

PROPOSED STREETSCENE STANDARDS

	Measure Type	Description	Target
1	Abandoned Cars	Time taken to inspect and respond to abandoned vehicles from the highway	2 days
2	Recycling Parks and Bring Sites	Length of time taken to respond to requests about Recycling Parks (neighbourhood or household recycling centres), or let the customer know what has happened	24 hours
3	Waste Missed Bins	Time taken to collect bin missed due to the fault of the Service	24 hours
4	Waste Bulky Items	Time taken to collect bulky items (following customer request)	6 working days
5	Waste Assisted Collection	Time taken to process applications for assisted bin collections (from receipt of application).	10 working days
	Waste Requests for new receptacles	Time taken to deliver new bins, recycling sacks/boxes	
6		Black/Blue Bin	6 working days
7		Box, Lid	6 working days
8		Brown Bin	6 working days
9		Blue Bag	6 working days
10	Missed Collections	Number of bins missed per 100,000 collections	80
11	Children's Play areas	Time taken to respond (i.e. complete job or contact customer) to service requests about enclosed play areas or fixed play provision	same working day
12	Dead Animals	Time taken to remove dead animals from highway or other Council land (excluding trunk roads)	24 hours
13	Dog Fouling Children's play areas	Time taken to remove dog fouling at enclosed play areas, or areas of fixed play provision where children are present	6 working hours
14	Dog bins	Frequency of inspection/emptying of dog bins	2 working days
15	Fly posting / Graffiti	Time taken to remove graffiti from council owned property (including Housing)	48 hours
16	Offensive /Hate Graffiti	Time taken to remove hate graffiti from time of reporting	6 hours
17	Fly tipping	Time taken to remove fly tipping from council owned land (including Housing land)	24 hours
18	Grass Cutting & Hedges	Compliance with standards for grass cutting	As Policy
19	Gully Emptying	Frequency of gully cleaning	One per annum
20	Gully Emptying	Frequency of gully and soakaway cleaning in known flooding areas	2 per annum and on receipt of severe weather warning
21	Public Conveniences	Time take to attend and clean a reported dirty/damaged toilet	24 hours

	Measure Type	Description	Target
22	Reactive Highway	Time taken to inspect non- emergency highways requests	1 working day
23	Sharps	Time taken to remove sharp objects/needles from Council land (including Housing land)	2 hours
24	Street Cleansing	Footways - Frequency of sweeping Town and shopping areas	Daily
25	Street Cleansing	Footways - Frequency of sweeping All other locations	1 per annum
26	Street Cleansing	Mechanical Sweeping A Roads and Urban B class Roads	4 per annum
27	Street Cleansing	Mechanical Sweeping other B class Roads	1 per annum
28	Street Cleansing	Mechanical Sweeping All other Roads	1 per annum
29	Street Cleansing	Inspect and empty litter bins (as required)	2 working days - Rural 1 working day - Urban
30	Street Furniture	Response time to make safe a reported dangerous item of street furniture	2 hours
31	Street Furniture	Inspection Responses time to customers regarding repairs to Street Furniture	6 working days
32	Street lighting	Time taken to repair street lighting where it is the Council's responsibility	3 working days
33	Street Name Signs	Time taken to replace a missing street name plate (if replacement is required)	8 weeks
34	Contact Centre	Percentage of calls Answered in under 15 Seconds	75%
35	Contact Centre	Percentage of Calls dealt with at first point of contact	80%
36	Contact Centre	Percentage of 'lost' calls	5%
37	Bus Shelters	Time taken to respond following a requests/complaints about bus shelters	5 working days
38	Bus Shelters	Compliance with standards for cleaning bus shelters 3 times/year urban 2 times/year rural	100%
39	Environmental Visual Audits (EVA)	EVA's protocol in place in Council Wards	100%
40	Environmental Visual Audits (EVA)	Ward Priority Agreed	70%
41	Member Satisfaction	Percentage of Members rating performance of Streetcene Service in ward as accep	100%
42	Cleanliness	Maintaining the Cleanliness index above average in Wales	100%
43	Noise Nuisance - Domestic PP	Time taken to despatch an acknowledgement letter and noise logging form	5 working days
44	Smoke Nuisance - Domestic PP	Time taken to visit a report of domestic smoke nuisance	5 working days
45	Pest Control PP	Time taken to attend Nuisance Pests, e.g. Wasps	3 working days
46	Pest Control PP	Time taken to attend Public Health pests, e.g. rats	same working day