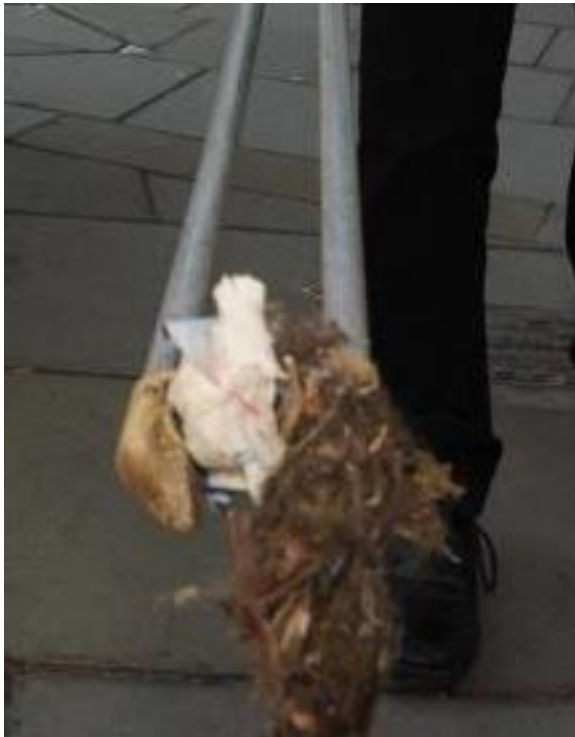


Wiltshire Streetscene Service 2019/ 20



March 2019

Key Performance Indicators

To Programme		Target	Achieved
SS01	Resource (Agreed Number)		
SS02	Grass Cutting (Agreed Frequency)		
SS03	Grounds Maintained (Agreed Area)		
SS04	Cost of Grounds and Grass (per household)		
SS05	Number of Litter Reports		
SS06	End to End Time Litter Collection		
SS07	End to End Time Fly Tips		
SS08	Litter Bin Emptying (Reports)		
SS09	Cleanliness Litter (NI 195)		
SS10	Cost of Streets (per household)		
SS11	Client/ Contractor Inspection Scoring (As per manual) (12 per year)		
Contract Scoring			
CC01	Contract Scoring		
Customer			
C01	Public satisfaction with response to litter clearance reports – Dynamics		
C02	Public satisfaction with response to grass cutting report – Dynamics		
C03	Public satisfaction with response to grounds maintenance report – Dynamics		
C04	Town and Parish Council Scoring/ idverde (52 inspections a year)		
C05	Public Perception – Annual Survey		

SS01 - Resource Provision To Contract Requirement.

Overview The purpose of this performance measure is to report on the proven of people resources to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action
Most effective use of resources

Measure Details This is an annual measure.

This measure is based on contractual whereabouts sheets.

Measure shows number of people resources employed by the contractor to the contract requirement.

Desired output is that resources exceed contract requirement.

SS02 - Grass Cutting (Agreed Frequency)

Overview The purpose of this performance measure is to report on the proven of out puts to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action
Frequency of grass cuts

Measure Details This is an annual measure.

This measure is based on contractual whereabouts sheets.

Measure shows the frequency of grass cutting to the required contract number.

Desire output is the frequency of cutting exceeds the contract requirement.

SS03 – Grounds Maintenance (Agreed Area)

Overview The purpose of this performance measure is to report on the proven of outputs per area to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action
Provision to schedule for grounds maintained

Measure Details This is an annual measure.

This measure is based on contractual whereabouts and sheets.

Measure shows the agreed area of grounds via the completed tick sheets completed to the contract requirement.

The desired outcome is more grounds are maintained compared to the contract requirement.

SS04 – Cost of Grounds and Grass (per household)

Overview The purpose of this performance measure is to report on the total spent on grounds divided by the number of hereditaments to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on how much hereditament contributes to the overall cost of grounds.

Measure shows the cost of grounds per household.

The desired output is a decreasing in the spend per household year on year.

SS05 – Number of litter reports

Overview The purpose of this performance measure is to report on the proven number of customer reports relating to the contract.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on figures provided from Customer Contact Centre about the service.

Measure shows the number of customer reports.

The desire is to see a reducing number of customer reports year on year.

