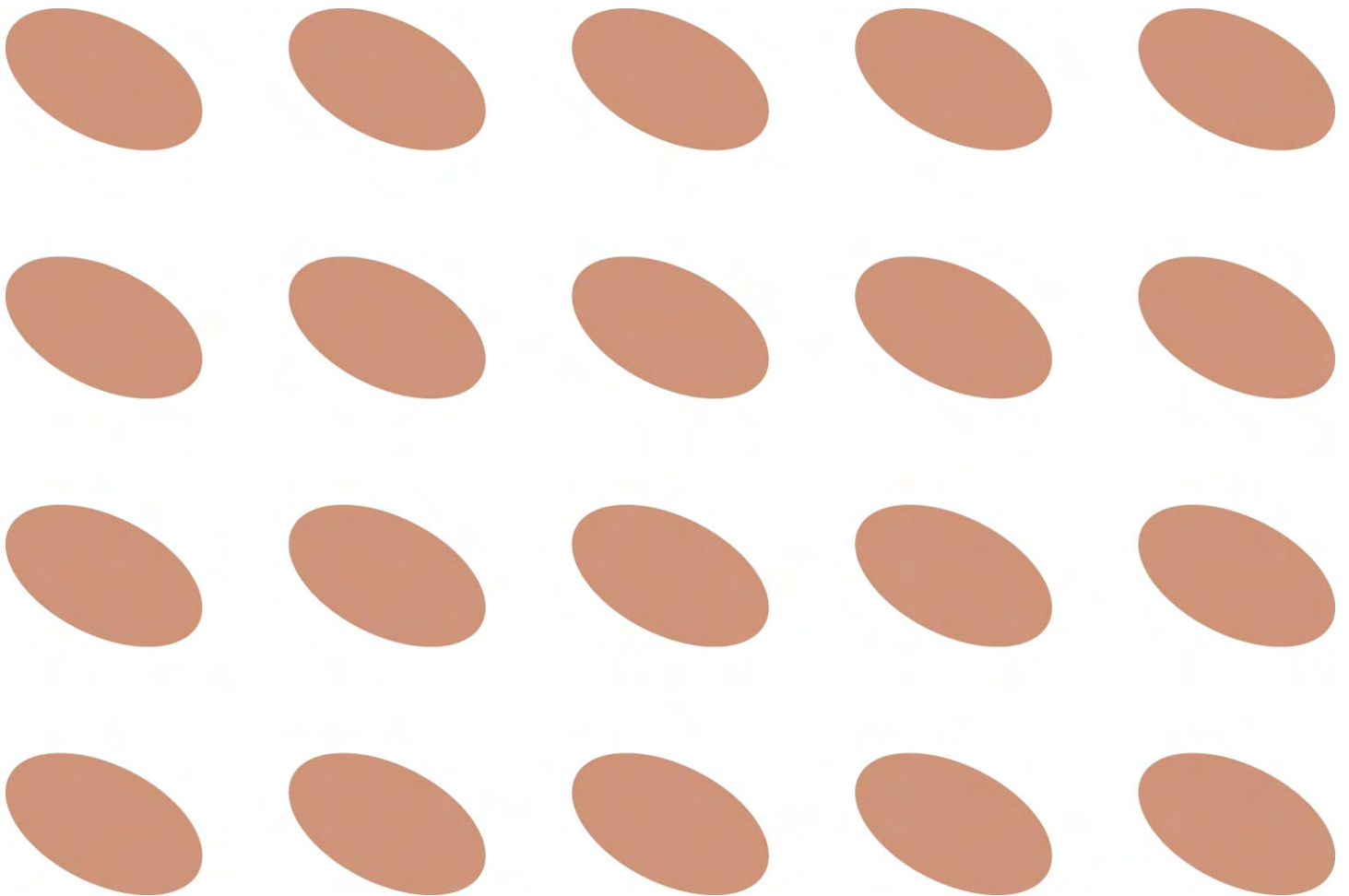# Neighbourhood management

Performance report, 2005/06

Copyright information

Performance Networks is a product developed exclusively by the Association for Public Service Excellence (APSE) for use by public service providers across the UK.

Registered office:

Contents

PI 08	Percentage of budget allocated to education and publicity initiatives
PI 09	Number of educational/ publicity campaigns organised or supported
PI 10 & 11	Inspection and subsequent removal of abandoned vehicles
PI 12	Number of Green Flag awards received for parks and green spaces per 100,000 households
PI 13	Kg of residual waste sent to landfill per annum per household
PI 14	Number of category one defects per Km of maintained road
PI 15	Percentage of street lamps not working as planned
PI 16	Percentage of lamps restored to working condition within 7 days

Regional groups and abbreviations

Central (CE)
South (SR)
Scotland (SC)
Wales and Northern Ireland (WI)
Northern Metropolitan councils (NM)
Northern District council (ND)
Northern Unitary councils (NU)

Introduction

Over the past year we have been working on proposals for the development of a comprehensive local performance framework for neighbourhoods, which utilises the vast array of data now contained in the performance networks model. We have held discussions with ENCAMS, CABE Space, the Local Government Association National Environmental Officers Network (NEON) and others about developing a flexible local performance framework that takes into account processes, standards and outcomes.

This report is the culmination of some of that work. Utilising historical data from the performance networks database, we have attempted to demonstrate how such a local performance framework could work in the future. The report provides comparative data on a range of services and gives a UK and Northern Ireland wide perspective on this important issue.

This interim neighbourhood management report allows authorities to compare performance over a range of services, which impact on the public realm. It includes a series of outputs from a set of selected data from the separate APSE performance networks models. It draws on the data collection for five service areas, street cleansing, parks & grounds maintenance, refuse collection & recycling, highways & winter maintenance and street lighting.

The aim of this report is to provide a set of measures to triangulate cost, quality and customer perception across these neighbourhood services. We recognise that there is no standard 'protocol' for neighbourhood services and authorities have structured delivery in different ways. Therefore, the report contains both profile information on the services included in the report set as well as performance indicators to facilitate meaningful comparison.

This report contains details of the methodology used in building this performance model. There is an analysis section which provides both trend information and multi-dimensional comparisons; cost against quality and performance against perception measures. This provides further evidence to answer questions about whether public perceptions reflect an authority's performance and also allows for further benchmarking with other authorities who are achieving better performance across a number of measures.

I hope you will find this report both interesting and informative. We fully intend to build upon the outputs of the work so far in order to ensure that performance networks is at the forefront of developing local neighbourhood based performance reporting. Our ambition is to ultimately develop a framework to measure performance on a neighbourhood/area basis. But we cannot do all of this without your support and participation. So, I would urge you to read this report and ensure that if your council is registered for any of the services involved in this neighbourhood model, that you complete and return data submissions for all services this year (2006/07). It is only if we can ensure active and widespread participation that we can continue to develop and roll out our neighbourhood model. We would welcome your feedback on this report and any suggestions for further development of the project; please complete the feedback form accompanying this report.

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Assistant Chief Executive

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For more information on APSE and Performance Networks, please visit our website at www.apse.org.uk

Partnerships

IQ Software Systems

IQ Software Systems have been contracted to provide IT support for the Performance Network service and database. IQ Software Systems are able to provide additional reports and analysis on behalf of APSE Performance Networks members, facilities, Family Groups or regions by consultation. In most cases, additional report commissions outside the APSE Performance Networks service agreement will incur an additional cost.

If you would like to discuss your requirements or receive further information, please contact Debbie Johns at the APSE office.

Beacon Dodsworth

APSE Performance Networks and IQSS have enlisted the services of Beacon Dodsworth, a leader in the field of geographical information analysis and geo demographic socio-economic profiling. Beacon Dodsworth have provided APSE Performance Networks with the capacity to assess effectively the geo demographic profile of each local Authority member through their Prospex software.

Enquiries for geo demographic profiling should be directed through Cheryl Walker at the APSE office.

Background

This interim "neighbourhood management" report gives the first series of outputs from a set of selected data from the separate APSE performance networks models for street cleansing, parks and open spaces, refuse and recycling collection, highways management and street lighting. The model has evolved from earlier trials of a "streetscene" format report. It is an initial measured response to the way in which many local authorities have consolidated services which impact on the public realm in terms of their appearance and condition and gives a series of reports that allow authorities to compare performance over a range of services. It also recognises the fact that there is no standard prototype for neighbourhood services and that authorities have structured themselves in many different ways to deliver these joined up services.

The report has been drawn up by a steering group consisting of practitioners, BVC consultants and APSE staff and has already been influenced through presentations at various seminars and advisory group meetings over the last year or so. It has been put together in such a way as to be appropriate to different levels of an organisation with four being identified from operational through to strategic area management. The eventual aim is to create a set of reports to enable local authorities to select an appropriate basket of indicators on which to measure their performance and the impact it has on their citizens and their well being based.

APSE have also involved partners such as ENCAMS and the Local Government Association (LGA) to develop the model towards a "Local-National Framework", a response to the 2006 White Paper "*Strong and Prosperous Communities*", which has advocated replacing CPA in England. Discussions with these partners have confirmed that there is need for local performance management and that this was best done through a practical, commonly adopted system that allows relevant comparisons to be made and, ideally, which can also report on any national indicators required by Government. A model such as that shown below may form part of new arrangements for its successor the "*Comprehensive Area Assessment*" and work on this continues.

Individual Service Level Indicators Level 1	Street Wide Level Indicators Level 2	Area Board Level Indicators Level 3	LSP Level Indicators Level 4
Input based service indicators needed for operational managers	Output PIs which measure effectiveness of joined up services and quality of the environment	Outcome PIs based on community expectations & perceptions such as levels of crime	High level targets based on local area agreement or PSA8

Further development of the APSE neighbourhood model will include ensuring that it caters for the significant legislative differences across the UK. In the meantime, this interim report is an attempt to link the aspects that make up neighbourhood services by drawing on available Performance Networks data to provide comparisons on a wider level, a first stab at seeing what the information looks like when presented together for the first time.

APSE is very keen to receive feedback from any of its members who are included in this first run. There has been a positive response during the development stage, with recognition of the important part in future performance management arrangements this model could potentially play.

Methodology

As mentioned earlier, this model draws on the data collection for five service areas, street cleansing, parks & grounds maintenance, refuse collection & recycling, highways & winter maintenance and street lighting. The intention is that there would not be a separate data collection template as data would be gathered from existing templates. To qualify for inclusion, an authority must participate in at least two services, one of which must be street cleansing as this service is considered fundamental to the management and improvement of neighbourhoods. The reports are based on data collected for 2005/2006 (year 8) and include the following participation levels:

All 5 services	16 authorities
4 services	14 authorities
3 services	32 authorities
2 services	16 authorities
Total	78 authorities

The reports vary from the traditional family group structure because they are a collection of service areas. To keep the tables and reports to a manageable size, authorities have been grouped as follows.

Central (CE)

South (SR)

Scotland (SC)

Wales and Northern Ireland (WI)

Northern Metropolitan councils (NM)

Northern District council (ND)

Northern Unitary councils (NU)

The information can however be manipulated into any combination such as London boroughs only.

A range of initial service profile and performance indicators has been selected, drawn from each of the individual service areas. The aim is to provide a set of measures linked to the triangulated themes of cost, quality and customer perception, which would allow for meaningful comparison with authorities who provide similar services and would enable analysis of the effects of change on each of them.

Cost indicators per household have been included for each of the constituent services, alongside an aggregated total for the "street-scene" type delivery. These are displayed as stacked bar charts showing both cost per neighbourhood of each service and the percentage of the total spent on each particular service. Previous analysis of Performance Networks data has shown the importance of budget against quality of service and customer satisfaction, particularly when spend is comparatively low. To receive further value from this

model, authorities will be encouraged to gather financial data down to Area/Ward level in future.

In the absence of standard public perception results, APSE collected data from individual service data templates last year to provide customer satisfaction results, irrespective of the source (APSE, MORI, Citizen Panel, etc.) Recognising that there are validation issues, there is definite merit in attempting to standardise this process in future. For the time being, however, they provide an indication of public mood within each service area.

Quality measures have been taken from current data collection, with an emphasis on the aspects that have the greatest effect on "Quality of Life" in the physical environment, such as cleanliness, recycling and street lights working, as well as anti-social issues like fly tipping and abandoned vehicles. In some cases, data is already being collected from other sources, such as national Best Value Performance Indicators, "Flycapture" etc. In these instances, these are the figures that will be used in this model in future, to ensure consistency and avoid duplication. Additionally, where other organisations carry out their own measures of quality, such as ENCAMS Local Environmental Quality Surveys (LEQS), APSE is pursuing partnership arrangements to bring such data into the model.

The methodology behind many of the selected indicators enables these to be analysed against others to give valid comparison of resources allocated to individual services. This allows for greater detection of problems and potential improvement areas, especially when comparing the like for like performance of others. In addition, the model will enable future analysis of the effects of changes in service delivery on quality and public satisfaction levels as measures of continuous improvement.

Analysis

Overview

The following analysis aims to provide participating authorities with a picture of what the service trends are, what this infers and what further activity and analysis individual Authorities and the APSE Advisory Group networks could consider. Additionally, a range of multi dimensional "scatter graphs" are included. These triangulate cost, quality and satisfaction for a range of selected indicators.

The analysis in this Executive Summary is based on averages service-wide.

Trend analysis

Particular points of interest are as follows:

The headline financial indicator for street cleansing (Pl03 cost per household in the street cleansing model) has shown significant increases and the trend continued in 2005/06. This reflects the increased emphasis invested in the public realm and street environment with the prominence of the liveability agenda. A key question is has this extra investment led to improvements?

