement to be introduced in Midlothian. An update report will be presented to Council in August 2017.

Following agreement to the formation of a shadow committee, a formal start has begun to the East Lothian, Borders and Fife shared services project. Initial work streams have been identified which will allow early progress on savings and work opportunities to be made.

4. Travel & Fleet Services: Four new electric vehicle charging points have been installed at the rear of Fairfield House. £73,000 grant has been agreed by Scottish Government for further Electric Vehicle Charge points and upgrades to existing chargers at Sheriffhall, Midlothian Hospital, Dalkeith and Newtongrange. Orders have been placed for two new electric cars with a further order for an electric van due to be placed.

A comprehensive report has been provided by a short term graduate placement. This focuses on fleet utilisation, hire vehicle usage, grey fleet and other staff travel. Work is currently underway to analyse the data and come forward with proposals to reduce both costs and carbon emissions for the Council.

The Midlothian Explorer began operating from Newtongrange Mining Museum following an intensive pre advertising campaign. Despite this the number of passengers has remained disappointingly low. Further advertising and measures to increase patronage are being undertaken.

5. Landscape and Countryside: The Land and Countryside section has accommodated a high number of work placements and work experience placements for youngsters supporting the Council Policy to ensure Positive Destinations for young people leaving school. This has included 3 placements from Services in Training and Employment (STEM), 1 from Lifelong Learning and Employment (LLE) and 5 from schools. One placement has been given a full time fixed term contract from April.

In addition, the Ranger service has worked with the Cash Back for Communities Vogrie group undertaking the John Muir award working with up to ten participants on a 10 week block.

The Park improvements at 'Old Gala Park' Gorebridge (Barleyknowe) are substantially complete and include the installation of a Geo grid, path works, tree planting and other associated landscape works.

A number of projects are underway to provide out-door play space areas at a number of schools and Nurseries throughout Midlothian including Danderhall play group, Cornbank Primary School and Mayfield combined school.

02. Emerging Challenges

General for all services: Work is ongoing within the services to bring forward proposals for consideration as part of the Council's future budget deliberations. This will include a range of options from service transformation through to a cessation of services.

1. Risk Management/Health and Safety: The main challenge during this quarter has been to continue to deliver the day-to-day support to Services while completing the Management Arrangement Development and undertaking the major roll-out of a new health and safety management information system to more than 140 people during this quarter alone.

2. Waste Management: Processing of the blue bin (recycling) material as market conditions have worsened with the prices for the processing of commingled dry recycle increasing substantially. Continuing discussions with Viridor to review and explore options moving forward.

Contractor for residual waste (New Earth Solutions) has gone into administration. Arranged temporary contract/measures to ensure residual waste continues to be disposed. Consider short term contract until Millerhill waste treatment facility is built.

Deliver waste solution and meet the Scottish Governments recycling targets. Alana FCC Medio Ambiente S.A. (FCC) as the preferred bidder for the Zero Waste: Edinburgh and Midlothian Residual Waste Treatment facility are due to complete contract sign off at the end of July 2016.

Refurbish Penicuik Community Recycling. Revised layout agreed, application submitted to Planning. Additional works requested from Planning, Environmental Health and Scottish Environmental Protection Agency. Costs have escalated with the additional works requested. Subject to final planning approval a report will be presented at a future Council meeting for consideration.

3. Road Services: With a reduction in the revenue road maintenance budget of £250,000 the challenge is to maintain the road network at current condition levels. To do this the service will utilise the asset management system to maximise the use of the available capital funding allocation.

Police Scotland has agreed to retain the Traffic Warden Service for a further year until 31 March 2017. For 2016/17 Council will have to fully fund this post. Work is progressing on the business case to allow Decriminalised Parking Enforcement to be considered by Council in due course. An update report is being taken to August Council.

Ensure that infrastructure improvements associated with Borders Railway are completed. To this end, negotiations with the Shawfair developers and others is being facilitated to allow for the completion of rail and transportation infrastructure.

