

Commercial Operations Performance Report 2015/16



01. Progress in delivery of strategic outcomes

Waste: The food waste plant at Millerhill is due to accept commissioning waste during May 2016. Following an internal Health and Safety audit of the plant by Alauna Renewable Energy (ARE) additional safety features are being introduced which will benefit the plant running in the long term but have delayed full operation in the short term. Members were due to visit the plant during April prior to food waste deliveries commencing.

Following the roll out of food waste collections Midlothian residents have again exceeded anticipated participation rates. It was envisaged that approximately 2,000 tonnes of food waste would be recycled each year. However if current performance is maintained this will be exceeded by over 20%.

The residual waste plant having gained both planning and license approval from SEPA (Scottish Environmental Protection Agency) is entering the final stages prior to financial close. Having agreed at Council a variation if required to the capital contribution FCC Medio Ambiente S.A. are now working with their funders to secure internal agreements prior to signing off on the contract. FCC are currently on site carrying out pre construction works (at their risk) which will allow full construction to begin after financial close.

As a consequence of additional requirements by SEPA resulting in a detailed site investigation together with additional noise attenuation works there has been a delay in considering the planning permission for the recycling site at the Bellmans Road site in Penicuik. Any work, if approved is unlikely to take place prior to late summer 2016.

The annual recycling rate for 2015 has been confirmed at 47.9%. Given the higher than anticipated food waste recycling rate it is envisaged that for 2016 Midlothian may achieve an annual recycling rate of almost 53%.

Following Council agreement to sign up to the household waste charter discussions are being held with Zero Waste Scotland in relation to the modelling work necessary to consider the various service options.

Road Network: Following approval of additional funding at the Council meeting on 23 June 2015 a significant programme of footway projects has completed in 2015/16 with approximately 1.3% of the network improved. Work will focus on the older housing areas during 2016/17.

Similarly good progress has been made in terms of maintaining the road network. However, the very wet December followed by constant freezing and thawing has left a significant number of roads affected which may see a rise in the current backlog.

The programme of replacing inefficient lighting (due in part to securing third party funding) has continued with new LED lights introduced. Midlothian is on course to have almost 18% of the lighting stock with LED lights.

The initial phase of confirming the existing traffic regulation orders and restrictions on road have been completed. This is necessary before decriminalised parking in Midlothian can be progressed. The second phase to determine a robust business case is now progressing following a joint tender exercise with East Lothian Council. Work is on track to allow Council to consider this proposal and to see its introduction by April 2017.

The ELBF (Edinburgh, Lothians, Borders and Fife) shared services project has had its first meeting of the shadow Joint Committee. Officers will now progress for consideration areas where maximum benefit may be obtained.

Borders Rail: Following the successful opening of the line passenger numbers continue to exceed initial expectations. With the 0.5 million passenger mark having been passed and an average of 23,000 passengers using the line on a weekly basis it is predicted that final passenger numbers for the first year will exceed 1.2 million.

Work continues to maximise the opportunities that the new rail line brings to Midlothian and in that context the new hop on hop off bus was due to begin running on Monday 18 April. This has been supported with Borders rail from blue print group funding. The various attractions have been collaborating to offer potential passengers deals to attract them to use the new service.

Land and Countryside: A number of projects have been completed during the year with many as a result of securing third party funding. These included the riverside park footpath/cycleway, trim trails at both Cornbank and St Andrews primary schools, Stobhill primary school, trim trail (assault course) at Cornbank Primary School, developments at

Mayfield combined school (Mayfield Primary & St. Lukes Primary, trim trail at Sacred Heart PS, trim trail at St David's, new footpath and access gate completed at Cuiken Primary School.

In addition to retaining the green flag at Vogrie, Kings Park Dalkeith, Springfield Mill and Roslin Glen Country Park, work is progressing to secure a fifth green flag for Memorial Park, Loanhead.

Following the setting up of a joint team involving Land & Countryside and Road Services two contracts have been secured valued at £50,000. The intention is to seek and secure further work to increase income for the Council.

