







Appendix 2: Quality Standards 2020/21 - Year-end Progress

Ob Fleet & Waste

Performance Indicator	2019/20		2020/21						2021/22	Assigned To
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note	Target	
% of missed bins collected within 3 working days of being reported	98%	100%	Not yet available	100%	N/A	N/A	N/A	Not yet available	100%	Kenny Lang
% of abandoned vehicles that require to be removed by the council that are removed within 14 days	100%	100%	Not yet available	100%	N/A	N/A	N/A	Not yet available	100%	Kenny Lang










Ob Greenspace

Performance Indicator	2019/20		2020/21						2021/22	Assigned To
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note	Target	
% of offensive graffiti removed within 24 hours of being reported	100%	100%	100%	100%				Target fully met	100%	Ian Bain
% of non offensive graffiti removed within 5 working days of being reported	100%	100%	100%	100%				Target fully met	100%	Ian Bain

Ob Roads & Transportation

Performance Indicator	2019/20		2020/21						2021/22	Assigned To
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note	Target	
% of emergency road related defects repaired within 2 hours of being reported	100%	100%	Not yet available	100%	N/A	N/A	N/A	Not yet available	100%	Derek Barr; Raymond Walsh
% of serious road related defects repaired within 2 working days of being reported	100%	100%	Not yet available	100%	N/A	N/A	N/A	Not yet available	100%	Derek Barr; Raymond Walsh
% of non serious road related defects repaired within 7 working days of being reported	100%	100%	Not yet available	100%	N/A	N/A	N/A	Not yet available	100%	Derek Barr; Raymond Walsh
% of routine road related defects repaired within 28 working days of being reported	90%	100%	Not yet available	100%	N/A	N/A	N/A	Not yet available	100%	Derek Barr; Raymond Walsh
% of all traffic light repairs completed within 48 hours	99.3%	100%	Not yet available	100%	N/A	N/A	N/A	Not yet available	100%	Derek Barr; Raymond Walsh

Performance Indicator	2019/20		2020/21						2021/22	Assigned To
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note	Target	
% of all street light repairs completed within 7 days	97.5%	99%	Not yet available	99%	N/A	N/A	N/A	Not yet available	99%	Derek Barr; Raymond Walsh

PI Status		Long Term Trends		Short Term Trends	
	Target Significantly Missed		Improving		Improving
	Target Missed		No Change		No Change
	Target Met or Exceeded		Getting Worse		Getting Worse