Elginhaugh bridge parapet was struck causing significant damage to the structure. As a consequence the road has been closed to all traffic. Works are ongoing to repair the structure, improve the road drainage and allow Scottish Water the opportunity to repair the adjacent pipe bridge.

4. Travel & Fleet Services: Discussions are ongoing to set up access to membership of City Car Club (now Enterprise City Car Club) for Midlothian Council employees. This will form part of the strategy to encourage more sustainable travel modes.

Work is progressing to develop options for Council consideration in respect of travel carried out on behalf of the Council.

5. Landscape and Countryside: Substantial work has gone into preparing four existing sites at Vogrie, Kings Park Dalkeith, Springfield Mill and Roslin Glen Country Park and one new location Memorial Park Loanhead for the green flag awards. As part of this work a management plan for Memorial Park Loanhead has been produced in addition to updating the management and action plans for the existing sites.

As part of the future budget considerations trials are ongoing to introduce more efficient ways of working. The service is currently evaluating different work areas with front line staff. Currently looking at Grass cutting methods and trialing Rotary Ride on Machinery.

Progress works to reinstate the area following the land slip at Ironmills steps following funding approval at the recent Council meeting.

Continue to promote Midlothian and its path network by working in partnership with volunteers to create seven walking/Cycling leaflets for Midlothian. Core path network now 100% signed. Leaflets being prepared as part of smarter choices Border rail initiative. Seventeen leaflets have been completed and seven further leaflets are being developed.

Improving access for all abilities to Midlothian Town Parks Play areas. This includes the recent introduction of roundabouts suitable for wheel chair users in two Town parks at Loanhead and Dalkeith. Plans are progressing to install an additional roundabout in King George the fifth Park Bonnyrigg

Suggested changes to priorities in Service Plan

Change in wording
CO.S.03.06a

Short name: Proportion of planned Health & Safety Audits completed successfully.

Change wording
CO.S.03.04c

Income target achieved by providing services to partner organisations and through the provision of income generating training from internal and external sources.

Change Target: £40,000

Suggested remove

CO.S.06.03a

Proportion of fly tipping incidents removed within 15 working days as not measurable.

CO.S.02.04

Improve opportunities within Midlothian, continue to work with Regional/National Partnerships in delivering key transport projects.

No programs planned for financial year.

Suggested wording change

CO.S.06.03

Monitor the number of incidents of fly tipping on council land (remove target - *and remove within 5 working days*)

Commercial Operations PI summary









01.1 Outcomes and Customer Feedback

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	3,761	587	1,320		Q1 16/17: Data Only				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	1.94	1.82	2.1		Q1 16/17: On Target		5	Number of complaints complete at Stage 1	1,137
									Number of working days for Stage 1 complaints to be Completed	2,387
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	9.6	4	0		Q1 16/17: On Target No second stage complaints complete in quarter		20	Number of complaints complete at Stage 2	0
									Number of working days for Stage 2 complaints to be Completed	0
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	95.6%	96.44 %	93.14 %		Q1 16/17: Off Target 1059 of 1127 complaints complete within timescale.		95%	Number of complaints complete at Stage 1	1,137
									Number of complaints at stage 1 responded to within 5 working days	1,059
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days		100%	0%		Q1 16/17: On Target No second stage complaints complete in quarter		95%	Number of complaints complete at Stage 2	0
									Number of complaints at stage 2 responded to within 20 working days	0



01.2 Making the Best Use of our Resources

Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	£ 15.304 m	£ 15.849 m	N/A		Q1 16/17: Performance against budget will be reported to the Council in September				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	12.42	2.95	2.45		Q1 16/17: On Target.		13.30	Number of days lost (cumulative)	946.41
									Average number of FTE in service (year to date)	385.77