Significant numbers of youngsters have enjoyed work placements with the team, with 8 currently in place. This gives young people and particularly those with a troubled background the opportunity to learn new skills which they can use to secure employment.

Travel and Fleet Services: Electric charging points have been installed at Lasswade, Penicuik and Sheriffhall. Following discussions with city car club further charging points are to be installed in Dalkeith. On completion city car club will site vehicles for general use. The service will be looking in the new financial year to introducing a further five electric vehicles, more than doubling its fleet.

Through close monitoring of the home to school transport and social work travel arrangements further contracts have been taken in-house representing an additional £40,000 saving. The Council have engaged a graduate on a 16 week placement to research the use of the Council fleet of vehicles as well as 'grey fleet' mileage. The intention is to come forward with a range of options which will see a reduction in costs and equally importantly carbon emissions.

Risk and Health and Safety: Work is progressing with a range of health surveillance measures including smoke free and hand arm vibration arrangements to ensure the Council's workforce risk is reduced and future risks to the Council are minimised. The Council is in a stronger position having a policy led approach to all significant pieces of health and safety legislation impacting on the Council. To support the ongoing monitoring of the application of its Management Arrangements a Health & Safety Management Information System has been introduced. The service continues to work with colleagues in East Lothian Council to increase resources to meet the Council's obligations in relation to civil contingencies. The first ever joint health and safety training calendar for Midlothian & East Lothian was introduced from January 2016. This should result in greater efficiency of training delivery across the two Councils. The Severe Weather Plan has been revised with enhancements made to the arrangements.

02. Emerging Challenges

Waste: Processing of the blue bin (recycling) material and future contractual arrangements has still to be resolved. Potential processing costs have been put forward by Viridor but this is subject to a legal opinion being determined in relation to contaminated waste.

FCC Medio Ambiente S.A. (FCC) has been appointment as the Preferred Bidder for the Zero Waste: Edinburgh and Midlothian Residual Waste Treatment facility. Until formal signing of the contract takes places this still remains a challenge that should be recognised. Formal signing of the contract is anticipated in early Spring 2016.

Refurbish Penicuik Community Recycling Centre . The results from the site investigation, required by SEPA and the implications of noise attenuation measures are still awaited and these may impact on the viability of taking the proposed refurbishment forward.

Develop robust proposals following agreement to sign up to the household waste charter.

Road Network: Work is progressing on the case for decriminalised parking to be introduced in Midlothian. However, there is a requirement to present a robust business case and this is considered to be very challenging. Police Scotland has agreed to retain the Traffic Warden Service for one year till March 2017.

The reduction of the 2016/17 road maintenance budget will put pressure on the service to maintain the road network in a steady state position.

The Flood Risk Management Act will raise potential issues for the Council to address. However the Council will call on resources from neighbouring authorities, SEPA and Scottish Water to minimise any potential impacts.

Borders Rail: Promote the hop on hop off bus service to maximise its use during the coming summer period of use.

Land and Countryside: Continue to improve the quality of parks and open spaces in areas of deprivation involving the use of a "Parks Quality Assessment", and promote Midlothian and its path network. This includes completion of the Barleyknowe field in Gorebridge.

Continue to work in partnership with volunteers to create walking/Cycling leaflets for Midlothian. Substantial work being taken forward to encourage walking and cycling adjacent to the new rail line.

An appropriate solution to maintain the integrity of the land and ensure the Ironmills steps remain open is an ongoing issue. The remediation of bing sites continues to be an issue particularly the one at Emily Bing which continues to be monitored pending a permanent solution.

Further development of the Hard and Soft Landscape squads to secure additional income and retain skilled staff and endeavour to up skills and address will prove challenging particularly given the remuneration packages available to staff in neighbouring authorities.

An evaluation of all the pedestrian grass cutting routes will continue with a view to reducing costs in this area. In a similar vein efforts are being made to work with local communities on projects of common interest including bulb planting for example arranged for Penicuik at two locations in conjunction with the Community Council this Autumn.