PI03 Cost per Household
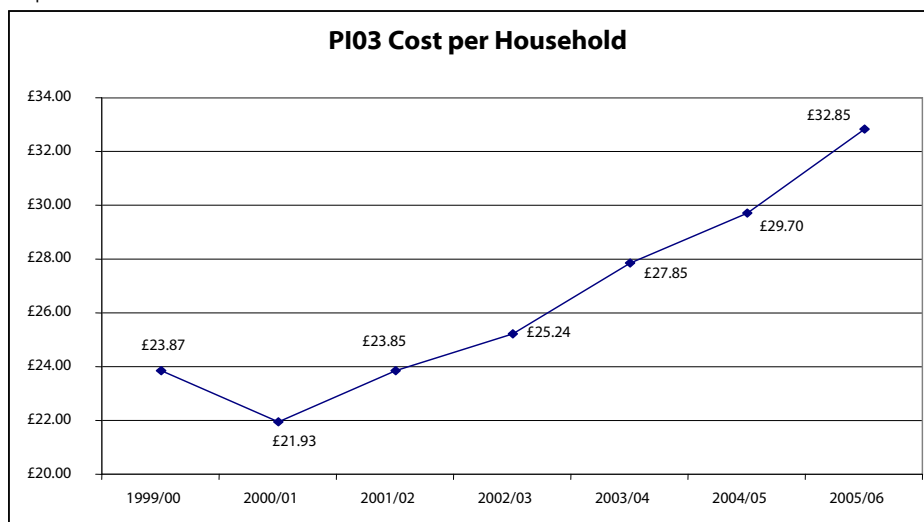
This can be answered by the trend graph on the next page of the indicator linked to the national BVPI 199 (PI 37b: % of sites that fall below Grade B - England) which shows an average improvement from 15.47% to 14.84%. The introduction of BVPI 199 has been a major driver in improving and standards and raising the profile of street cleansing in England. For next year, data will be collected for all land types under BVPI 199. Other indicators confirm this trend UK wide with the performance indicator for acceptable levels of cleanliness showing an improvement from 89.66% to 90.54%.

A further reason for the increase in costs is related to the extra enforcement now being undertaken. The average number of fixed penalty notices issued for litter offences has risen by 51% from 2004/05.

PI 37b - BVPI 199
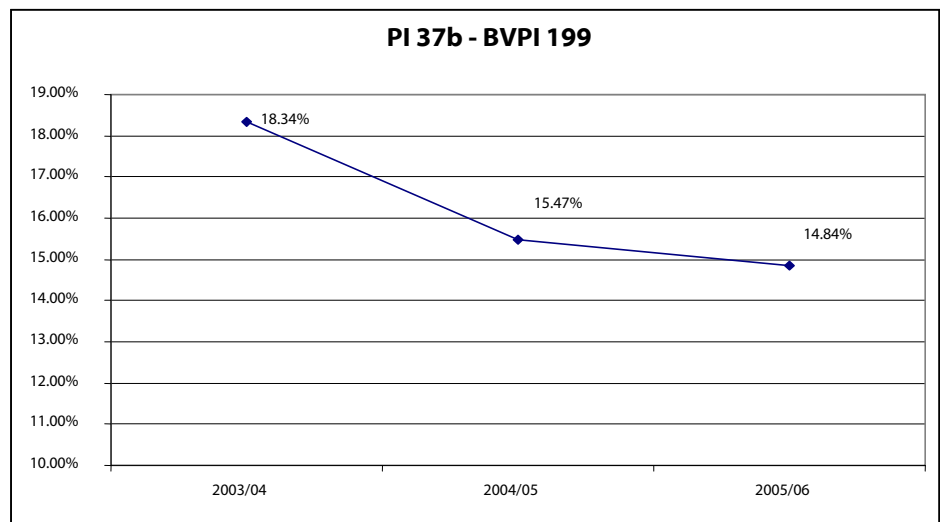
The cost of the refuse collection service per household including CEC's (PI 01a in the refuse collection model) is a key cost indicator and has increased steadily over the period since 2000-01. This increase is to be expected as local councils and the Government continue to give recycling a high priority and new initiatives are introduced to increase recycling rates coupled with increased disposal costs. The cost per household was £50.54 in 2004-05 and increased to £55.10 in 2005-06, an increase of 9%. This increase is slightly less than the increase over the previous 2 years. The rate of cost increases has been relatively consistent over the past 5 years.

PI 01 Cost per Household
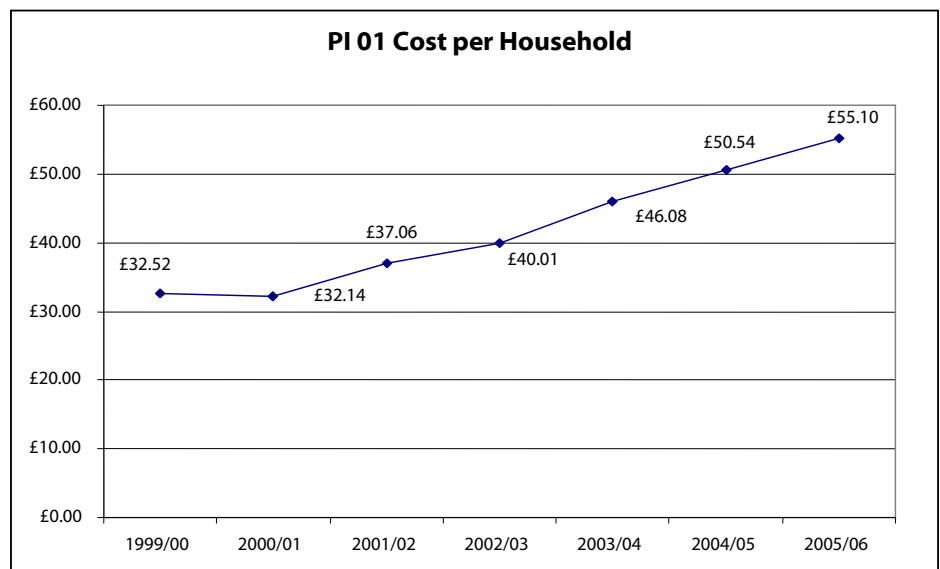
The percentage of the total waste collected which is recycled has grown from 16.23% to 21.27% over the past year whilst the percentage composted has gone up from 4.78% to 7.28%. The figures are in line with national figures.

For parks, open spaces and horticultural services, the headline cost per household has increased by 6.5% over the year to £53.64, which is above the rate of inflation. This follows an increase of 3.6% in the previous year. This trend is confirmed when also compared with the cost per thousand head of population indicator which gives similar trend results albeit with a greater long term growth rate.

The output specification indicator (PI23 in the parks model) measures three key factors; quality standards, frequency of operation and chemical control methods and is an important measure of improved maintenance service standards. The graph below show that standards continue to improve and have reached a new high point.

PI23 Output Specification
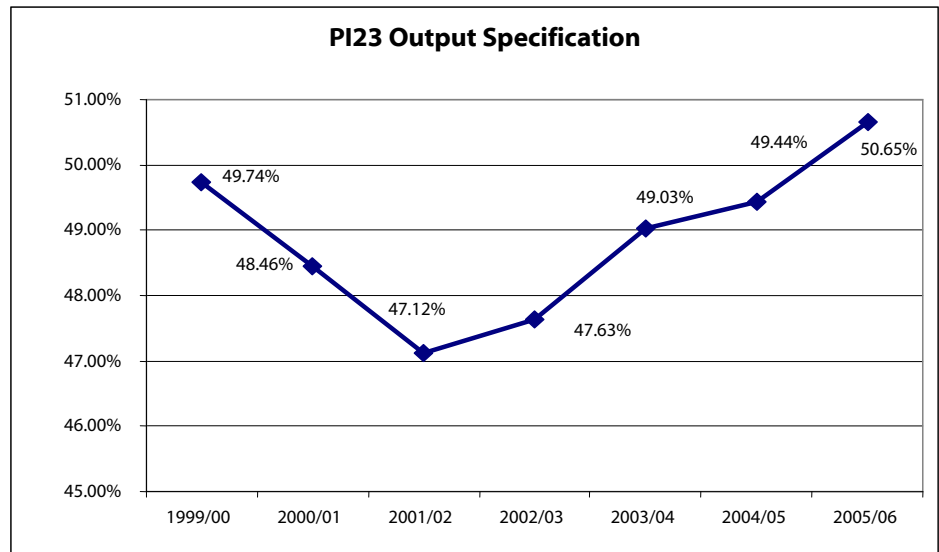
Damage to roads and pavements made safe within target time has increased since 1999/2000 to 2005/06 from 75.72% to 94.77%.

PI 03 - Damaged roads and pavements made safe within target time
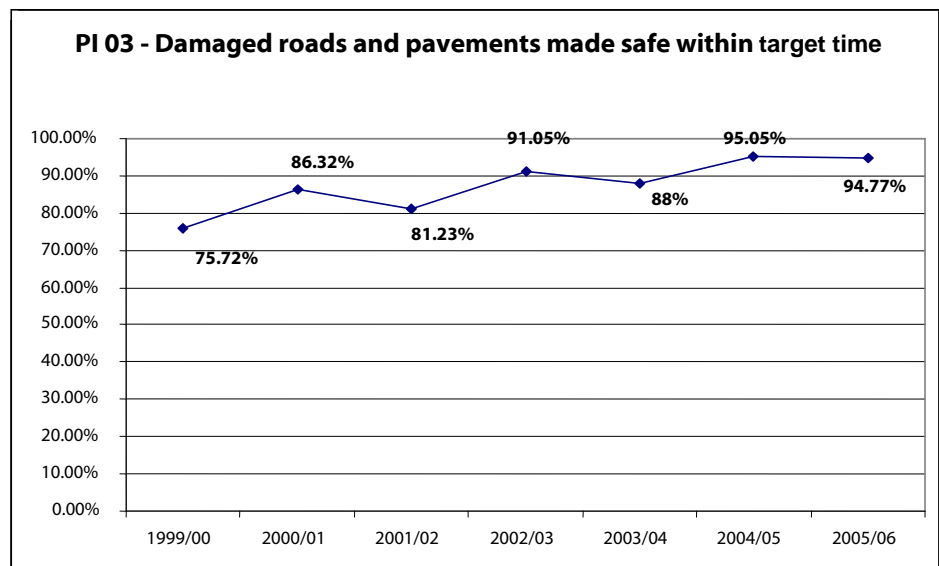
The percentage change in category one defects performance across all authorities ranges from a reduction of 70.54% to an increase of 90.63% and 13 out of the 32 authorities participating in this performance indicator had decreased the number of defects.

The percentage of street lamps restored to working condition within 7 days has remained stable - above 90% in the last four years. In addition, an average of 98.69% of emergency call outs have been completed within response times, compared to 97% last year (2004/05).

Multi-dimensional analysis

Further analysis can be drawn from performance networks across dimensions of cost, quality and satisfaction by graphically displaying the results from quantitative and qualitative indicators. Below are some examples of this:

Parks: Cost against number of green flags
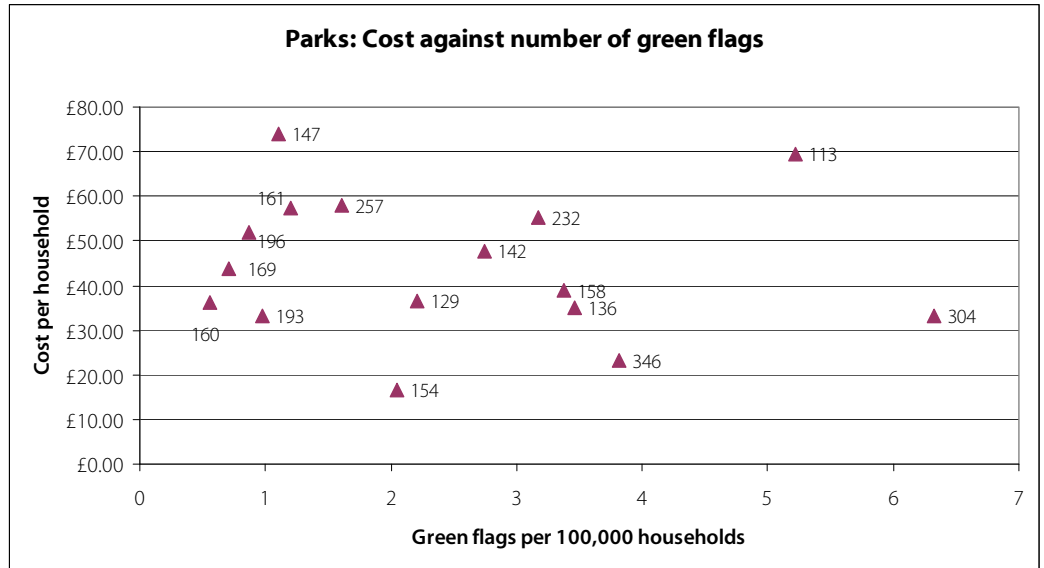
In the above analysis, authority reference 304 is a good performer; achieving a comparatively high number of green flag parks against a below average cost of the service.

