










## Monthly performance targets - Bristol Waste Company (BWC) - May 2016


<b>Key: RAG Rating</b>	<b>better than target</b>	<b>at target</b>	<b>within 10% of target</b>	<b>&gt;10% away from target</b>
Year to date:				

Measure of Success	Current BWC Target	BWC Year to Date	Direction of Travel	RAG Rating
Collected on time per month - residual waste (595,372 collections)	99.925% (350)	99.95%		
Collected on time per month - recycling/incl food (930,038 collections)	99.93% (576)	99.95%		
Collected on time per month - garden waste (85,310 collections)	99.93% (55)	99.86%		
Rectified within SLA (reported before 2pm collection the same day and after 2pm collection by 12pm the following working day) *	99%	90.11%		

**Reported incidents - Issues rectified within Service Level Agreement (SLA) timescales**

Measure of Success	Current BWC Target	BWC Year to Date	Direction of Travel	RAG Rating
Street cleansing - reported before 2pm collection the same day and after 2pm collection by 12pm the following working day *	88%	95%		
Flytipping - 48 hours *	87%	89%		
Graffiti - 24 hours *	81%	94%		
Litter bins - reported before 2pm collection the same day and after 2pm collection by 12pm the following working day *	91%	95%		
Dead animals - 24 hours *	96%	96%		

**Performance of key SLAs (NH563)**

Measure of Success	Current BWC Target	BWC Year to Date	Direction of Travel	RAG Rating
Combination of top 6 SLAs average (marked with *)	89%	93%		

**BWC Recycling target**

Measure of Success	Current BWC Target	BWC Year to Date	Direction of Travel	RAG Rating
50% by 2020 (42.5% of this by BWC; 7.5% from HWRC)	37.26%	37.16%	↓	

**Street cleansing - against B industry standard**

Measure of Success (every 4 months)	Current BWC Target	BWC Year to Date	Direction of Travel	RAG Rating
Litter	9.0%	5.50%	↑	
Detritus	25.0%	8.30%	↑	
Graffiti	6.0%	6.50%	↓	
Flyposting	1.0%	0.45%	↑	

**Winter Maintenance**

<b>Measure of Success (Winter only)</b>	<b>Current BWC Target</b>	<b>BWC Year to Date</b>	<b>Direction of Travel</b>	<b>RAG Rating</b>
Gritting within 3.5 and 5 hours of request	23%	73%	