SS06 – End to End time litter collection

Overview The purpose of this performance measure is to report on the proven end to end times of litter collection outputs to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on the length it takes from the contractor being issued with the report, collect and close down as supplied by the Acorn quality system.

Measure shows the timescales of end to end times of collecting litter as defined in the code of practice litter and refuse).

Desired outcome to see a year on year reduction in response times.

SS07 – End to End time fly tips

Overview The purpose of this performance measure is to report the time taken on the proven number of fly tips from being reported, collected and closed down.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action
Frequency of fly tips

Measure Details This is an annual measure.

This measure is based on the length it takes from the contractor being instructed to clear a fly tip, collect and close down as supplied by the Acorn quality system.

Measure shows the timescale for the request being received by the contractor, collected and closed.

Desired outcome to see a year on year reduction in response times.

SS08 – Cleanliness Litter Bins

Overview The purpose of this performance measure is to report on cleanliness for litter bin emptying.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on the number of justifiable litter bin overflowing reports received.

Desired outcome to see a year on year reduction in litter bin overflowing reports.

SS09 – Cleanliness litter (N195)

Overview The purpose of this performance measure is to report on cleanliness for litter on specific transects. As defined in the code of practice for litter and refuse.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on identified areas to access cleanliness.

Measure shows cleanliness per transect graded A to D.

Desired outcome to see a year on year reduction in areas found to be below an acceptable standard.

SS10 – Cost of streets (per household)

Overview The purpose of this performance measure is to report on the total spent on streets divided by the number of hereditaments to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is an annual measure.

This measure is based on how much hereditament contributes to the overall cost of grounds.

Measure shows the cost of street cleaning per household.

The desired outcome is a year on year reduction in the cost per household.

SS11 – Client/Contractor Inspection scoring (As per manual)

Overview The purpose of this performance measure is carry out joint inspections to monitor quality of cleansing and grounds maintenance to the contract requirement.

This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is a monthly measure with an annual performance requirement.

This measure is based on assessing the quality of the completed works (cleansing/grounds)

Measure shows quality output of completed works.

The desired outcome is to see a year on year improvement in standards.

CC01 - Contract Scoring

Overview Weekly/monthly scoring provided by both client and contractor as to quality of services delivered to specification. This measure is as defined in as.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is a weekly/monthly measure.

This measure is based on assessing the quality of their conduct and works.

Measure shows quality output of relationship between client and contractor.

Desired outcome is to deliver to the contract specification.

C01 - Customer Scoring – Public satisfaction with response to litter clearance reports

Overview This is an automatic feedback survey following from individual reports. The survey will be issued by Dynamics following a report being completed.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details Public satisfaction to individual reports.
Desired outcome is an improving customer response to individual reports.

C02 - Public satisfaction with response to grass cutting report

Overview This is an automatic feedback survey following from individual reports. The survey will be issued by Dynamics following a report being completed.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details Public satisfaction to individual reports.
Desired outcome is an improving customer response to individual reports.

C03 - Public satisfaction with response to grounds maintenance report

Overview This is an automatic feedback survey following from individual reports. The survey will be issued by Dynamics following a report being completed.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details Public satisfaction to individual reports.
Desired outcome is an improving customer response to individual reports.

C04 - Public perception – Annual Survey

Overview This is an annual survey issued to towns and parish on contract outputs

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.
Driver for Change / Improvement Action

Measure Details Public satisfaction to the whole service outputs.
 Desired outcome is an improving customer response to the amenity and street scene service.

C05 - Joint Town/ Parish Council and Contractor Scoring (to manual)

Overview The purpose of this performance measure is carryout joint inspections to monitor quality of cleansing and grounds maintenance to the contract requirement with town and parish councils.

Poor Red	Good Green	Excellent Gold
Below target	On target	Above Target

Where Poor is defined as not meeting the Target. Good is an achievement in line with the reasonable provision and Excellent signifies that the proven target has been exceeded.

Trends Forward targets for this measure are:

Actual	Forward Targets				
19/ 20					

This measure is not affected by service hierarchy.

Driver for Change / Improvement Action

Measure Details This is a monthly measure with an annual performance requirement.

This measure is based on assessing the quality of the completed works (cleansing/grounds)

Measure shows quality output of completed works.

The desired outcome is to see a year on year improvement in standards.