The below graphs show performance on street cleansing compared against public satisfaction, for northern region, central and southern regions and Scotland and Wales,

Street cleansing: BV199 compared against public satisfaction Northern Region

Street cleansing: BV199 compared against public satisfaction Central and Southern Regions

Street cleansing: Acceptable standard of cleansing compared against satisfaction - Scotland and Wales
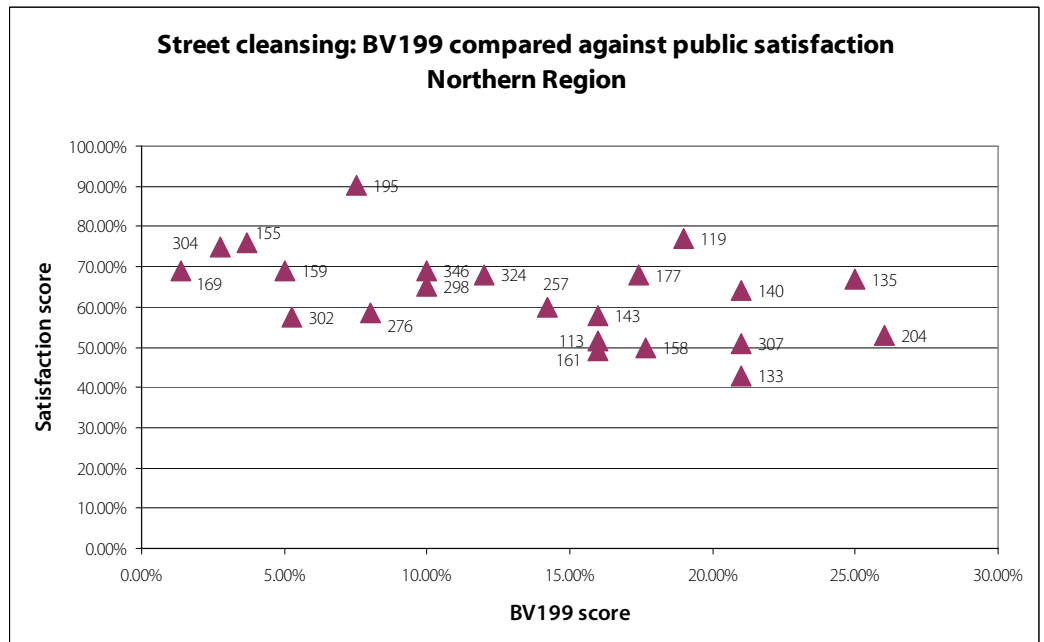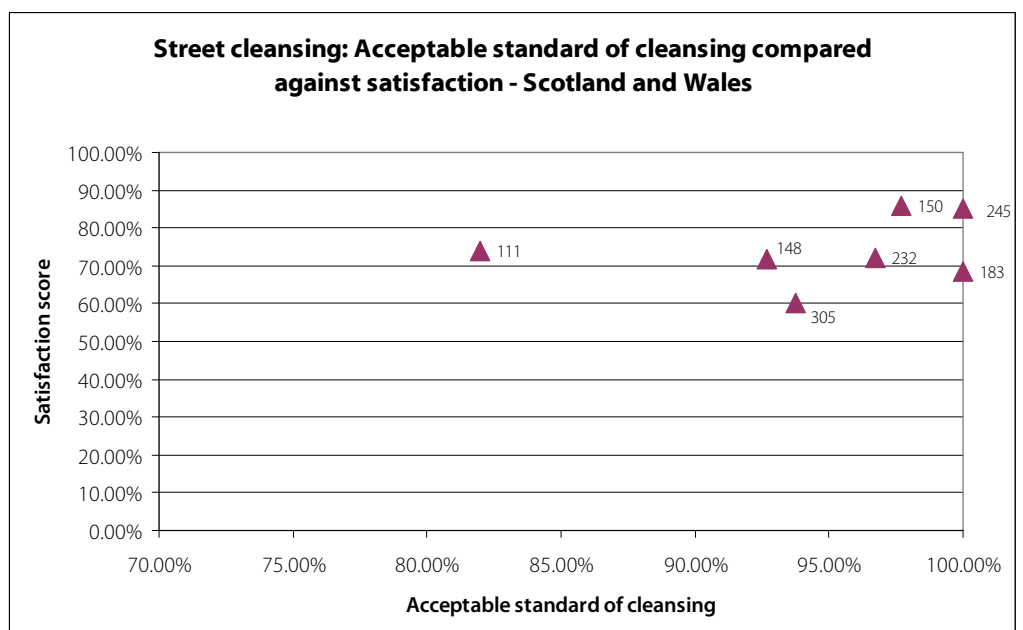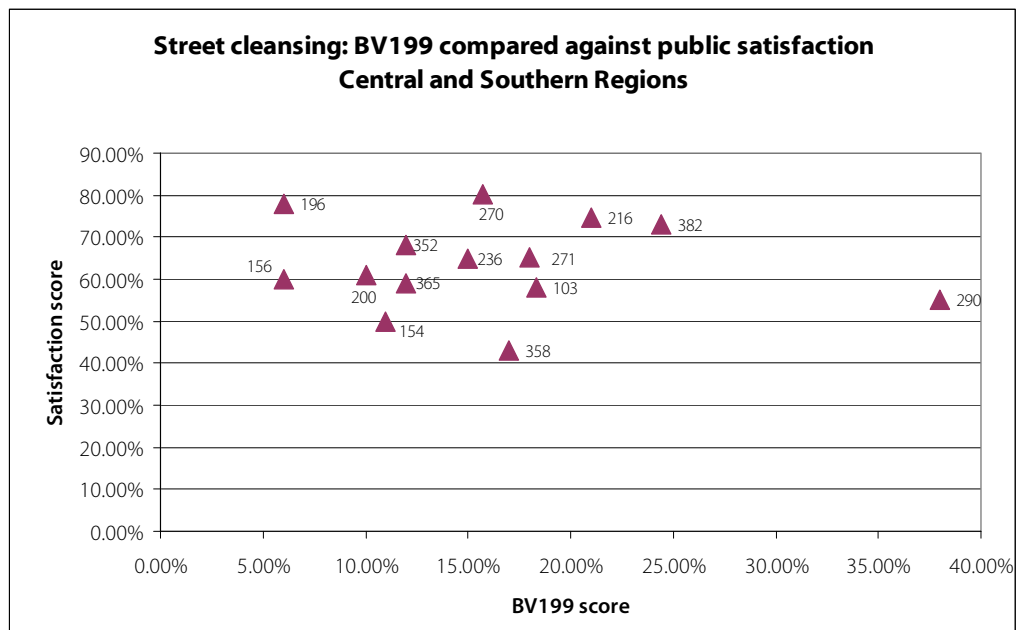
The above scatter diagrams for street cleansing show there is a correlation between achieving a lower percentage of sites falling below grade b for cleanliness (BV199) and a higher satisfaction rate. For instance, authority 195 is achieving a comparatively low BV199 and the highest satisfaction rate in northern region. Similarly, for Scotland and Wales, those authorities achieving a high satisfaction score (authority 150 and 245) are achieving a comparatively high score for an acceptable standard of cleansing.

Interpretation of data

From all the analysis, it is noticeable that there is strong evidence of improvement across the last seven years. The data can be interpreted as follows:

The increase in street enforcement Fixed Penalty Notices is an indication of the rise of enforcement to tackle neighbourhood problems. This will also have contributed to rising costs, as will the expansion of education programmes under the current agendas.

There is a relationship between how clean an authority's street are (performance) and public satisfaction with street cleansing services. This demonstrates the visibility of street cleansing to the public and its pivotal role to the management and improvement of neighbourhoods.

The ongoing increase in recycling activity is the driving factor behind much of the developments occurring across the wider waste management service area, as the culture of change gathers pace.

There is evidence of continuous improvement in parks related services across a range of indicators covering cost, productivity and quality. Despite increases in costs, much of this is attributed to improvements in service quality, as can be evidenced by such factors as the rise in number of Green Flag parks, site based parks staff, ranger services and an increased focus on events. The changes to the model for the next round of data collection will allow these factors to be measured for the first time and should provide conclusive evidence that can be used by officers in future budget calculations. Additionally research from bodies such as CABE and Natural England has promoted the importance of investing to make improvements in parks as part of the Healthy Living agenda.

The Output Specification indicator for parks has also continued to increase showing that specifications (and quality of the service provided) continue to improve. The new Environmental Practices indicator will hopefully demonstrate further proof of this once year on year trends become available.

The increase in the percentage of street lighting emergency call outs being completed within response times obviously has an impact on public safety and on the quality of the environment.

There is a correlation between the increase in the percentage of damaged roads and pavements made safe within target times and the reduction in third party claims; reflecting the proactive approach that Local Authorities are taking in making roads safer.

Future focus

The new performance management environment will drastically reduce the number of performance indicators. There is no doubt that external inspection, in the form of the various national audit bodies, will still be interested in the performance levels of councils and individual services and the evidence behind this performance but some form of higher level measures will also be required. Performance indicators will remain a vital element of performance management even though the Government appears willing to pass on the responsibility for performance measurement to local authorities. As a result, Performance Networks will take on a more important role helping to fill the gap left by reduced Government requirements.

Debbie Johns and John Marsh

Principal Advisors

Report parameters

Most of the Performance Indicator (PI) Reports have set parameters which define the acceptable ranges for the calculated data for that report (i.e. the calculated data must fall within the acceptable range for an Authority to be included in and receive that particular PI Report).

These usually consist of a highest and lowest acceptable output calculation although some PI Reports may only have one parameter and others may be unrestricted.

If your Authority does not appear in a particular PI Report, it may be that you have been excluded because your data falls outside these parameters. To assist with checking this, the parameters used are defined below.

Performance indicators

PI 01a   Cost of neighbourhood services per household authorities who submitted to all relevant neighbourhood services: >0

PI 01b   Percentage cost of all neighbourhood services for authorities who submitted to all relevant neighbourhood services: >0

PI 02a   Cost of neighbourhood services per household authorities who submitted to each of refuse, street cleansing and grounds maintenance: >0

PI 02b   Percentage cost of all neighbourhood services for authorities who submitted to each of refuse, street cleansing and grounds maintenance: >0

PI 03   Headline performance indicator for the local environment – acceptable & high standard (Scotland & Wales only): >0

PI 04   BV199 percentage of sites surveyed falling below grade b for cleanliness (England only): >0%

PI 05   Number of litter offence fixed penalty notices issued per 1,000 head of population(issuing authorities only):>0

PI 06   Number of incidents of fly-tipping/dumps per 1,000 households (England/Wales only from DEFRA fly-capture database): >0

PI 08   Percentage of the street cleansing budget allocated to education & publicity of initiatives: >0%

PI 09   Number of street litter educational/publicity campaigns organised/supported: >0 and <110

PI 10   Number of vehicles reported & inspected and identified as abandoned per 1,000 households: >0

PI 11   Percentage of identified abandoned vehicles removed: >0%

PI 12   Number of Green Flag awards received for parks and green spaces per 100,000 households: >0

PI 13   Kg of residual waste sent to landfill per household: >0

PI 14   Number of category 1 defects per 100 km: >0 and <10

PI 15   Percentage of street lamps not working as planned: >0% and <20%

PI 16   Percentage of lamps restored to working condition within 7 days: >50%

For the community/customer survey profile pages, there is a parameter of >0.

Family group profile - overview

Service areas participated in:

Authority Ref	Region	Type of authority	No. of households	Population	Hectarage	Population density	Road length	Street Cleansing	Grounds maintenance	Refuse collection	Highways and winter	Street lighting
103	Central	Metropolitan Borough	409,367	1,001,200	26,430	37.88	2,488	Yes		Yes		
111	Scotland	Unitary Council	76,750	170,000	26,957	6.31	4,500	Yes	Yes	Yes	Yes	Yes
113	Northern	Metropolitan Borough	76,625	176,300	13,347	13.21	720	Yes	Yes	Yes		
116	Central	Metropolitan Borough	97,122	239,600	6,945	34.50	750	Yes	Yes	Yes		
119	Northern	Metropolitan Borough	89,393	206,400	16,000	12.90	746	Yes	Yes	Yes		
120	Central	District Council	43,462	100,000	6,611	15.13	548	Yes	Yes			
126	Wales	Unitary Council	38,393	87,700	85,100	1.03	1,600	Yes		Yes		
129	Central	District Council	45,366	99,000	7,692	12.87	420	Yes	Yes	Yes	Yes	Yes
133	Northern	Metropolitan Borough	87,824	219,200	14,112	15.53	824	Yes		Yes	Yes	Yes
135	Northern	Metropolitan Borough	108,085	265,400	13,973	18.99	1,048	Yes	Yes	Yes	Yes	Yes
136	Northern	District Council	57,762	131,300	14,239	9.22	656	Yes	Yes	Yes		
139	Wales	Unitary Council	41,669	96,000	83,872	1.14	836	Yes	Yes	Yes		Yes
140	Northern	District Council	29,486	69,200	73,711	0.94	688	Yes	Yes	Yes		
142	Northern	District Council	36,482	86,300	27,084	3.19	1,132	Yes	Yes	Yes		
143	Northern	Unitary Council	61,441	138,600	24,050	5.76	691	Yes	Yes	Yes	Yes	
147	Northern	Metropolitan Borough	90,359	191,177	14,231	13.43	881	Yes	Yes	Yes		
148	Wales	Unitary Council	60,539	150,200	43,709	3.44	634	Yes	Yes		Yes	Yes
150	Wales	Unitary Council	62,152	135,600	44,217	3.07	1,019	Yes	Yes	Yes	Yes	Yes
151	Scotland	Unitary Council	108,141	202,400	18,845	10.74	791	Yes	Yes	Yes	Yes	Yes
154	Central	District Council	48,930	114,000	10,956	10.41	425	Yes	Yes	Yes	Yes	Yes
155	Northern	Metropolitan Borough	92,165	222,100	32,905	6.75	1,188	Yes	Yes		Yes	Yes
156	Central	District Council	47,769	110,700	63,687	1.74	1,101	Yes	Yes	Yes		
157	Northern Ir	District Council	119,584	268,000	11,490	23.32	1,046	Yes	Yes	Yes		
158	Northern	Unitary Council	59,162	140,200	13,701	10.23	560	Yes	Yes	Yes		
159	Northern	District Council	36,000	81,600	7,031	11.61	374	Yes		Yes		

Family group profile - overview

Service areas participated in:

Authority Ref	Region	Type of authority	No. of households	Population	Hectarage	Population density	Road length	Street Cleansing	Grounds maintenance	Refuse collection	Highways and winter	Street lighting
160	Northern	Metropolitan Borough	180,246	485,000	36,635	13.24	1,752	Yes	Yes	Yes		
161	Northern	Metropolitan Borough	83,000	195,300	36,346	5.37	1,607	Yes	Yes			
166	Scotland	Unitary Council	42,206	106,000	20,172	5.25	500	Yes	Yes	Yes		Yes
169	Northern	Unitary Council	141,253	327,400	241,641	1.35	3,670	Yes	Yes	Yes	Yes	Yes
171	Scotland	Unitary Council	291,129	578,800	17,735	32.64	3,875	Yes	Yes	Yes	Yes	Yes
176	Central	District Council	37,059	91,100	54,079	1.68	650	Yes		Yes		
177	Northern	Unitary Council	115,109	249,100	7,145	34.86	1,286	Yes	Yes	Yes		Yes
178	Central	District Council	37,652	86,000	23,375	3.68	492	Yes	Yes	Yes		
183	Scotland	Unitary Council	32,922	79,200	35,527	2.23		Yes	Yes	Yes	Yes	Yes
184	Scotland	Unitary Council	41,322	88,100	221,780	0.40	2,200	Yes	Yes	Yes	Yes	Yes
185	Central	District Council	42,571	97,300	27,605	3.52	672	Yes	Yes	Yes		
189	Central	Unitary Council	123,318	278,700	7,461	37.35	2,476	Yes		Yes	Yes	Yes
192	South Wes	District Council	54,450	149,800	4,560	32.85	419	Yes		Yes		
193	South Wes	Unitary Council	102,540	246,100	7,924	31.06	865	Yes	Yes	Yes		
195	Northern	Metropolitan Borough	109,529	253,200	30,760	8.23	1,034	Yes		Yes	Yes	Yes
196	Central	Metropolitan Borough	115,426	286,300	8,564	33.43		Yes	Yes		Yes	Yes
200	South Wes	Unitary Council	105,599	222,000	4,899	45.32	813	Yes	Yes	Yes		
203	Scotland	Unitary Council	36,658	86,900	219,588	0.40	1,950	Yes		Yes		
204	Northern	Metropolitan Borough	121,500	281,600	12,560	22.42	976	Yes				Yes
207	Scotland	Unitary Council	64,896	163,800	42,504	3.85		Yes	Yes			Yes
211	Scotland	Unitary Council	22,586	48,600	15,700	3.10	617	Yes	Yes	Yes	Yes	Yes
216	Southern	Unitary Council	70,755	184,900	4,336	42.64		Yes		Yes		
217	Northern	Unitary Council	66,054	157,500	19,227	8.19	562	Yes	Yes	Yes	Yes	Yes
223	Scotland	Unitary Council	67,444	149,200	29,549	5.05	778	Yes	Yes	Yes	Yes	Yes
228	Scotland	Unitary Council	139,108	306,300	177,116	1.73	2,157	Yes	Yes	Yes		

Family group profile - overview

Authority Ref	Region	Type of authority	No. of households	Population	Hectarage	Population density	Road length	Street Cleansing	Grounds maintenance	Refuse collection	Highways and winter	Street lighting
230	Scotland	Unitary Council	140,598	323,400	47,358	6.83	1,490	Yes	Yes	Yes		
232	Wales	Unitary Council	94,400	226,400	37,791	5.99	1,059	Yes	Yes	Yes	Yes	Yes
236	Central	District Council	45,000	109,100	8,028	13.59	397	Yes	Yes	Yes		
237	Northern	Unitary Council	40,915	90,000	9,390	9.58	575	Yes	Yes	Yes		Yes
245	Scotland	Unitary Council	40,781	91,400	18,274	5.00	341	Yes	Yes		Yes	Yes
257	Northern	Metropolitan Borough	124,013	282,700	13,739	20.58	1,466	Yes	Yes	Yes		
269	Scotland	Unitary Council	64,766	135,800	87,859	1.55	1,893	Yes	Yes	Yes		
270	Southern	Metropolitan Borough	110,398	280,500	8,219	34.13	596	Yes		Yes	Yes	
271	Central	Metropolitan Borough	124,988	305,600	9,799	31.19	987	Yes	Yes			Yes
272	Central	District Council	47,556	111,200	12,003	9.26	3,920	Yes	Yes	Yes		
276	Northern	District Council	24,105	53,200	6,757	7.87	138	Yes	Yes	Yes		
277	Northern	District Council	28,128	61,700	6,891	8.95	290	Yes	Yes	Yes	Yes	
290	Southern	Metropolitan Borough	95,936	246,200	3,622	67.97	399	Yes		Yes	Yes	Yes
298	Northern	Unitary Council	45,993	99,200	19,840	5.00	313	Yes	Yes	Yes		
302	Northern	District Council	41,027	103,700	20,435	5.07	560	Yes	Yes			
304	Northern	Unitary Council	79,014	186,700	20,390	9.16	787	Yes	Yes	Yes		
305	Wales	Unitary Council	135,156	319,700	13,890	23.02	1,079	Yes	Yes	Yes	Yes	Yes
307	Northern	Unitary Council	55,164	137,600	5,394	25.51		Yes		Yes	Yes	Yes
324	Northern	District Council	29,200	62,100	50,507	1.23	540	Yes	Yes	Yes		
325	South Wes	District Council	48,730	116,600	7,967	14.64	440	Yes	Yes	Yes		
346	Northern	District Council	26,226	59,800	221,948	0.27	2,561	Yes	Yes	Yes		
352	Southern	District Council	59,000	137,800	61,206	2.25	1,122	Yes		Yes		
358	Southern	Metropolitan Borough	77,608	194,700	3,796	51.29	355	Yes	Yes	Yes	Yes	Yes
365	Southern	Borough Council	61,101	143,400	39,368	3.64	990	Yes	Yes	Yes		
367	South Wes	Borough Council	45,800	108,500	7,427	14.61	372	Yes	Yes	Yes		

Family group profile - overview

Service areas participated in:

Authority Ref	Region	Type of authority	No. of households	Population	Hectarage	Population density	Road length	Street Cleansing	Grounds maintenance	Refuse collection	Highways and winter	Street lighting
382	Southern	Borough Council	83,000	182,600	1,486	122.88		Yes		Yes		
383	Southern	Borough Council	67,273	164,500	3,611	45.56		Yes		Yes		
384	Northern	District Council	37,442	85,000	131,117	0.65	1,483	Yes		Yes		Yes

Family group profile - customer perception / satisfaction analysis (undertaken in last 3 years)

Authority Ref	Street Cleansing		Grounds Maintenance		Refuse Collection		Highways		Street Lighting	
	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents
103	58%	1,134			83%	1,000				
111	74%	1,040		1,040		1,040				
113	51%	900	61%	1,066	86%	582				
116		317								
119	77%	346	66%	500						
120			81%	200						
126										
129			56%	1,000			49%	1,200	49%	1,200
133	43%	1,500								
135	67%	1,485	70%	1,500	70%	1,502		1,559	65%	1,559
136			77%							
139										
140	64%	250								
142										
143	58%	1,100	58%				60%	1,030		
147			70%	2,097						
148	72%	591					73%	435	73%	435
150	86%	150	79%		97%	1,400				
151		2,500		1,500		2,597				
154	50%	10,000	85%	55			70%	557		
155	76%		66%	200				1,500		1,500
156	60%	1,701	65%	800	90%	1,701				
157	47%	1,530	80%	500	78%	1,530				
158	50%	1,000	72%		82%	1,000				
159	69%	80			81%					
160	43%	2,000	80%	1,300	83%	2,500				
161	49%	1,081	64%	1,081						

Family group profile - customer perception / satisfaction analysis (undertaken in last 3 years)

Authority Ref	Street Cleansing		Grounds Maintenance		Refuse Collection		Highways		Street Lighting	
	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents
166										
169	69%	3,019			88%	2,211				
171	62%	1,000	85%	10,000	80%	1,000	36%	1,000	79%	800
176										
177	68%	1,100			88%	1,100				
178			73%							
183	68%	1,809	70%		83%	1,809	61%	1,809	90%	50
184							63%	52	95%	125
185			74%	2,499						
189					81%		67%	1,877	73%	1,877
192					89%	210				
193			75%	1,000						
195	90%	488			95%	997	50%	930	83%	
196	78%							2,200		2,200
200	61%	993	75%	945	87%	978				
203										
204	53%	1,436							80%	566
207									85%	1,000
211						200			75%	347
216	75%	1,171			89%	1,171				
217										
223										
228										
230			64%	720						
232	72%	691	85%	1,300	93%	691				
236	65%	3,500	64%	224						
237									90%	54

Family group profile - customer perception / satisfaction analysis (undertaken in last 3 years)

Authority Ref	Street Cleansing		Grounds Maintenance		Refuse Collection		Highways		Street Lighting	
	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents	Score acheived	Number of respondents
245	85%	360	78%	45					84%	100
257	60%				87%					
269		5,612				5,612				
270	80%	1,065			82%	1,065	54%	1,065		
271	65%	1,752								
272					79%	500				
276	59%	1,440	78%	1,440	85%	1,440				
277				1,843						
290	55%	1,284			64%	1,284	41%	1,284	69%	1,284
298	65%	1,000		80	85%	1,000				
302	57%	962	82%							
304	75%	2,000	80%	2,000	92%	2,000				
305	60%				91%				88%	
307	51%	6,178			51%	6,178				
324	68%	100	8%							
325			75%	4,000	73%	1,351				
346	69%									
352	68%	48			80%	2,000				
358	43%				65%		32%	1,178		
365	59%	960		1,600	90%	1,580				
367										
382	73%	699			84%					
383						425				
384	63%	1,219			77%	1,219				100

Family group profile - financial

Net cost of service for:

Authority Ref	Street Cleansing	Cost per household	Grounds maintenance	Cost per household	Refuse collection	Cost per household	Highways	Winter maintenance	Street lighting	Total Cost of Neighbourhood services
103	£13,487,027	£33			£8,192,000	£20				
111	£3,600,395	£47	£8,047,504	£105	£4,062,862	£53	£9,331,018	£805,992	£2,550,125	£28,397,896
113	£2,027,789	£26	£5,329,556	£70	£3,707,555	£48				
116	£3,258,928	£34	£1,742,526	£18	£6,063,476	£62				
119	£3,937,886	£44	£6,194,106	£69	£4,964,990	£56				
120	£1,002,037	£23	£3,051,161	£70						
126	£986,028	£26			£3,707,354	£97				
129	£1,606,301	£35	£1,662,748	£37	£1,894,370	£42	£2,134,000	£186,454	£882,470	£8,366,342
133	£3,534,050	£40							£1,568,610	
135	£2,876,853	£27	£6,620,847	£61	£4,664,752	£43			£2,494,000	£16,656,452
136	£1,610,363	£28	£2,015,810	£35	£2,348,312	£41				
139	£1,735,546	£42	£1,562,358	£37	£1,923,684	£46			£854,215	
140	£764,012	£26	£751,148	£25	£1,570,132	£53				
142	£1,027,204	£28	£1,741,760	£48	£1,485,383	£41				
143	£1,433,266	£23	£3,218,098	£52	£4,758,234	£77	£18,693,471	£387,941		
147			£6,673,084	£74						
148	£1,115,059	£18	£2,329,654	£38			£9,147,838	£1,083,459	£1,414,421	
150	£2,874,310	£46	£4,256,000	£68	£2,932,694	£47	£7,573,446	£539,001	£1,107,026	£19,282,477
151	£2,910,405	£27	£9,371,154	£87	£5,631,181	£52	£8,139,963	£2,437,170	£2,596,114	£31,085,987
154	£1,005,437	£21	£815,535	£17	£1,978,560	£40	£3,477,585	£160,419	£373,000	£7,810,536
155	£2,240,330	£24	£11,938,080	£130			£13,139,940	£620,394	£1,336,340	
156	£840,725	£18			£1,686,859	£35				
157	£9,136,798	£76	£6,767,699	£57	£7,598,990	£64				
158	£1,458,689	£25	£2,311,131	£39	£2,151,423	£36				
159	£933,233	£26			£1,277,612	£35				
160	£6,628,466	£37	£6,523,000	£36	£9,548,498	£53				
161	£2,057,855	£25	£4,749,830	£57						

Family group profile - financial

Net cost of service for:

Authority Ref	Street Cleansing	Cost per household	Grounds maintenance	Cost per household	Refuse collection	Cost per household	Highways	Winter maintenance	Street lighting	Total Cost of Neighbourhood services
166	£1,279,851	£30	£3,411,390	£81					£1,304,220	
169	£4,145,603	£29	£6,186,695	£44	£9,872,248	£70	£21,371,106	£1,453,091	£1,878,188	£44,906,932
171	£13,195,145	£45	£24,474,000	£84	£8,711,032	£30	£37,839,313	£2,209,774	£8,921,969	£95,351,233
176	£972,066	£26			£1,944,618	£52				
177			£11,684,782	£102					£3,028,795	
178	£720,888	£19	£1,356,242	£36	£1,397,832	£37				
183	£1,131,922	£34	£3,949,919	£120	£2,599,512	£79	£3,849,003	£864,763	£1,400,188	£13,795,307
184	£1,366,530	£33	£2,047,736	£50	£3,615,054	£87	£6,080,402	£1,587,217	£1,110,907	£15,807,846
185	£1,019,771	£24	£1,509,386	£35	£2,446,031	£57				
189	£3,984,938	£32			£3,844,878	£31	£7,938,064	£267,523	£2,569,600	
192	£3,128,772	£57			£2,780,441	£51				
193	£2,971,770	£29	£3,393,670	£33	£4,220,549	£41				
195	£1,848,850	£17			£7,642,954	£70	£10,116,369	£561,129	£2,029,827	
196	£3,530,493	£31	£6,004,341	£52			£7,303,647	£624,504	£1,864,378	
200					£6,538,700	£62				
203	£2,190,826	£60			£4,296,900	£117				
204	£1,881,431	£15							£1,799,981	
207	£1,958,192	£30	£5,882,480	£91					£2,620,000	
211	£891,059	£39	£2,254,238	£100	£2,328,196	£103	£2,244,000	£433,000	£470,599	£8,621,092
216	£3,811,713	£54			£3,902,517	£55				
217	£2,222,523	£34	£3,908,142	£59	£4,599,850	£70	£6,229,737	£282,454	£1,427,189	£18,669,895
223	£2,205,047	£33	£5,863,297	£87	£5,459,462	£81	£7,793,507	£1,330,517	£1,583,523	£24,235,353
228	£6,636,588	£48	£13,542,391	£97	£7,322,735	£53				
230	£6,302,032	£45	£12,929,834	£92	£10,713,189	£76				
232	£3,846,336	£41	£5,203,472	£55	£5,189,959	£55	£10,126,318	£345,155	£1,880,905	£26,592,145
236	£735,427	£16	£1,932,509	£43	£1,280,376	£28				
237	£1,553,085	£38	£2,243,738	£55	£1,700,052	£42			£1,089,000	