The provision of work placements, school placements and careers advice to youngsters in local schools will continue.

The service is looking to improve access for all abilities to Midlothian Town Parks Play areas. In addition to introducing roundabouts suitable for wheel chair users in two Town parks at Loanhead and Dalkeith, the service is planning to install an additional roundabout in King George the fifth Park Bonnyrigg.

Travel and Fleet Services: Completion of additional charging points in Dalkeith and purchase of appropriate electric vehicles in a joint venture with NHS Lothian.

Continue to maintain an ageing fleet particularly in view of pressures on the fleet replacement budget.

Having engaged a graduate on 16 week placement to research use of Council vehicles and 'grey fleet' mileage, there is a need to develop suitable solutions which will allow the Council to reduce its cost base in addition to a significant carbon emission reduction.

Health & Safety: Having successfully procured the H&S Management Information system the challenge will be to ensure it is used appropriately across the Council going forward.

The high risks have been reviewed with the CMT and the challenge is to ensure there are adequate measures in place to minimise the potential impact of these risks.

Further progress is required on the Council's approach to Business Continuity. Services are taking fuller ownership of reviewing and updating risk management information but this requires further work during 2016/17.

Commercial Operations PI summary

01.1 Outcomes and Customer Feedback

Priority	Indicator	2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 2015/ 16	2015/16				Annual Target 2015/ 16	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	2,877	587	1,274	2,319	3,761		15/16: Data Only.				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	2.6	1.82	1.65	1.75	1.94		15/16: On Target		5	Number of complaints complete at Stage 1	3,411
											Number of working days for Stage 1 complaints to be Completed	6,612
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	3	4	7.25	10.33	9.6		15/16: On Target		20	Number of complaints complete at Stage 2	10
											Number of working days for Stage 2 complaints to be Completed	96
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	96.02 %	96.44 %	97.05 %	96.61 %	95.6 %		15/16: On Target		95%	Number of complaints complete at Stage 1	3,411
											Number of complaints at stage 1 responded to within 5 working days	3,261
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	100%	100%	100%	100%	100%		15/16 On Target.		95%	Number of complaints complete at Stage 2	10
											Number of complaints at stage 2 responded to within 20 working days	10

01.2 Making the Best Use of our Resources

Priority	Indicator	2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 2015/ 16	2015/16				Annual Target 2015/ 16	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	£ 15.849 m	£ 16.156 m	£ 16.007 m			15/16: Performance against budget will be reported to the Council in June.		£ 15.756 m		
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	14.08	2.95	5.64	8.67	12.42		15/16: On Target		13.30	Number of days lost (cumulative)	4,499.35
											Average number of FTE in service (year to date)	362.42

01.3 Corporate Health








Priority	Indicator	2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 2015/ 16	2015/16				Annual Target 2015/ 16	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
04. Complete all service priorities	% of service actions on target / completed, of the total number	95.24 %	100%	100%	100%	100%		15/16: On Target		90%	Number of service & corporate priority actions	16
											Number of service & corporate priority actions on tgt/completed	15
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	89%	98%	97%	88%	84%		15/16: Off Target Problem area actively being addressed.		90%	Number received (cumulative)	6,238
											Number paid within 30 days (cumulative)	5,229
06. Improve PI performance	% of PIs that are on target/ have reached their target.	72.73 %	87.5 %	88.89 %	92.31 %	92.31 %		15/16: On Target		90%	Number on tgt/ tgt achieved	12
											Number of PI's	13
07. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%	100%	100%		15/16: On Target.		100%	Number of high risks reviewed in the last quarter	1
											Number of high risks	1





01.4 Improving for the Future






Priority	Indicator	2014/ 15	Q1 2015/ 16	Q2 2015/ 16	Q3 2015/ 16	2015/16				Annual Target 2015/ 16	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note	Short Trend			
08. Implement improvement plans	% of internal/external audit actions in progress	100%	100%	100%	100%	100%		15/16: On Target.		90%	Number of on target actions	0
											Number of outstanding actions	0

