





## Appendix 2: Quality Standards - Year End Progress







### Fleet & Waste

Quality Standard	Value	Target	Status	Note
We will remove abandoned vehicles from public land within 14 calendar days.	100%	100%		Target met.
We will collect bins reported by householders as missed within 3 working days of report.	98%	100%		While the target was just missed, the figure remains high.

### Greenspace

Quality Standard	Value	Target	Status	Note
We will remove offensive graffiti within 24 hours of being reported.	100%	100%		Target met.
We will remove non- offensive graffiti within 5 working days of being reported.	100%	100%		Target met.

### Roads & Transportation

Quality Standard	Value	Target	Status	Note
We will repair emergency road related defects within 2 hours of being reported.	100%	100%		Target met.
We will repair serious road related defects (Category 1) within 2 working days of being reported.	100%	100%		Target met.
We will repair non-serious road related defects (Category 2) within 7 working days of being reported.	100%	100%		Target met.
We will repair routine road related defects (Category 3) within 28 working days of being reported.	90%	100%		Target missed.
We will complete traffic light repairs within 48 hours of being reported.	99.3%	100%		While the target was just missed, the figure remains high.
We will complete street light repairs within working 7 days.	97.5%	99%		While the target was just missed, the figure remains high.