Family group profile - financial

Net cost of service for:

Authority Ref	Street Cleansing	Cost per household	Grounds maintenance	Cost per household	Refuse collection	Cost per household	Highways	Winter maintenance	Street lighting	Total Cost of Neighbourhood services
245	£2,541,249	£62	£4,968,836	£122			£7,456,399	£821,418	£1,200,000	
257	£4,688,420	£38	£7,171,263	£58	£7,015,866	£57				
269										
270	£4,162,075	£38			£7,258,163	£66	£16,159,123	£476,482		
271	£2,128,218	£17	£5,733,262	£46					£1,805,557	
272	£774,032	£16	£474,129	£10	£860,938	£18				
276	£745,885	£31	£827,395	£34	£937,151	£39				
277	£584,001	£21	£2,634,142	£94	£848,169	£30	£1,691,889	£57,620		
290	£9,194,523	£96			£6,656,930	£69	£4,478,443	£182,987	£1,000,583	
298	£1,693,649	£37	£3,212,252	£70	£2,357,164	£51				
302	£533,068	£13								
304	£2,034,921	£26	£2,632,712	£33	£2,870,272	£36				
305	£7,143,929	£53			£6,647,542	£49	£13,267,519	£634,349	£3,404,407	
307								£360,000	£1,308,000	
324	£613,105	£21	£711,012	£24	£1,375,183	£47				
325	£824,194	£17	£1,187,201	£24	£2,459,862	£50				
346	£562,615	£21	£613,301	£23	£1,292,509	£49				
352	£1,194,199	£20			£446,370	£8				
358	£3,612,620	£47	£4,490,010	£58	£4,400,200	£57	£2,944,571	£194,110	£1,005,190	£16,646,701
365	£1,852,358	£30	£1,897,223	£31	£2,495,043	£41				
367	£857,631	£19	£1,954,457	£43	£2,077,765	£45				
382	£6,819,243	£82			£5,281,506	£64				
383	£3,841,431	£57			£3,452,454	£51				
384	£631,386	£17			£1,713,292	£46			£281,730	

Family group profile - full time equivalent front line employees

Authority Ref	Street cleansing	Refuse	Grounds mtce	Highways	Lighting
103	410	435			
111	134	140	209	109	6
113	49	56	56		
116	80	127	58		
119	79	83	111		
120	37		41		
126	28	62			
129	49	50	58	17	8
133	90	79			11
135	124	118	99	78	78
136	62	82	61		
139	33	59	32		6
140	25		32		
142	35	49	36		
143	51	57	36	53	
147	72	84	173		
148	24		44	62	9
150	80	92	198	56	6
151	123	203	260	95	19
154	29	0	33	46	12
155	52		100	124	124
156	30	43	29		
157	269	158	159		
158	48	28	64		
159	25	31			
160	442	205	116		
161	55		114		

Family group profile - full time equivalent front line employees

Authority Ref	Street cleansing	Refuse	Grounds mtce	Highways	Lighting
166	42	83	69		
169	132	169	103	64	18
171	473	425	690	269	30
176	28	49			
177	180	159	116		21
178	20	59	25		
183	42	86	50	52	6
184	130	77	43	77	15
185	22	45	38		
189	149	141		22	14
192	82	73			
193	83	116	95		
195	64	108		86	14
196	58		105		
200	95	163	97		
203	72	161			
204	50				17
207	68		137		4
211	24	56	52	30	3
216	108	83			
217	46	71	51	17	
223	64	66	102	88	12
228	251	172	317		
230	209	192	352		
232	142	130	209	36	12
236	22	49	38		
237	40	34	70		7

Family group profile - full time equivalent front line employees

Authority Ref	Street cleansing	Refuse	Grounds mtce	Highways	Lighting
245	65		111	34	4
257	175	134	191		
269	108	127	126		
270	151	139		50	
271	65		141		15
272	21	59	51		
276	24	21	19		
277	27	32	36	19	
290	274	111			
298	49	60	78		
302	15		28		
304	110	77	40		
305	268	247	0	69	6
307	81	76		3	
324	22	36	28		
325	28	61	6		
346	16	37	23		
352	35	78			
358	106	98	31		
365	33	61	25		
367	17	44	21		
382	210	149			
383	89	52			
384	22	41			

Family group profile - Street cleansing

Authority Ref	% of zone 1 roads/ areas	Number of litter bins	Number of dog bins	Service includes removal of fly-tipping	Service includes removal of vehicles	Service includes car parks	Service includes public conveniences	Service includes gully emptying
103	11.00%	5,171		Yes	Yes			
111	8.00%	220	214			Yes	Yes	
113	4.30%	1,300	182	Yes	Yes	Yes		Yes
116	5.00%	2,210		Yes	Yes			Yes
119	11.00%	1,059	7	Yes	Yes	Yes		
120	14.00%	1,001	469	Yes	Yes	Yes	Yes	Yes
126	4.77%	450			Yes	Yes		
129	30.34%	983		Yes	Yes		Yes	
133	25.00%	1,500		Yes		Yes		
135	8.00%	658	25	Yes		Yes	Yes	
136	10.00%	1,180		Yes	Yes			Yes
139		402	17	Yes	Yes	Yes		
140	3.70%	461	98	Yes	Yes		Yes	
142	5.00%	560	280	Yes	Yes	Yes		Yes
143		724	295	Yes	Yes	Yes	Yes	
147	0.00%	1,144	14	Yes	Yes	Yes	Yes	Yes
148	1.03%	944	340			Yes		
150	100.00%	716	247	Yes	Yes			Yes
151	4.14%	1,755	725	Yes	Yes		Yes	
154	6.00%	573	170	Yes	Yes	Yes	Yes	Yes
155	5.00%	1,075	407	Yes	Yes	Yes	Yes	Yes
156	1.25%	700	6	Yes	Yes	Yes	Yes	
157	10.00%	1,764			Yes			
158	8.00%	1,019	34	Yes	Yes			Yes
159		765		Yes		Yes	Yes	Yes
160	0.00%	2,777		Yes	Yes		Yes	Yes
161	5.30%	1,028		Yes	Yes	Yes	Yes	Yes
166	3.00%	930	127			Yes	Yes	

Family group profile - Street cleansing

Authority Ref	% of zone 1 roads/ areas	Number of litter bins	Number of dog bins	Service includes removal of fly-tipping	Service includes removal of vehicles	Service includes car parks	Service includes public conveniences	Service includes gully emptying
169		2,206	40	Yes	Yes	Yes		Yes
171	12.00%	10,370		Yes			Yes	
176		900		Yes	Yes	Yes		Yes
177	5.45%	3,500	175	Yes	Yes		Yes	Yes
178		221				Yes	Yes	
183	2.00%	255	200	Yes	Yes		Yes	
184	1.68%	985	149	Yes	Yes		Yes	
185		654	191	Yes	Yes	Yes	Yes	Yes
189	0.50%	1,150	97	Yes	Yes		Yes	Yes
192	4.40%	663		Yes	Yes		Yes	Yes
193	26.70%	617	375	Yes	Yes	Yes	Yes	Yes
195	3.88%	1,566	379	Yes	Yes			
196	10.00%	1,500	300			Yes	Yes	Yes
200	8.40%	1,002		Yes	Yes		Yes	Yes
203	0.49%	1,525	350	Yes	Yes	Yes	Yes	
204		1,167		Yes	Yes	Yes	Yes	
207	10.00%	76	56	Yes	Yes		Yes	Yes
211	2.34%	252	245	Yes		Yes		
216		1,120		Yes	Yes			Yes
217	3.00%	703	128	Yes	Yes	Yes		Yes
223	17.49%	1,199	225	Yes	Yes			
228	3.50%	3,400		Yes	Yes	Yes	Yes	Yes
230		1,262	800	Yes	Yes			
232	2.94%	950	450	Yes	Yes	Yes	Yes	
236	1.17%	706	246	Yes	Yes	Yes	Yes	Yes
237	5.79%	580	185	Yes	Yes	Yes	Yes	
245	16.00%	638	47	Yes			Yes	Yes
257	4.53%	3,559	463	Yes	Yes	Yes	Yes	Yes

Family group profile - Street cleansing

Authority Ref	% of zone 1 roads/ areas	Number of litter bins	Number of dog bins	Service includes removal of fly-tipping	Service includes removal of vehicles	Service includes car parks	Service includes public conveniences	Service includes gully emptying
269	18.00%	1,290	331	Yes	Yes	Yes	Yes	
270	2.00%	60	230	Yes	Yes			
271	8.10%	1,178	279	Yes	Yes	Yes	Yes	
272	1.16%	390	260	Yes	Yes	Yes	Yes	
276	1.48%	540	44	Yes	Yes			Yes
277	10.65%	639		Yes		Yes	Yes	Yes
290	10.00%			Yes	Yes		Yes	Yes
298	3.00%	595	257	Yes	Yes	Yes		Yes
302	10.00%	1,040	180			Yes		Yes
304	1.16%	633	141	Yes	Yes		Yes	Yes
305	10.00%	2,300		Yes	Yes		Yes	
307	16.00%	500	60	Yes		Yes		
324	30.00%	720	180	Yes	Yes		Yes	Yes
325	0.00%	497	302	Yes	Yes	Yes	Yes	
346	0.26%	530	55	Yes	Yes	Yes		
352	16.00%	387	487	Yes	Yes		Yes	
358	35.00%	869	420	Yes	Yes	Yes		Yes
365	1.53%	805	350	Yes	Yes	Yes	Yes	
367	1.60%	406	332	Yes	Yes			
382	17.00%	12,000		Yes	Yes			Yes
383	7.00%			Yes	Yes	Yes		
384		1,123	270	Yes	Yes			

Family group profile - Parks page 1

Authority Ref	Calculated total area of authority maintained land	Full time equivalent front line employees	Maintained land per full time equivalent front line employee	Average number of grass cuts (parks)	Average number of grass cuts (other areas)	Number of Green Flag awards
111	939.00	209	4.50	20	20	0
113	748.02	56	13.36	16	16	4
116	947.00	58	16.33	32	16	0
119	672.77	111	6.04	26	15	0
120	425.00	41	10.37	27	13	0
129	359.00	58	6.24	15	15	1
135	653.00	99	6.60	20	14	0
136	604.08	61	9.87	22	14	2
139	270.47	32	8.45	20	20	0
140	146.02	32	4.50	30	15	0
142	454.47	36	12.62	28	17	1
143	464.85	36	12.91	16	15	0
147	1,364.22	173	7.89	25	25	1
148	580.55	44	13.26	16	13	0
150	0.00	198	0.00	32	15	0
151	2,065.20	260	7.94	24	16	0
154	207.32	33	6.28	25	25	1
155	1,437.87	100	14.38	13.2	13.2	0
156	433.00	29	14.93	18	14	0
157	952.00	159	5.99	31	31	0
158	618.93	64	9.75	13	13	2
160	1,008.00	116	8.69	15	13	1
161	403.03	114	3.53	14	14	1
166	447.03	69	6.48	15	15	0

Family group profile - Parks page 1

Authority Ref	Calculated total area of authority maintained land	Full time equivalent front line employees	Maintained land per full time equivalent front line employee	Average number of grass cuts (parks)	Average number of grass cuts (other areas)	Number of Green Flag awards
169	1,089.59	103	10.58	14	14	1
171	3,424.00	690	4.96	20	20	0
177	1,183.52	116	10.20	16	16	0
178	165.77	25	6.63	16	10	0
183	354.94	50	7.10	22	18	0
184	411.76	43	9.69	17	17	0
185	435.19	38	11.48	12	12	0
193	1,361.78	95	14.33	13	13	1
196	1,114.78	105	10.62	13	13	1
200	635.38	97	6.58	16	12	2
207	1,136.45	137	8.30	16	16	0
211	273.11	52	5.21	20	17	0
217	342.80	51	6.79	26	26	0
223	1,079.56	102	10.58	16	16	0
228	2,197.62	317	6.93	22	22	0
230	2,230.70	352	6.34	18	18	0
232	862.94	209	4.13	14	14	3
236	287.01	38	7.48	18	18	0
237	633.70	70	9.05	16	16	0
245	522.08	111	4.70	32	16	0
257	1,978.14	191	10.36	30	16	2
269	867.00	126	6.88	25	15	0
271	834.16	141	5.92	14	14	0
272	205.18	51	4.02			0

Family group profile - Parks page 1

Authority Ref	Calculated total area of authority maintained land	Full time equivalent front line employees	Maintained land per full time equivalent front line employee	Average number of grass cuts (parks)	Average number of grass cuts (other areas)	Number of Green Flag awards
276	144.60	19	7.82	16	16	0
277	567.83	36	15.77	14	14	0
298	663.00	78	8.53	15	15	0
302	217.50	28	7.73	12	12	0
304	0.00	40	0.00	16	16	5
305	1,165.95			24	24	3
324	1,109.50	28	39.63	18	18	0
325	330.83	6	55.14	15	14	0
346	134.91	23	5.87	30	20	1
358	0.00	31	0.00	13	8	0
365	361.26	25	14.45	12	12	0
367	0.00	21	0.00	16	16	0