01.3 Corporate Health










Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service actions on target / completed, of the total number	100%	100%	100%		Q1 16/17: On Target			Number of service & corporate priority actions	23
									Number of service & corporate priority actions on tgt/completed	23
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	84%	98%	75%		Q1 16/17: Off Target Problem area being actively addressed.		90%	Number received (cumulative)	1,048
									Number paid within 30 days (cumulative)	787
06. Improve PI performance	% of PIs that are on target/ have reached their target.	92.31 %	87.5%	71.43 %		Q1 16/17: Off Target Refer to PI report for off target measures. One measure data only.		90%	Number on tgt/ tgt achieved	10
									Number of PI's	14
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	0%	100%		Q1 16/17: On Target			Number of high risks reviewed in the last quarter	1
									Number of high risks	1








01.4 Improving for the Future








Priority	Indicator	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	100%	100%	0%		Q1 16/17: Off Target Outstanding Audit actions will be addressed in Q2		90%	Number of on target actions	0
									Number of outstanding actions	1

Commercial Operations Action report

03. Service Priorities















Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.01.01	01. Fewer People are victims of crime, abuse or harm	Identify accident cluster sites and implement engineering measures to reduce risk of future accidents	31-Mar-2017		25%	Q1 16/17: On Target Site data currently being analysed to determine accident clusters.
CO.S.01.02		Undertake a program of works to improve lighting levels in communities	31-Mar-2017		25%	Q1 16/17: On Target Capital work due to start August 2017.
CO.S.02.01	02. Accessibility by sustainable travel and transport is improved	Continue development of asset management plan (including data collection and system update) through SCOTS	31-Mar-2017		25%	Q1 16/17: On Target Update of current Roads Asset Management Plan currently underway.
CO.S.02.02		Compliance with Disabled parking legislation	31-Mar-2017		25%	Q1 16/17: On Target All applications being processed within 6 months.
CO.S.02.03		Support Transport Scotland/Network Rail to progress detailed design and construction of Borders Rail	31-Mar-2017		100%	Q1 16/17: Complete
CO.S.02.04		Improve opportunities within Midlothian, continue to work with Regional/National Partnerships in delivering key transport projects.	31-Mar-2017		100%	Q1 16/17: Complete No new projects being progressed in 2016/17.
CO.S.02.05		Undertake a programme of work to improve road standards and footways	31-Mar-2017		25%	Q1 16/17: On Target 19 road maintenance projects being progressed in 2016/17.
CO.S.02.06		Develop infrastructure incidental to Borders Rail	31-Mar-2017		100%	Q1 16/17: Complete
CO.S.02.07		Work collaboratively to update school travel plans	31-Mar-2017		25%	Q1 16/17: On Target All currently up to date. 20 primary schools and 2 High schools will need updated before 31 March 2017.









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.03.01	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Explore opportunities for shared fleet services with East Lothian Council and NHS Lothian	31-Mar-2017		25%	Q1 16/17: On Target Providing NHS with an electric van as part of the funding provided to the Community Planning Partnership. Have agreed to site an electric vehicle charge point at Midlothian Community Hospital as part of the infrastructure funding from Scottish Government. No further arrangements with East Lothian Council at present.
CO.S.03.02		Explore shared opportunities, services and knowledge with the partners in the ELBF group	31-Mar-2017		25%	Q1 16/17: On Target Future work streams have been identified with a lead council for each. Programme awaiting approval of the Shadow Joint Committee (SJC).
CO.S.03.03		Progress workforce re-alignment through the delivering excellence program with the aim of addressing the budget gap, matching service to available funding	31-Mar-2017		25%	Q1 16/17: On Target Work is progressing under three strands namely delivering excellence, transformation and budget savings to allow the services to come forward in October with proposals, initially for Strategic Leadership Group (SLG) consideration.
CO.S.03.04		Develop additional workstreams to achieve income for the council	31-Mar-2017		25%	Q1 16/17: On Target Health and Safety The team have started to extend the range of training offered to First Aid, lifting, handling and Personal Safety training. This training has previously been bought in by the Council. This demonstrates insourcing, will reduce overall costs and will contribute to income generation. A member of the H&S team has also been providing H&S support to East Lothian Council during Q1 which has generated income for the team. Courses being offered are being accredited to enhance the attraction to external organisations. Land and Countryside Additional Soft Landscape work stream is being progressed.
CO.S.03.05		Complete the portfolio of Health and safety management arrangements.	31-Dec-2016		75%	Q1 16/17: On Target Final 3 Management Arrangements being prepared.
CO.S.03.06		Implementation of Health & Safety Management Information System (EHSMI) across all services in the council.	31-Dec-2016		40%	Q1 16/17: On Target System rolled out in Resources and progressing in Adults, Health & Social Care
CO.S.03.08		Fully implement quality plans for Midlothian Parks	31-Mar-2017		25%	Q1 16/17: On Target Plans have been undertaken and implemented for Vogrie, Kings Park, Memorial Park, Springfield Mill, Roslin Glen and Goreglen. Additional plan for the Dalkeith to Penicuik walkway to be produced in Q4 Park Quality assessment due to be undertaken at 44Parks in Q2 & 3











Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.03.09	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Implement changes to waste collection systems as confirmed by council	31-Mar-2017		50%	Q1 16/17: On Target No changes to waste collections submitted or agreed by council. Review of current collection methods agreed with Zero Waste Scotland following the Council's decision to sign up to the new charter for household recycling in Scotland. Primary findings expected around December 2016.
CO.S.03.10		Report to council on the introduction of de-criminalised parking within Midlothian	31-Mar-2017		25%	Q1 16/17: On Target Consultant completed Traffic Regulation Order audit, now working on Parking Strategy and initial consultation process.
CO.S.04.01	08. S.SG - Address climate change	Produce adequate flood risk management plans as a result of climate change.	31-Mar-2017		25%	Q1 16/17: On Target Flood Risk Management plans published in June 2017. No major schemes identified in Midlothian.
CO.S.04.02		Ensure Council fleet orders for plant and vehicles is placed in line with Council Policy and Divisional timetables	31-Mar-2017		40%	Q1 16/17: On Target All vehicle orders have been placed – further orders for plant to be arranged and possible spend to save. Orders placed using Scotland Excel Frameworks
CO.S.06.01	06. S.SG - Reduce, Re-use and recycle our waste	Commence construction of residual waste facility at Millerhill as part of Zero Waste Park	31-Mar-2017		50%	Q1 16/17: On Target Joint project moving to financial close end of July early August 2016. Expected completion date following construction late 2018.
CO.S.06.02		Increase Public awareness of recycling, continue to work within schools and the wider community, attend events and promote achievements and publicise changes in service delivery	31-Mar-2017		25%	Q1 16/17: On Target Recycling talk at Mount Esk Nursery and Cowan Court residents. Held information stand at Pitcairn Centre, Bonnyrigg New pull-up banner 'recycle your nuts and shells' created to promote food waste recycling. This banner joins the rotation of banners on display at Council venues. Around 100 paper versions of the new kerbside collection calendars have been printed and posted to residents without internet access. Training attended and run by Zero Waste Scotland on the Electronic Duty of Care system which aims to introduce electronic duty of care certificates. These will be issued to internal customers from 2017.
CO.S.06.03		Monitor the number of incidents of fly tipping on council land and remove within 5 working days	31-Mar-2017		25%	Q1 16/17: On Target 114 fly tipping incidents reported, all tipped waste removed.