Commercial Operations Action report

03. Service Priorities









Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.1.4	01. SMP CS - Work in partnership to deliver road safety preventative work	Undertake a programme of works to improve lighting levels in communities	31-Mar-2016		100%	15/16: Complete
CO.S.2.1	02. SMP SG - Promote and develop travel and transport that benefits our health and the environment	Continue development of asset management plan (including data collection and system update) through SCOTS	31-Mar-2016		100%	15/16: Complete SCOTS now considering to draw this project to a close as all Councils now have a workable Road Asset Management Plan (RAMP).
CO.S.2.2		Compliance with Disabled parking legislation	31-Mar-2016		100%	15/16: Complete Processing all new requests within 6 months.
CO.S.2.3		Support Transport Scotland/Network Rail to progress detailed design and construction of Borders Rail	31-Mar-2016		100%	15/16: Complete
CO.S.2.4		Improve opportunities within Midlothian, continue to work with Regional/National Partnerships in delivering key transport projects.	31-Mar-2016		100%	15/16: Complete No new projects being progressed in 2015/16.
CO.S.2.5		Undertake a programme of work to improve road standards and footways	31-Mar-2016		100%	15/16: Complete 16 major capital schemes completed.
CO.S.2.6		Implement Core Path signage to remote paths outwith main settlements	31-Mar-2016		100%	15/16: Complete 100% of Core Paths now signed. Rural areas completed in 14/15 along with signage to and from Vogrie C.P. There are now 264 signs on the core path network.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.03.1	03. SMP SG - Improve sustainable waste management	Commence construction of food waste facility at Millerhill as part of Zero Waste Park	31-Mar-2016		80%	15/16: Off Target Contractor on site, delay in accepting food waste from the 01 January 2016 due to a health & safety issue. Anticipated start date June 2016.
CO.S.03.2		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-2016		100%	15/16: Complete Brown bin service restarted 7th March. Waste Aware Team will undertake educational 'sticker' of bins once FRM report back on contaminated loads. Bulky collections chargeable from 1 April 2016. Work done to prepare Contact Centre staff and to update website. Graphic Designer and staff are working on new kerbside recycling collection calendar as the current version runs out at the end of May 2016. Monitoring of all Recycling Points has taken place to ensure information provided on the Council website is accurate.
CO.S.4.1	04. SMP SG - Address Climate Change	Flood risk in Midlothian is managed through action plans	31-Mar-2016		100%	15/16: Complete Scottish Environment Protection Agency/Local Authority published FRM Strategy in December 2015 for LPD area. This will be used to produce Local Flood risk Management Plans in 2016.
CO.S.4.2		Ensure Council fleet orders for plant and vehicles is placed in line with Council Policy and Divisional timetables	31-Mar-2016		100%	15/16: Complete All orders for vehicles have been placed four vehicles outstanding for delivery.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.05.1	05. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Explore opportunities for shared fleet services with East Lothian Council and NHS Lothian	31-Mar-2016		100%	15/16: Complete NHS Lothian still reviewing their requirements - Midlothian Council as lead for the Community Planning Partnership is seeking to provide an electric van as part of the low carbon funding
CO.S.05.2		Explore shared opportunities, services and knowledge with the partners in the ELBF group	31-Mar-2016		100%	15/16: Complete Reported to December 2015 Council. Council in the interim agreed to the formation of a "shadow" Joint Committee.
CO.S.05.4		Develop additional workstreams	31-Mar-2016		100%	15/16: Complete Service continues to explore opportunities to insource ASN (Additional Support Needs), Social Work and mainstream Education contracts. Changes to some staff contracts have been made and has allowed for further runs to be bought in house.
CO.S.06.1	06. Ensure that Council facilities are safe places to work and visit	Implement the 2015/16 objectives of the health and Safety Implementation plan	31-Mar-2016		100%	15/16: Complete. The Health & Safety Team plan has been delivered during 2015/16.
SMP.SG.CO.3.1	02. SMP SG - Promote and develop travel and transport that benefits our health and the environment	Develop infrastructure incidental to Borders Rail	31-Mar-2016		100%	15/16: Complete Link footway to the Newtongrange Mining Museum complete. Newtongrange signals work complete.