Family group profile - Parks page 2

<u>Horticultural services includes responsibility for :</u>

Authority Ref	Cemeteries	Beaches	Ranger service	Country parks	Woodland	City farms	Golf courses	Burials	Schools	Highways	Arboriculture	Tenants gardens	Landscape design
111	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
113	Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes		
116	Yes		Yes		Yes	Yes	Yes	Yes	Yes		Yes		
119	Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes		Yes
120	Yes			Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes
129	Yes		Yes				Yes	Yes			Yes		Yes
135	Yes		Yes		Yes		Yes	Yes	Yes		Yes	Yes	Yes
136	Yes							Yes		Yes	Yes		
139	Yes							Yes	Yes		Yes		Yes
140	Yes				Yes			Yes			Yes		Yes
142	Yes			Yes	Yes			Yes		Yes	Yes		Yes
143	Yes							Yes	Yes	Yes	Yes		Yes
147	Yes		Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes		Yes
148	Yes							Yes	Yes	Yes		Yes	
150									Yes				
151	Yes		Yes	Yes		Yes	Yes	Yes	Yes		Yes	Yes	Yes
154	Yes			Yes			Yes	Yes		Yes	Yes		
155	Yes			Yes			Yes	Yes	Yes	Yes	Yes	Yes	
156	Yes						Yes	Yes			Yes	Yes	
157	Yes		Yes	Yes	Yes		Yes	Yes			Yes		Yes
158	Yes			Yes	Yes			Yes	Yes	Yes	Yes		Yes
160	Yes		Yes		Yes			Yes	Yes		Yes		Yes
161	Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes		Yes
166	Yes				Yes			Yes	Yes	Yes	Yes	Yes	Yes

Family group profile - Parks page 2

<u>**Horticultural services includes responsibility for :**</u>

Authority Ref	Cemeteries	Beaches	Ranger service	Country parks	Woodland	City farms	Golf courses	Burials	Schools	Highways	Arboriculture	Tenants gardens	Landscape design
169	Yes				Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes
171	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
177	Yes		Yes				Yes	Yes	Yes	Yes	Yes	Yes	Yes
178	Yes				Yes			Yes	Yes	Yes	Yes	Yes	Yes
183	Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes
184	Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes
185	Yes				Yes			Yes		Yes	Yes	Yes	Yes
193		Yes	Yes		Yes				Yes	Yes	Yes	Yes	Yes
196	Yes		Yes				Yes		Yes	Yes	Yes		Yes
200	Yes	Yes			Yes			Yes	Yes	Yes			Yes
207	Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes
211	Yes			Yes	Yes			Yes	Yes	Yes	Yes	Yes	Yes
217	Yes	Yes		Yes	Yes			Yes	Yes	Yes	Yes	Yes	
223	Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes		Yes
228	Yes		Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes
230	Yes	Yes		Yes	Yes		Yes	Yes	Yes	Yes	Yes		Yes
232	Yes	Yes			Yes	Yes	Yes	Yes	Yes	Yes	Yes		Yes
236	Yes							Yes		Yes	Yes	Yes	Yes
237	Yes				Yes			Yes	Yes	Yes	Yes	Yes	Yes
245	Yes			Yes			Yes	Yes	Yes	Yes	Yes	Yes	
257	Yes	Yes		Yes				Yes	Yes	Yes	Yes		Yes
269				Yes	Yes				Yes	Yes	Yes	Yes	
271	Yes		Yes	Yes	Yes				Yes	Yes	Yes	Yes	Yes
272	Yes							Yes		Yes	Yes	Yes	Yes

Family group profile - Parks page 2

Horticultural services includes responsibility for :

Authority Ref	Cemeteries	Beaches	Ranger service	Country parks	Woodland	City farms	Golf courses	Burials	Schools	Highways	Arboriculture	Tenants gardens	Landscape design
276	Yes							Yes		Yes	Yes	Yes	Yes
277	Yes	Yes	Yes	Yes				Yes	Yes	Yes	Yes		Yes
298									Yes	Yes			
302	Yes		Yes	Yes	Yes		Yes	Yes		Yes	Yes		Yes
304									Yes				
305	Yes		Yes	Yes	Yes			Yes			Yes	Yes	Yes
324	Yes							Yes		Yes	Yes		Yes
325	Yes			Yes			Yes	Yes		Yes			
346	Yes		Yes		Yes		Yes	Yes			Yes		Yes
358	Yes		Yes			Yes		Yes			Yes		Yes
365	Yes		Yes		Yes		Yes				Yes		Yes
367													

Family group profile - Highways maintenance and street lighting

Authority Ref	Km of all roads maintained	No of street lamps	No of modern, 'white light source' street lamps	No of columns
111	808.30	31,576	126	29,995
129	411.10	15,373	13	14,723
133	2,375.00	24,735	58	24,265
135	0.00	34,397	0	34,303
139		11,272	580	11,056
143	1,042.74			
148	1,100.76	15,766	61	15,766
150	807.70	17,963	65	17,635
151	892.30	30,621	7206	28,166
154	427.00	12,567	0	12,547
155	1,173.37	31,429	5213	31,287
166		15,923	34	17,575
169	3,426.30	36,665	786	40,261
171	1,736.10	69,121	2933	66,479
177		36,100	4790	35,032
183	635.30	14,840	869	14,840
184	1,523.00	16,445	403	16,245
189	767.47	34,145	593	33,066
195	1,103.90	35,330	394	35,183
196	804.20	29,935	346	28,771
204		32,525	941	32,278
207		42,489	50	41,874
211	271.29	8,119	30	7,977
217	597.00	19,157	1982	18,651
223	903.00	22,198	2048	20,253
232	1,063.40	26,941	31	26,166
237		13,115	468	13,115

Family group profile - Highways maintenance and street lighting

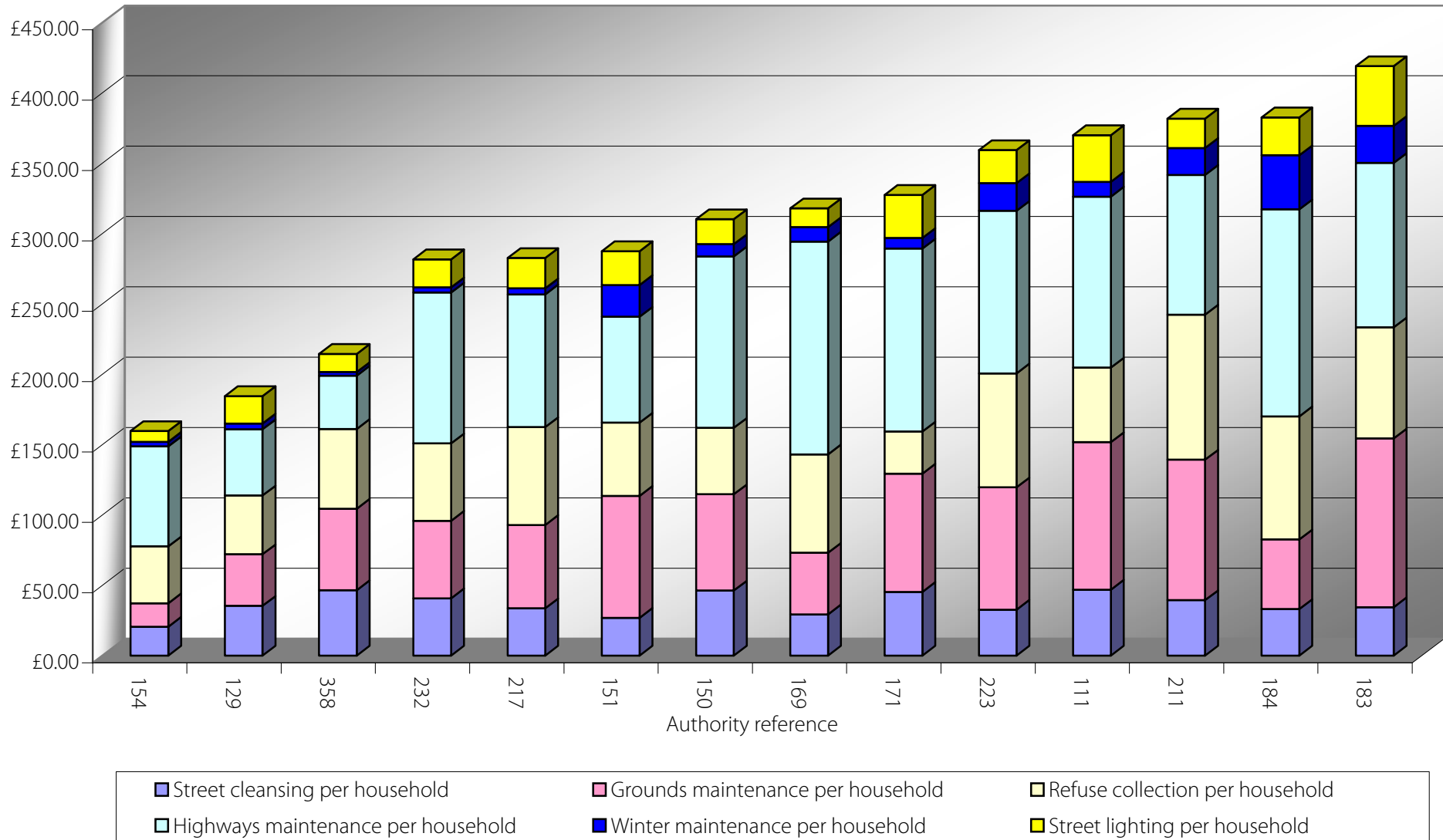| Authority Ref	Km of all roads maintained	No of street lamps	No of modern, 'white light source' street lamps	No of columns
245	337.43	14,920	1004	15,125
270	581.00			
271		31,184	148	31,184
277	301.00			
290	400.60	19,681	200	19,250
305	1,070.87	39,218	166	35,988
307	0.00	21,937	547	21,937
358	351.93	6,107	516	16,562
384		3,744	1068	3,744

Family group profile - Refuse collection

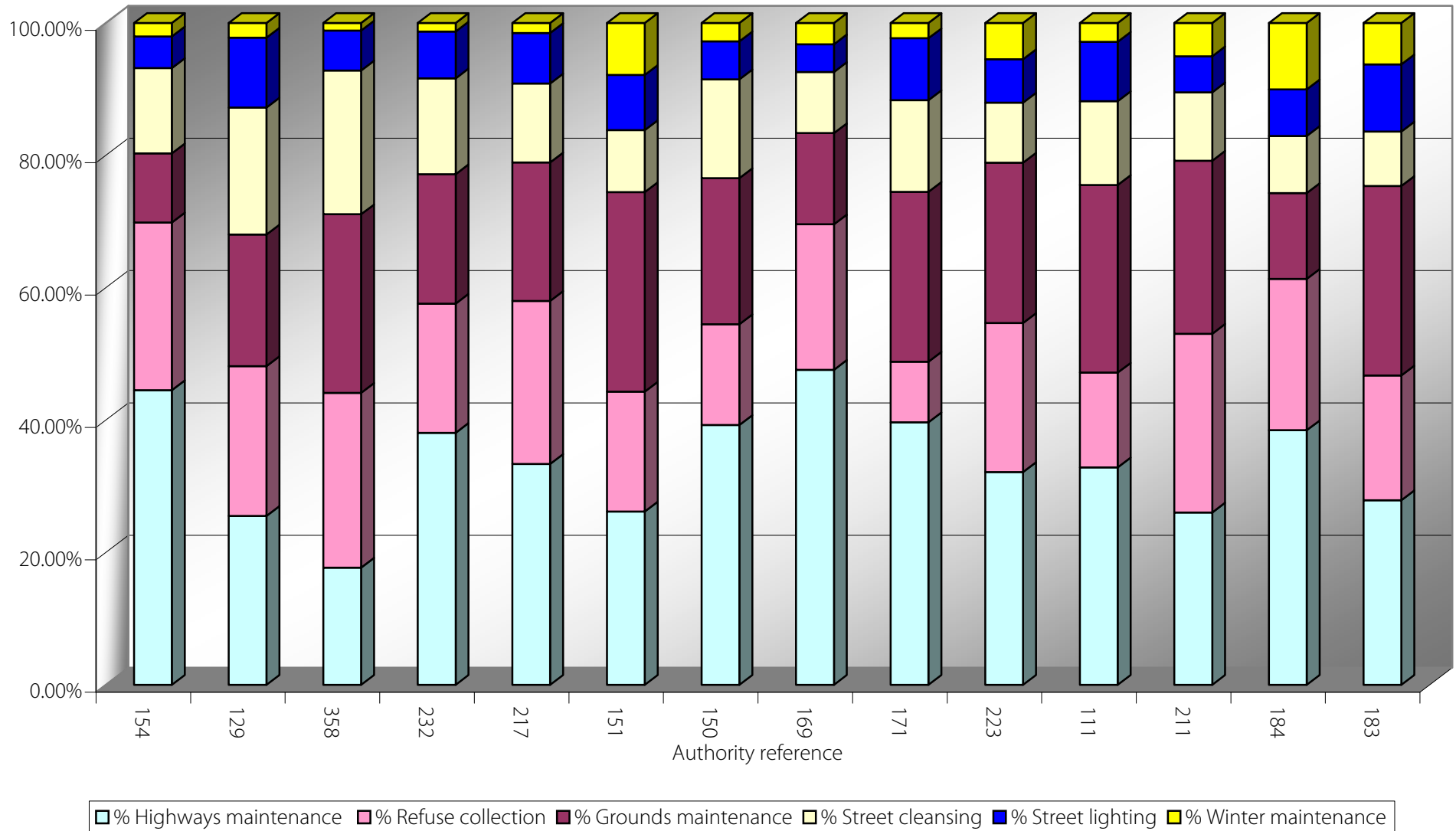| Authority Ref	Domestic collections per household per annum	Service includes domestic and trade waste rounds	Bulky household items collected free of charge	No of 'bulky household item' collections	No of 'bulky household item' collections per household
103	53	Yes	Yes	153,111	0.37
111	52	Yes		20,805	0.27
113	52	Yes	Yes	34,366	0.45
116	52	Yes		3,373	0.03
119	51			2,935	0.03
126	52	Yes		3,126	0.08
129	26	Yes		5,820	0.13
133	55	Yes	Yes	22,141	0.25
135	47	Yes		8,907	0.08
136	26	Yes		16,120	0.28
139	58	Yes		5,449	0.13
142	60	Yes		3,594	0.10
143	26	Yes		15,000	0.24
147	53	Yes		98,370	1.09
150	52	Yes		22,797	0.37
151	42	Yes		22,747	0.21
154	0	Yes		1,936	0.04
156	27	Yes		1,332	0.03
157	40	Yes		40,632	0.34
158	46	Yes	Yes	30,000	0.51
159	26			19,395	0.54
160	58	Yes		31,000	0.17
166	54	Yes		34,022	0.81
169	51	Yes		6,116	0.04
171	60	Yes		365,210	1.25
176	53	Yes		6,896	0.19
177	52	Yes	Yes	23,799	0.21
178	35	Yes			
183	54	Yes	Yes	26,000	0.79
184	49	Yes	Yes	16,916	0.41
185	45	Yes		5,807	0.14