Commercial Operations PI Report

03. Service Priorities

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
BS.CO.S.01.02b	01. Fewer People are victims of crime, abuse or harm	Percentage of all street light repairs completed within 7 days	96.2%	98.5%	100%			Q1 16/17: On Target 123 out of 123 faults were repaired within 7 days.	90%	Scottish Average 3.07 days
CO.S.01.02a		Number of lighting columns replaced	690	71	76			Q1 16/17: Off Target Lighting Replacement Programme is due to start in August 2016.	400	
CO.S.01.02c		% of the footpath network resurfaced	1.3%	0.09%	0.5%			Q1 16/17: On Target 3.52km of footway resurfaced.	0.5%	Internal programme of works - benchmark against target
BS.CO.S.02.05b	02. Accessibility by sustainable travel and transport is improved	% of total road network resurfaced	1.15%	0.25%	0.3%			Q1 16/17: On Target 1.77km of carriageway resurfaced.	1%	
CO.S.02.02a		Process all applications for a new disabled parking bays within 6 months of receipt of application	100%	100%	100%			Q1 16/17: On Target 19 applications received and processed within 6 months.	100%	
CO.S.02.06a		Number of passengers using "Visit Midlothian Explorer"	New for 16/17		235			Q1 16/17: Off Target This covered period from April 18th to end of June. Revenue income to offset subsidy £318.79	5,000	
CO.S.02.07a		Percentage of School Travel plans updated	Nw for 16/17		0%			Q1 16/17: On Target All currently up to date. 20 primary schools and 2 High schools will need updated before 31 March 2017.	94%	

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CO.S.03.04a	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Income achieved by sourcing third party opportunities through joint roads/ Land and Countryside dept working on Soft Landscape	New for 16/17		£18,000.00			Q1 16/17: Off Target The soft Landscape squad has been undertaking work for Harts the Builder at phase one Edgefield, Penicuik.	£100,000.00	
CO.S.03.04b		Income achieved by sourcing third party opportunities through joint roads/ Land and Countryside dept working on Hard Landscape	New for 16/17		£30,000.00			Q1 16/17: Off Target The Hard Landscape squad has primarily been undertaking work at Mayfield PS installing play equipment.	£200,000.00	
CO.S.03.04c		Income achieved by providing additional training courses to external organisations	New for 16/17		£12,400.00			Q1 16/17: On Target £12400 income generated through provision of services. Wording of measure to be changed in Q2 to: Income target achieved by providing services to partner organisations and through the provision of income generating training from internal and external sources.	£40,000.00	
CO.S.03.06a		Proportion of successful Health & Safety Management Information System (EHSMI) audits undertaken	New for 16/17		25%			Q1 16/17: On Target Audit module of new Health & Safety Management Information System to be rolled out in Q3-Q4, following implementation of Health & Safety Management Information System across all services. Roll out of system on target; development of audit pro-formas on target. Change in wording for Q2. Proportion of planned Health & Safety Audits completed successfully.	100%	

PI Code	Priority	PI	2015/16	Q1 2015/16	Q1 2016/17				Annual Target 2016/17	Benchmark
			Value	Value	Value	Status	Short Trend	Note		
CO.S.03.08a	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Number of parks for which quality plans have been implemented	New for 16/17		6			Q1 16/17: On Target Plans have been undertaken and implemented for Vogrie, Kings Park, Memorial Park, Springfield Mill, Roslin Glen and Goreglen. Additional plan for the Dalkeith to Penicuik walkway to be produced in Q4	5	
BS.CO.S.06.02b	06. S.SG - Reduce, Re-use and recycle our waste	% of waste going to landfill	34.0%	22.3%	N/A			Q1 16/17: On Target (for 15/16) Awaiting information from our contractors, returns into waste data flow will be available at Q2 16/17. Reported performance for 2015/16 34% against a target of 55%. Target reduced to 35% for 16/17.	35.0%	
CO.S.06.02a		Total tonnes of BMW sent to landfill	7,379	865	N/A			Q1 16/17: Data Only Awaiting information from our contractors, returns into waste data flow will be available at Q2 16/17. BMW sent to landfill 2015/16 7379 tonnes compared to 13567 tonnes in 2014/15.		
CO.S.06.03a		Proportion of fly tipping incidents removed within 15 working days	N/A	N/A	N/A			Q1 16/17: Suggest removal of measure for Q2. Not able to collate this measure. 114 fly tipping incidents reported all tipped waste removed.	100	
BS.CO.S.08.02a	08. S.SG - Address climate change	Percentage of Council fleet which is 'Green'	2.1%	2.1%	2.1%			Q1 16/17: On Target Currently have four fully electric vehicles and one Hybrid. Awaiting delivery of five electric vehicles, four for use by Midlothian Council and one by NHS. Additionally a further £19,300 is being made available for further electric vehicles.	5%	