Commercial Operations PI Report

03. Service Priority Performance Indicators

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CO.LPI.03	08. LPIs	Monitor the number of uplifts requested that are chargeable	569	131	254	468	825			15/16: Data Only Cumulative - 825.		Data collection only
CO.LPI.04	08. LPIs	Monitor the number of uplifts requested that are non chargeable	5,445	1,679	2,890	4,503	5,956			15/16: Data Only Cumulative - 5,956.		Data collection only
CO.LPI.06	08. LPIs	RL2: Percentage of all traffic light repairs completed within 48 hours	99%	98%	99%	99%	99.2%			15/16: Complete 245 out of 247 faults recorded were repaired with in 48 hours	98%	94.5% - Scottish Average
CO.LPI.09	08. LPIs	WM5: The percentage of abandoned vehicles that require to be removed by the council - removed within 14 days	100%	100%	100%	100%	50%			15/16: Off Target 12vehicle's reported as abandoned, 6 vehicles required to be uplifted. Cumulative 19 vehicles reported as abandoned in 15/16.	100%	

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CO.LPI.07	01. SMP CS - Work in partnership to deliver road safety preventative work	Percentage of all street light repairs completed within 7 days	97.3%	98.5%	93.2%	95.4%	96.2%	✓	↓	15/16: On Target 1352 out of 1406 faults recorded were repaired within 7 days.	94%	Scottish Average 3.07 days
CO.S.1.4a		Number of lighting columns replaced	842	71	417	417	690	✓	↓	15/16: On Target As a result of an additional £1m capital funding the LED lighting replacement programme has been accelerated.	400	
CO.S.1.5a		% of the footpath network resurfaced	0.2%	0.09%	0.33%	1.2%	1.3%	✓	↑	15/16: Complete To date 8.25KM of the footway network has been resurfaced.	1.25%	Internal program me of works - benchma rk against target
CO.S.2.7	02. SMP SG - Promote and develop travel and transport that benefits our health and the environment	The % of the road network that should be considered for maintenance treatment (annual)(Formula)	30.7%	N/A	N/A	N/A	31.4%	✓	↓	15/16: Complete	32%	2012/13 Rank 10 Second Quartile
CO.S.2.2a		Process all applications for a new disabled parking bays within 6 months of receipt of application	100%	100%	100%	100%	100%	✓	▬	15/16: On Target 21 applications received and processed within 6 months.	100%	
CO.S.2.6a		Core path signage complete across Midlothian	100%	100%	100%	100%	100%	✓	▬	15/16: On Target	100%	
CO.LPI.01	03. SMP SG - Improve sustainable waste management	% of waste going to landfill	55.3%	22.3%	25.8%	35.8%	N/A	▬	▬	15/16 : Awaiting information from our contractors, returns into waste data flow will be available at Q1 16/17.	55.0%	

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CO.S.03.2a	03. SMP SG - Improve sustainable waste management	Total tonnes of BMW sent to landfill	13,567	865	1,840	2,347	N/A			15/16 : Awaiting information from our contractors, returns into waste data flow will be available at Q1 16/17.		Benchma rk against target
CO.S.4.2a	04. SMP SG - Address Climate Change	Percentage of Council fleet which is 'Green'	2.1%	2.1%	2.1%	2.1%	2.1%			15/16 : On Target Currently have four fully electric vehicles and one Hybrid. £40,000 has been made available from Scottish Government for spend this financial year by CPP and orders have been placed for a further 5 Electric vehicles.	2.1%	
CO.S.06.1a	06. Ensure that Council facilities are safe places to work and visit	Percentage of actions in the Health and Safety Plan that are completed or on target	75%	25%	50%	75%	100%			15/16 : Complete. The team have successfully delivered on the 2015/16 team plan going beyond the limits of the plan to meet the needs of Service Users.	100%	
CO.S.07.1a	07. Ensure sustainable strategy for the delivery of Council Services	Percentage of actions in the Civil Contingencies plan that are completed or on target	100%	25%	50%	75%	100%			15/16 : Complete. The Contingency Planning work has focused on maintaining the current plans ahead of the planned Partnership Work with East Lothian Council.	100%	
CO.S.9a	09. Positive Destinations	Take on 5 apprentices across Commercial Operations		17	17	18	18			15/16 : On Target Travel Team have 3 apprentices in this quarter. Road Services have 2 trainee technicians and 8 apprentices. Land Services have 5 trainees.	5	