Family group profile - Refuse collection

Authority Ref	Domestic collections per household per annum	Service includes domestic and trade waste rounds	Bulky household items collected free of charge	No of 'bulky household item' collections	No of 'bulky household item' collections per household
189	44	Yes		31,297	0.25
192	52	Yes	Yes	11,571	0.21
193	58	Yes	Yes	20,000	0.20
195	51	Yes		6,866	0.06
200	52	Yes		21,260	0.20
203	52	Yes		4,189	0.11
211	54	Yes		5,974	0.26
216	55	Yes		20,486	0.29
217	55	Yes			
223	56	Yes	Yes	59,032	0.88
228	36		Yes	178,229	1.28
230	54	Yes	Yes	126,310	0.90
232	57	Yes	Yes	24,928	0.26
236	0	Yes		2,453	0.05
237	50	Yes		8,500	0.21
257	53	Yes	Yes	81,609	0.66
269	52	Yes	Yes	54,769	0.85
270	55	Yes		14,482	0.13
272	54	Yes		7,627	0.16
276	52	Yes		3,782	0.16
277	30			16,895	0.60
290	53		Yes	29,666	0.31
298	52	Yes			
304	52	Yes	Yes	27,323	0.35
305	56	Yes		39,036	0.29
307	57	Yes	Yes	24,000	0.44
324	52		Yes	23,463	0.80
325	27	Yes		2,508	0.05
346	37	Yes		3,944	0.15
352	52	Yes		3,000	0.05
358	52	Yes		5,113	0.07

Family group profile - Refuse collection

Authority Ref	Domestic collections per household per annum	Service includes domestic and trade waste rounds	Bulky household items collected free of charge	No of 'bulky household item' collections	No of 'bulky household item' collections per household
365	52			5,819	0.10
367	41	Yes			
382	127	Yes	Yes	11,736	0.14
383	53	Yes		41,600	0.62
384	30	Yes		408	0.01

PI 01a Cost of all neighbourhood services per household for authorities who submitted to all relevant services

Legend:
- Street cleansing per household
- Grounds maintenance per household
- Refuse collection per household
- Highways maintenance per household
- Winter maintenance per household
- Street lighting per household

X-axis: Authority reference (154, 129, 358, 232, 217, 151, 150, 169, 171, 223, 111, 211, 184, 183)

Y-axis: £0.00 to £450.00

PI 01b Percentage cost of all neighbourhood services for authorities who submitted to all relevant services

Authority reference

□ % Highways maintenance □ % Refuse collection ■ % Grounds maintenance □ % Street cleansing ■ % Street lighting □ % Winter maintenance

PI 02a Cost of neighbourhood services per household authorities who submitted to:
Street cleansing, grounds maintenance and refuse collection
Regional group CE

Authority reference

■ Street cleansing per household ■ Grounds maintenance per household □ Refuse collection per household
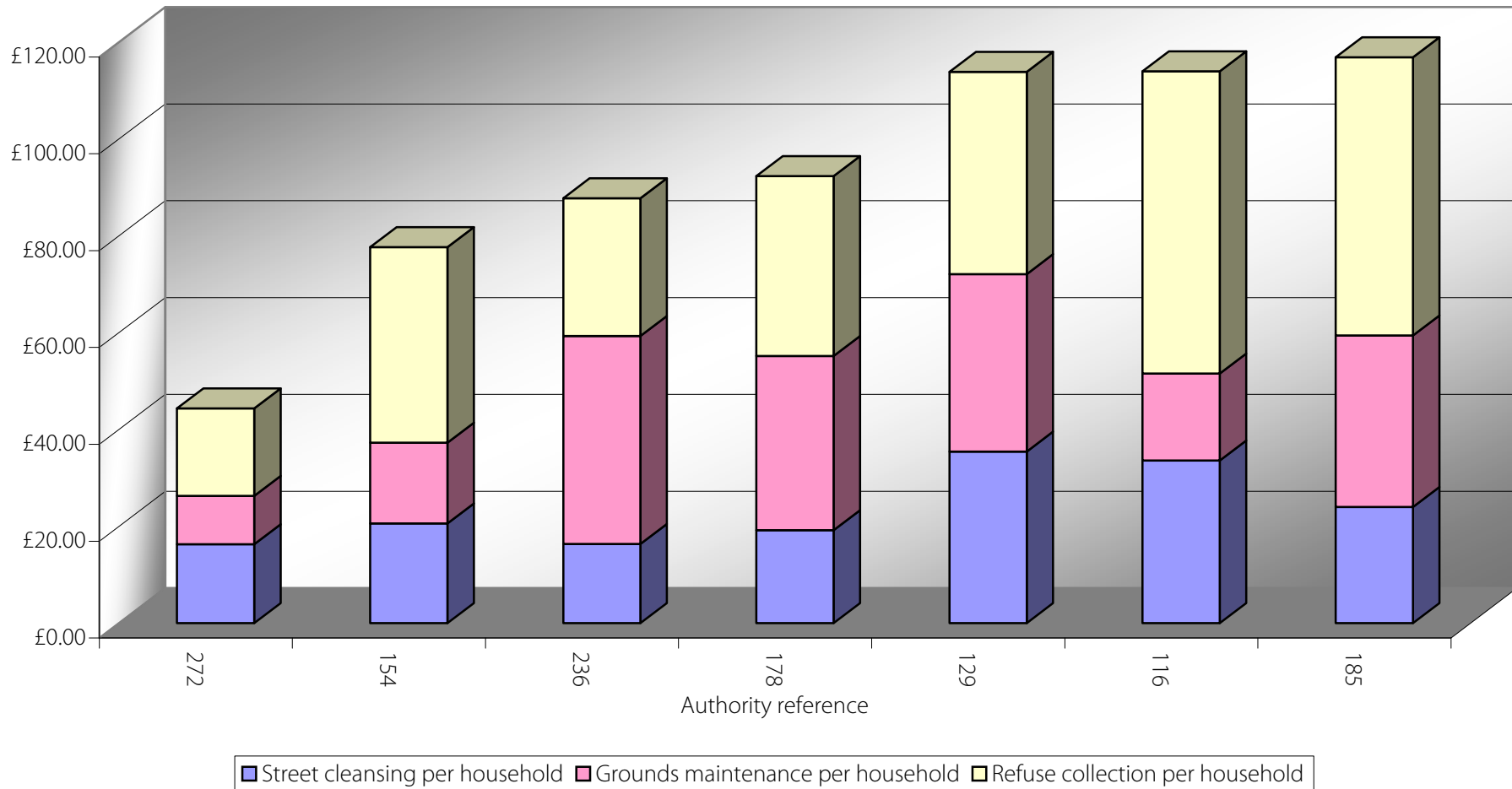
PI 02b Percentage cost of neighbourhood services for authorities who submitted to: Street cleansing, grounds maintenance and refuse collection
Regional group CE

Authority reference

■ % Street cleansing ■ % Grounds maintenance □ % Refuse collection
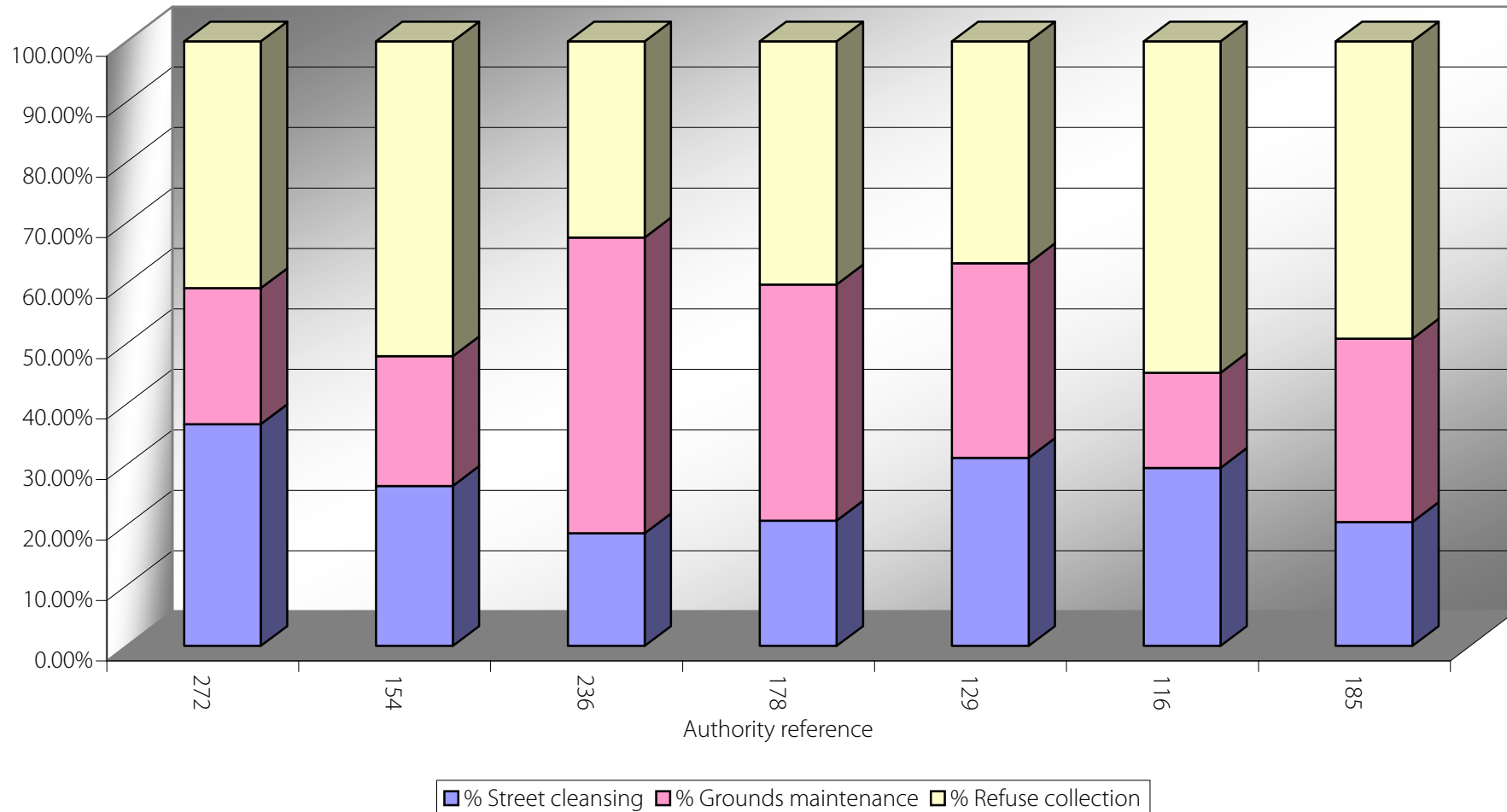
PI 04 Percentage of sites surveyed falling below grade b for cleanliness (England only) BV 199

Regional group   CE

	% of Sites below grade b
Average	11.94%
Lowest	0.22%
Highest	27.00%
Average for whole service	14.06%