Local Government Benchmarking Framework - Commercial Operations

The LGBF data for 2015/16 will be published by the Improvement Service in January 2017

Service performance information for 2015/16 is detailed where available



Culture and Leisure

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-C&L4	Cost of parks and open spaces per 1000 population (LGBF)	£41,459.21	£41,896.32	£34,271.13	£31,074.38	£29,103.35	Data will be published in January 2017	14/15 Rank 14 (Second Quartile). 13/14 Rank 16 (Second Quartile)
P-C&L5b	Percentage of adults satisfied with parks and open spaces (LGBF)	78.3%		81%	91%	80%		14/15 Rank 27 (Bottom Quartile). 13/14 Rank 6 (TOP Quartile)

Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-ENV1b	Net cost of waste collection per premise (annual) (LGBF)			£76.47	£60.56	£29.85	Data will be published in January 2017	14/15 Rank 1 (TOP Quartile). 13/14 Rank 15 (Second Quartile)
P-ENV2a	Net cost of waste disposal per premise (annual) (LGBF)			£72.52	£56.61	£73.62		14/15 Rank 6 (TOP Quartile). 13/14 Rank 2 (TOP Quartile)
P-ENV3a	Net cost of street cleaning per 1,000 population (LGBF)	£9,428.15	£9,772.98	£9,829.06	£10,165.29	£11,622.78		14/15 Rank 9 (Second Quartile). 13/14 Rank 6 (TOP Quartile)
P-ENV3c	Street Cleanliness Score (LGBF)	94%	93.6%	94.9%	94.9%	96.14%	97.3%	14/15 Rank 8 (TOP Quartile). 13/14 Rank 24 (Third Quartile)
P-ENV4a	Cost of maintenance per kilometre of roads (LGBF)	£9,013.68	£6,488.16	£14,854.35	£11,281.74	£12,494.07	Data will be published in January 2017	14/15 Rank 29 (Bottom Quartile). 13/14 Rank 25 (Bottom Quartile)
P-ENV4b	Percentage of A class roads that should be considered for maintenance treatment (LGBF)	21.1%	22.7%	24.1%	22.1%	21.6%	20.4%	14/15 Rank 9 (Second Quartile). 13/14 Rank 9 (Second Quartile)
P-ENV4c	Percentage of B class roads that should be considered for maintenance treatment (LGBF)	25.2%	27%	30.4%	28.2%	24.4%	28%	14/15 Rank 8 (TOP Quartile). 13/14 Rank 13 (Second Quartile)
P-ENV4d	Percentage of C class roads that should be considered for maintenance treatment (LGBF)	32.1%	30.4%	28.7%	29.8%	32%	30.5%	14/15 Rank 11 (Second Quartile). 13/14 Rank 10 (Second Quartile)

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
P-ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment (LGBF)	35%	32.8%	36.1%	34.5%	34.4%	35.3%	14/15 Rank 10 (Second Quartile) 13/14 Rank 11 (Second Quartile)
P-ENV6	Percentage of total household waste that is recycled (LGBF)	44.1%	45.9%	45.1%	42.3%	46.9%	47.9%	14/15 Rank 13 (Second Quartile) 13/14 Rank 18 (Third Quartile)
P-ENV7a	Percentage of Adults satisfied with refuse collection (LGBF)	79%		83%	76%	80%	Data will be published in January 2017	14/15 Rank 26 (Bottom Quartile) 13/14 Rank 27 (Bottom Quartile)
P-ENV7b	Percentage of adults satisfied with street cleaning (LGBF)	69.7%		78%	71%	71%		14/15 Rank 22 (Third Quartile) 13/14 Rank 24 (Third Quartile)