

Caerphilly **StreetPride** brings together the services that keep our communities clean, green and safe

Those services are:

Cleansing

Community Safety

Environmental Health

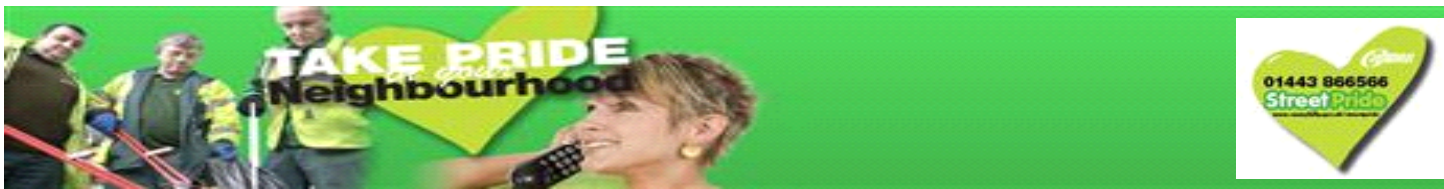
Highways

Public Services

The following pages, identifies key performance information for service activities that affect the levels of **StreetPride**

For further information, select link:

<http://www.caerphilly.gov.uk/streetpride>

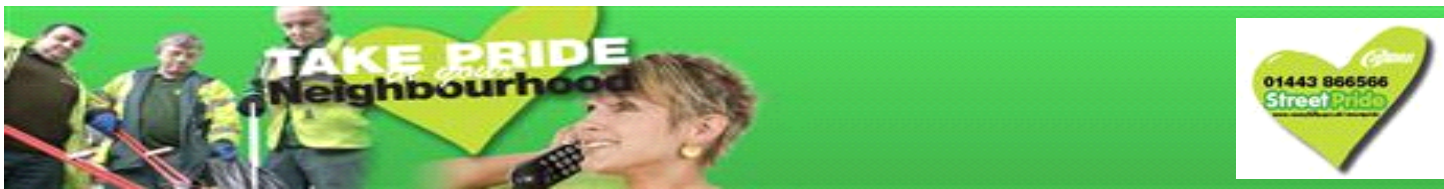


Cleansing - Parks

Period	Title	Actual	Target	Intervention	RAG	Previous Yrs Welsh Average	2010/11 Wales Ranking	Comment
	Number of Officer monitoring inspections carried out in the Eastern Contract areas							
	Number of Officer monitoring inspections carried out in the Northern Contract areas							
	Number of Officer monitoring inspections carried out in the Southern Contract areas							
2011/12	Number of Parks that have achieved Green Flag National Status		3.00	2.00				Yearly PI.

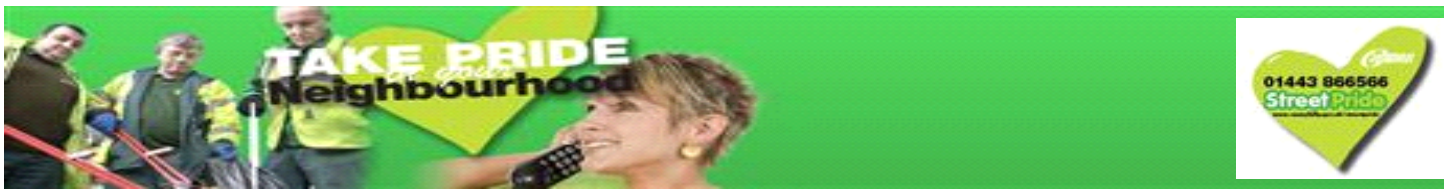
Cleansing - Streets

Period	Title	Actual	Target	Intervention	RAG	Previous Yrs Welsh Average	2010/11 Wales Ranking	Comment
2011/12	KWT Keep Wales Tidy Independant LEAMS Assessment		68.00	64.00				Yearly PI.
Q1 11/12	Number of clean up campaigns undertaken	4.00	1.00	0.00	–			Quarterly PI - Accumulative.
2011/12	Street Cleansing Customer Satisfaction		70.00	65.00				This result relates to 09/10 as the next survey is not due until Summer 2011. In 07/08, the satisfaction level was 65%. There was consequently a 14% rise in satisfaction between 2007 & 2009.
Jun 11	STS005a Street Scene Cleanliness Index LEAMS Score for the whole of CCBC	66.50	68.00	64.00	↓	71.57		
Jun 11	STS005b The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	92.10	95.00	90.00	↓	93.81		
Q1 11/12	STS006 The percentage of reported fly tipping incidents cleared within 5 working days	96.70	99.00	96.00	↓			Quarterly PI.