PI Code	Priority	PI	2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	2015/16				Annual Target 2015/16	Benchma rk
			Value	Value	Value	Value	Value	Status	Short Trend	Note		
CO.S.9b	09. Positive Destinations	Provide 250 working days for work placements across the range of services provided by Commercial Operations		250	1,138	1,452	1,650			15/16: On Target Cumulative 1650 hours provided in 15/16. During Q4 accommodated a higher than planned number of work placements and work experience placements for youngsters supporting the Council Policy to ensure Positive Destinations for young people leaving school. Placements we currently have are 2 from STEM, one works a full week the other does 15 hours per week. =612 hours. 1 from TOPS who does 8 hours per week, =96 1 from MiJet does 6 hours per week, =72 2 from LLE doing 15 hours per week and one doing 30 hours per week =540 hours Also we had 3 schools placements who have done one week each. =108 =1428 div 7.2 =198 days this quarter	250	
CO.S.9c	09. Positive Destinations	Provide 30 working days for senior school work experience placements across the range of services provided by Commercial Operations		60	121	146	161			15/16: On Target.	30	

Local Government Benchmarking Framework - Commercial Operations



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	
C&L4	Cost of parks and open spaces per 1000 population (LGBF)	£41,459	£41,896	£34,271	£31,074	£29,103	Data will be available in January 2017	14/15 Rank 14 (Second Quartile). 13/14 Rank 16 (Second Quartile)
C&L5b	Percentage of adults satisfied with parks and open spaces (LGBF)	78.3%	N/A	81%	91%	80%	Data will be available in January 2017	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	
ENV1b	Net cost of waste collection per premise (annual) (LGBF)	Not measured		£76.47	£60.56	£29.85	Data will be available in January 2017	14/15 Rank 1 (TOP Quartile). 13/14 Rank 15 (Second Quartile)
ENV2a	Net cost of waste disposal per premise (annual) (LGBF)	Not Measured		£72.52	£56.61	£73.62	Data will be available in January 2017	14/15 Rank 6 (TOP Quartile). 13/14 Rank 2 (TOP Quartile)
ENV3a	Net cost of street cleaning per 1,000 population (LGBF)	£9,428	£9,772	£9,829	£10,165	£11,622	Data will be available in January 2017	14/15 Rank 9 (Second Quartile). 13/14 Rank 6 (TOP Quartile)
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)

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
ENV4a	Cost of maintenance per kilometre of roads (LGBF)	£9,013	£6,488	£14,854	£11,281	£12,494	Data will be available in January 2017	14/15 Rank 29 (Bottom Quartile). 13/14 Rank 25 (Bottom Quartile)
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)
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)
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)
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)
ENV6	Percentage of total household waste that is recycled (LGBF)	44.1%	45.9%	45.1%	42.3%	46.9%	N/A	14/15 Rank 13 (Second Quartile) 13/14 Rank 18 (Third Quartile)
ENV7a	Percentage of Adults satisfied with refuse collection (LGBF)	79%	N/A	83%	76%	80%	Data will be available in January 2017	14/15 Rank 26 (Bottom Quartile) 2013/14 Rank 27 (Bottom Quartile)
ENV7b	Percentage of adults satisfied with street cleaning (LGBF)	69.7%	N/A	78%	71%	71%	Data will be available in January 2017	14/15 Rank 22 (Third Quartile) 13/14 Rank 24 (Third Quartile)