













Appendix 2 - R&N Quality Standards 2021/22

	Quality Standards 2021/22
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	Fleet & Waste
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Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Percentage of missed bins collected within 3 working days of being reported	100%		98.5%	100%				Kenny Lang
WM5: Percentage of abandoned vehicles that require to be removed by the council that are removed within 14 days	100%		100%	100%			Target achieved.	Kenny Lang

	Greenspace
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Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Percentage of offensive graffiti removed within 24 hours of being reported	100%		100%	100%			Target achieved.	Ian Bain
Percentage of non-offensive graffiti removed within 5 working days of being reported	100%		100%	100%			Target achieved.	Ian Bain

Roads & Transportation

Performance Indicator	2020/21	2021/22						Owner
	Value	Status	Value	Target	Short Trend	Long Trend	Note	
Percentage of emergency road related defects repaired within 2 hours of being reported	100%		100%	100%			Target achieved.	Liam Greene
Percentage of serious road related defects repaired within 2 working days of being reported	86.1%		85.1%	100%			Adrift of target Reduction in available resources and backlog of works impacted response times. Additional resources and working practices will be reviewed to bring service levels back in line	Liam Greene
Percentage of non-serious road related defects repaired within 7 working days of being reported	78.2%		72.2%	100%			Target not achieved. Reduction in available resources and backlog of works impacted response times. Additional resources and working practices will be reviewed to bring service levels back in line	Liam Greene
Percentage of routine road related defects repaired within 28 working days of being reported	46.7%		38.8%	100%			Target not achieved. Reduction in available resources and backlog of works impacted response times. Additional resources and working practices will be reviewed to bring service levels back in line	Liam Greene
RL2: Percentage of all traffic light repairs completed within 48 hours	98.6%		100%	100%			Improved performance from previous year. Target achieved.	Liam Greene
RL3: Percentage of all street light repairs completed within 7 days	100%		99%	99%			Target achieved.	Liam Greene

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