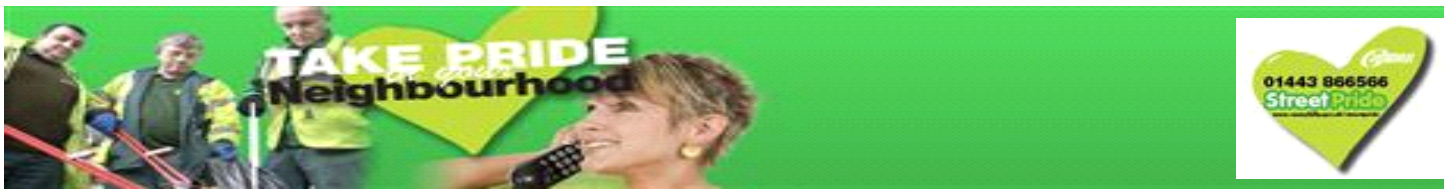
Environmental Health

Period	Title	Actual	Target	Intervention	RAG	Previous Yrs Welsh Average	2010/11 Wales Ranking	Comment
Q1 11/12	Number of enforcement actions issued for Dog Fouling	26.00	15.00	13.00	-			
Q1 11/12	Number of enforcement actions issued for litter	32.00	10.00	9.00	-			
Q1 11/12	Number of prosecutions for failure to pay a fixed penalty fine for dog fouling incidents		3.00	2.00				Q1 Data unavailable as prosecutions have 3 months to pay the fine before it is referred to legal. It can then take another 4 months before the plaintiff goes to court.
Q1 11/12	Response rates to General Complaints service requests	100.00	98.00	96.00	↑			
Q1 11/12	Response rates to Pest and Straying Animal Control service requests	99.50	99.00	96.00	-			
Q1 11/12	STS007 The percentage of reported fly tipping incidents which lead to enforcement activity	41.18	40.00	30.00	↑			



Highways - Operations / Projects

Period	Title	Actual	Target	Intervention	RAG	Previous Yrs Welsh Average	2010/11 Wales Ranking	Comment
Jun 11	Eng 5 Average time taken to rectify highway surface defects that were identified for this period (No of days)	19.00	28.00	32.00	↑			
Jun 11	HMKPI 11 Percentage of programmed highway safety inspections done within timescale	94.00	95.00	80.00	↑			
	HMKPI 2a Area of principal network carriageway resurfaced							
	HMKPI 2b Area of non principal network carriageway resurfaced							
	HMKPI 3 Percentage of footway area resurfaced							
	HMKPI 5b Eng 4 Percentage of gullies working as planned							
Jun 11	HMKPI 7 Percentage of non cat 1 repairs completed in 28 days	84.00	95.00	90.00	↓			
	THS009 HMKPI 8b The average number of calendar days taken to repair street lamp failures during the year							
	THS010a HMKPI 1a Condition of Principal A roads							
	THS010b HMKPI 1b Conditions of non principal classified road							



Highways - Transportation

Period	Title	Actual	Target	Intervention	RAG	Previous Yrs Welsh Average	2010/11 Wales Ranking	Comment
	TR 4 Percentage of bus stops with current service information with service numbers							
	TR 5 Public satisfaction assessment for local bus services overall							

Public Services

Period	Title	Actual	Target	Intervention	RAG	Previous Yrs Welsh Average	2010/11 Wales Ranking	Comment
2011/12	Recycling Customer Satisfaction		60.00	55.00				Yearly PI.
2011/12	Civic Amenity Sites Customer Satisfaction		80.00	75.00				Yearly PI.
2011/12	Domestic Refuse Customer Satisfaction		90.00	80.00				Yearly PI.

Community Safety

Period	Title	Actual	Target	Intervention	RAG	Previous Yrs Welsh Average	2010/11 Wales Ranking	Comment
2011/12	Civic Amenity Sites Customer Satisfaction		80.00	75.00				Yearly PI.
Q1 11/12	Number of community payback hours received across the County Borough	8090.00	7000.00	5000.00	↑			