Percentage below grade b
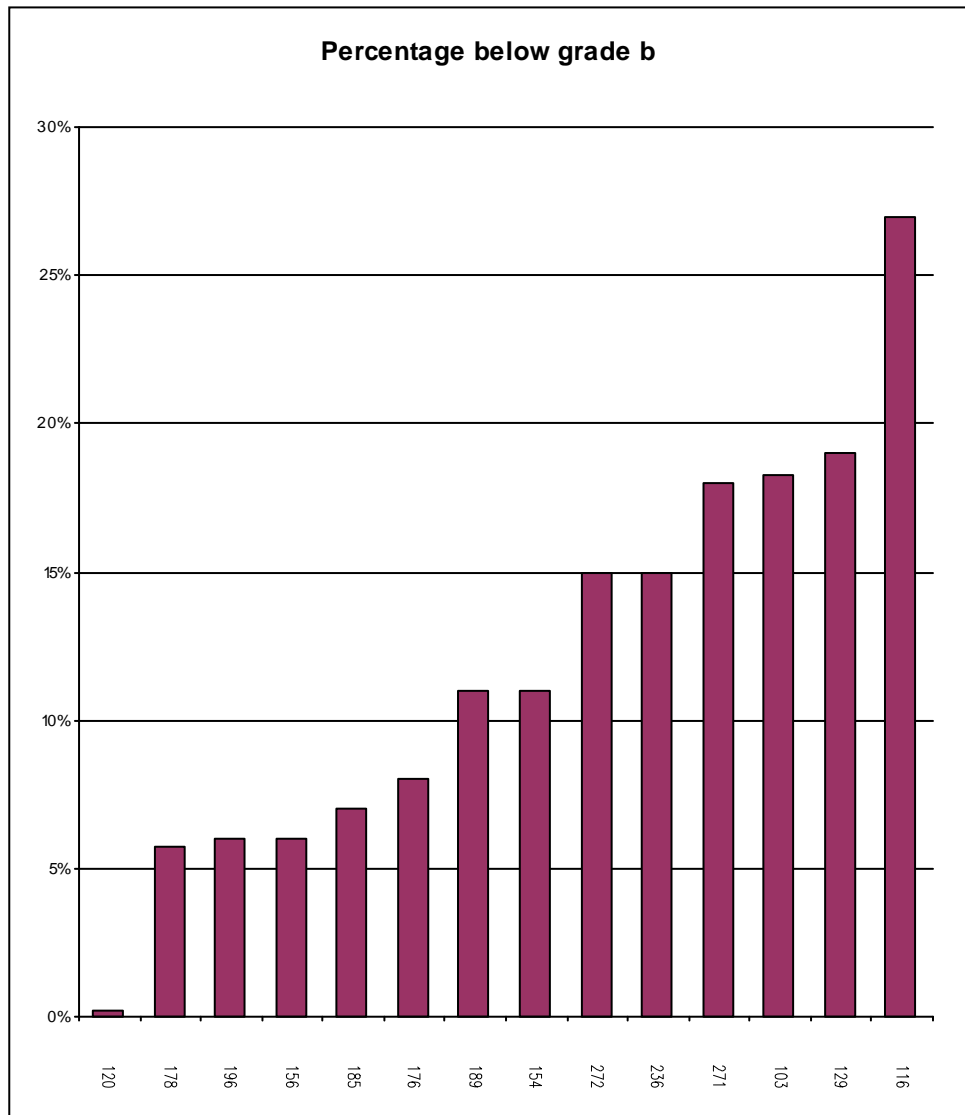
Source data

[SSBGB]

PI 05 - No of litter offence fixed penalty notices issued per 1,000 head of population (issuing authorities only)

Regional group   CE

	No of litter offence notices issued per 1,000 head
Average	1.14
Lowest	0
Highest	6
Average for whole service	0.85

Notices issued

Bar	Value
236	0
154	0.07
185	0.10
156	0.13
129	0.35
176	0.40
272	0.48
271	1.29
116	1.93
120	2.19
189	5.71
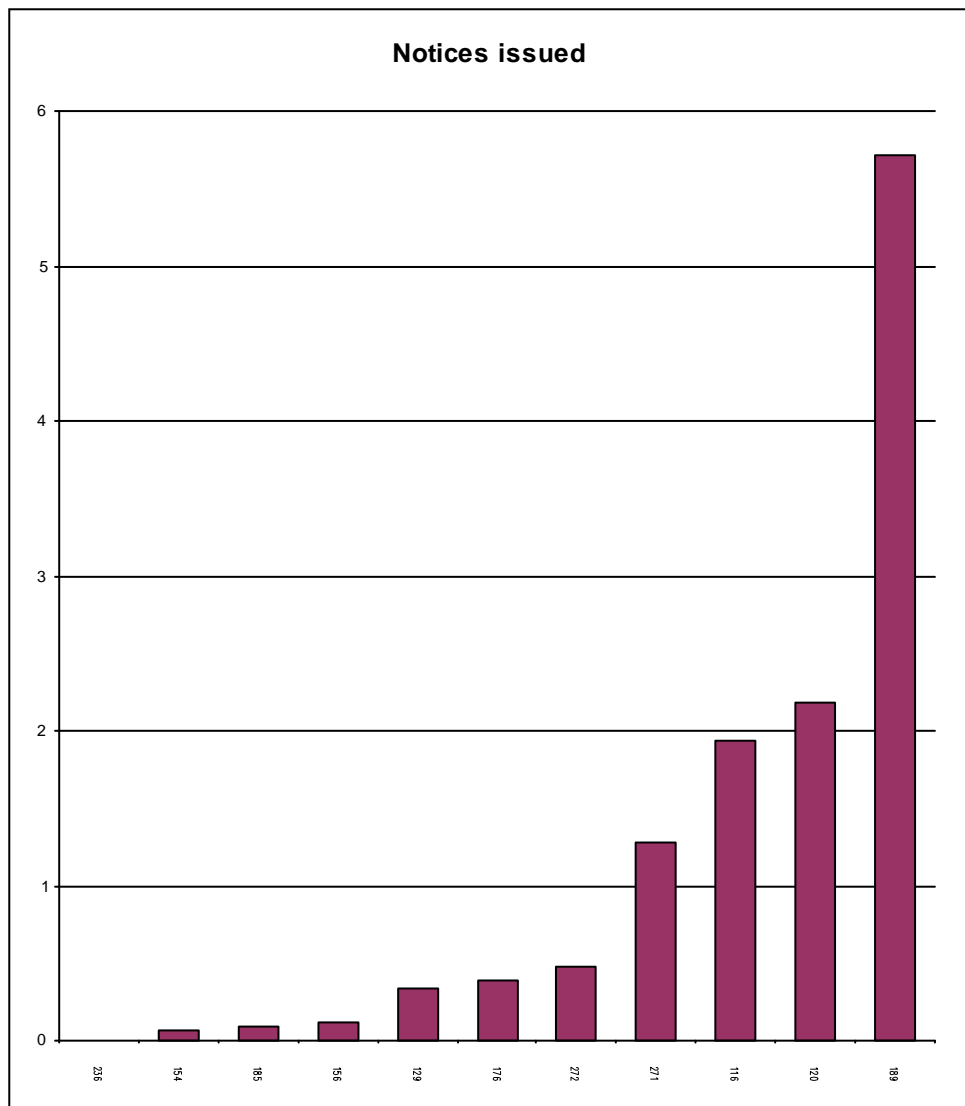
Source data

[LFPNI] / Population x1,000

51

PI 06 Number of incidents of fly-tipping per 1,000 households

Regional group   CE

	Incidents	Households	Incidents per 1000 households
Average			29.53
Lowest			8.94
Highest			111.15
Lowest in range	433	37,059	
Highest in range	25,782	409,367	
Average for whole service			44.85

Incidents per 1000 households
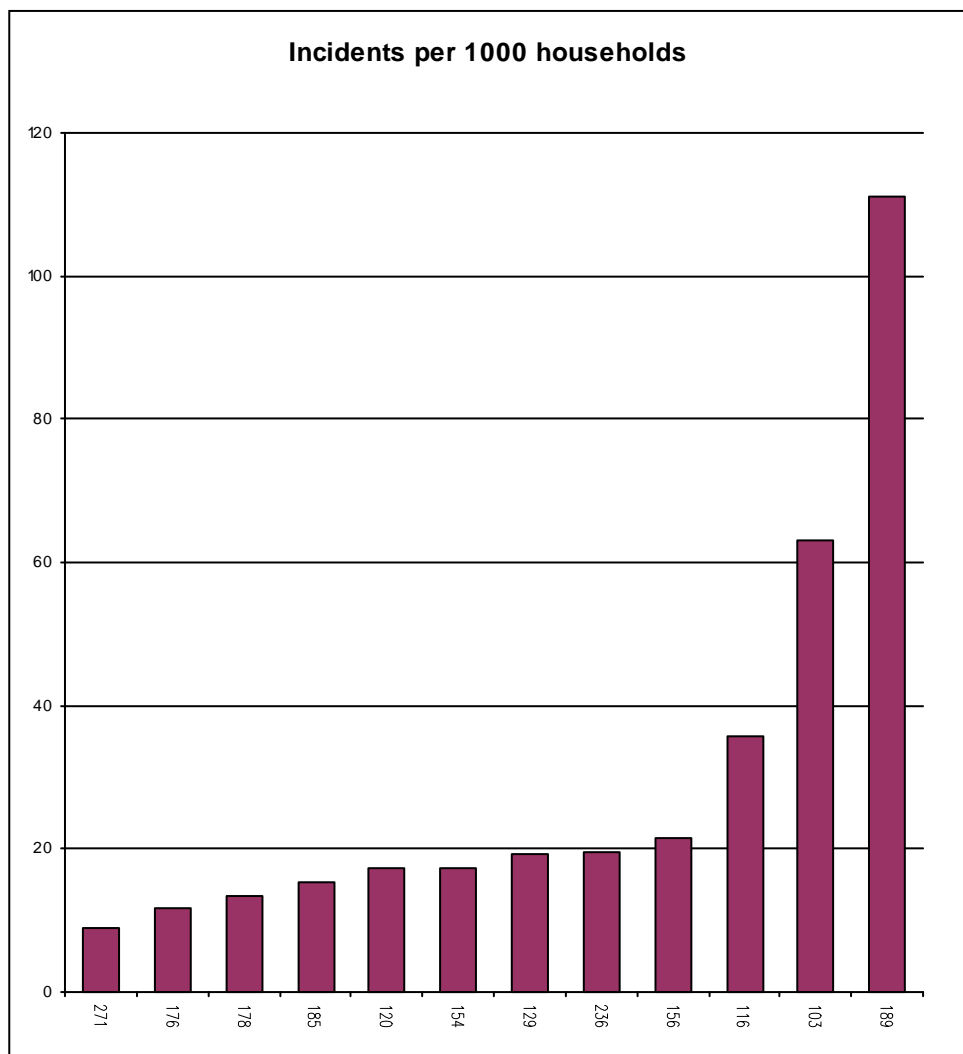
Source data

Reproduced courtsey of DEFRA Fly-Capture database

PI 08 Percentage of budget allocated to education and publicity initiatives

Regional group   All authorities

	% allocated
Average	1.70%
Lowest	0.00%
Highest	12.00%

Percentage of budget
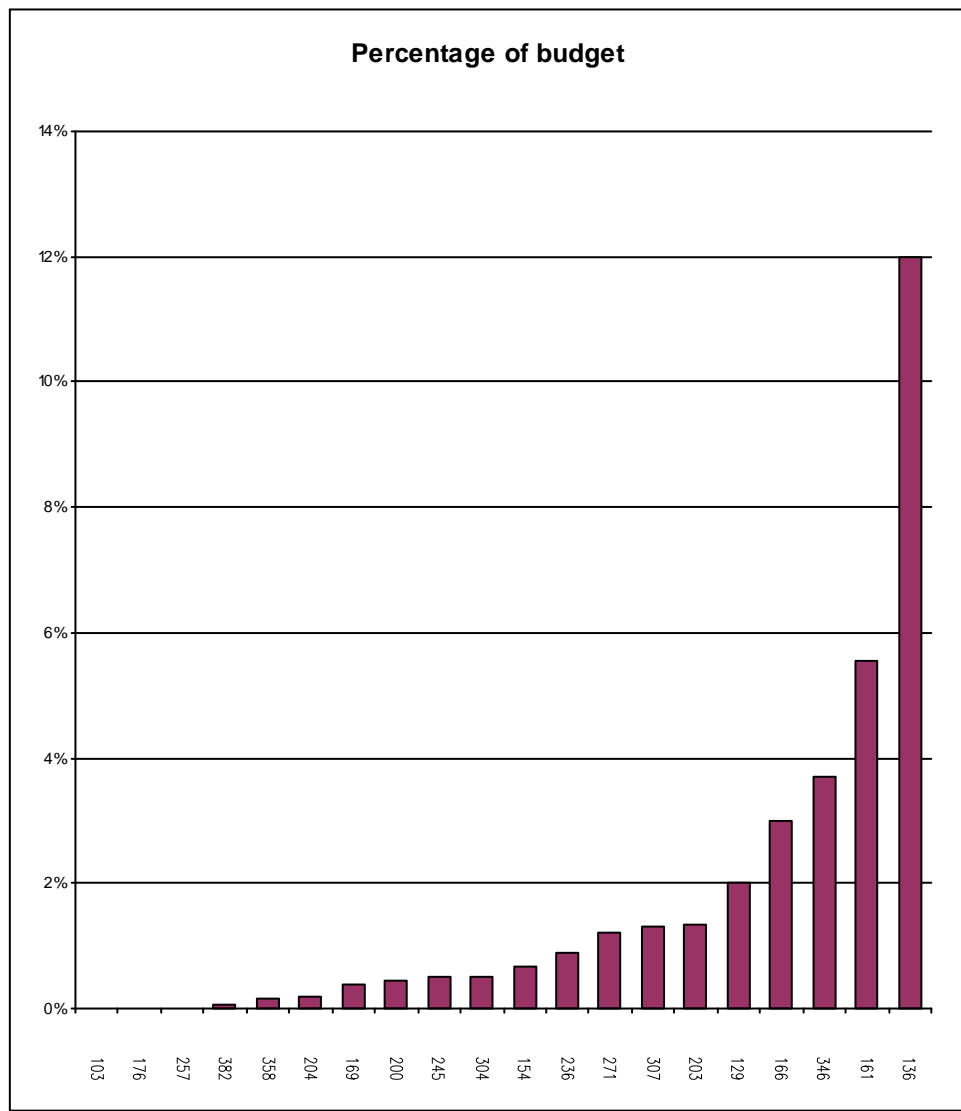
Source data

[EPPOF]

PI 09 Number of educational/ publicity campaigns organised or supported

Regional group   All authorities

	Organised/supported
Average	15
Lowest	1
Highest	103

Campaigns supported
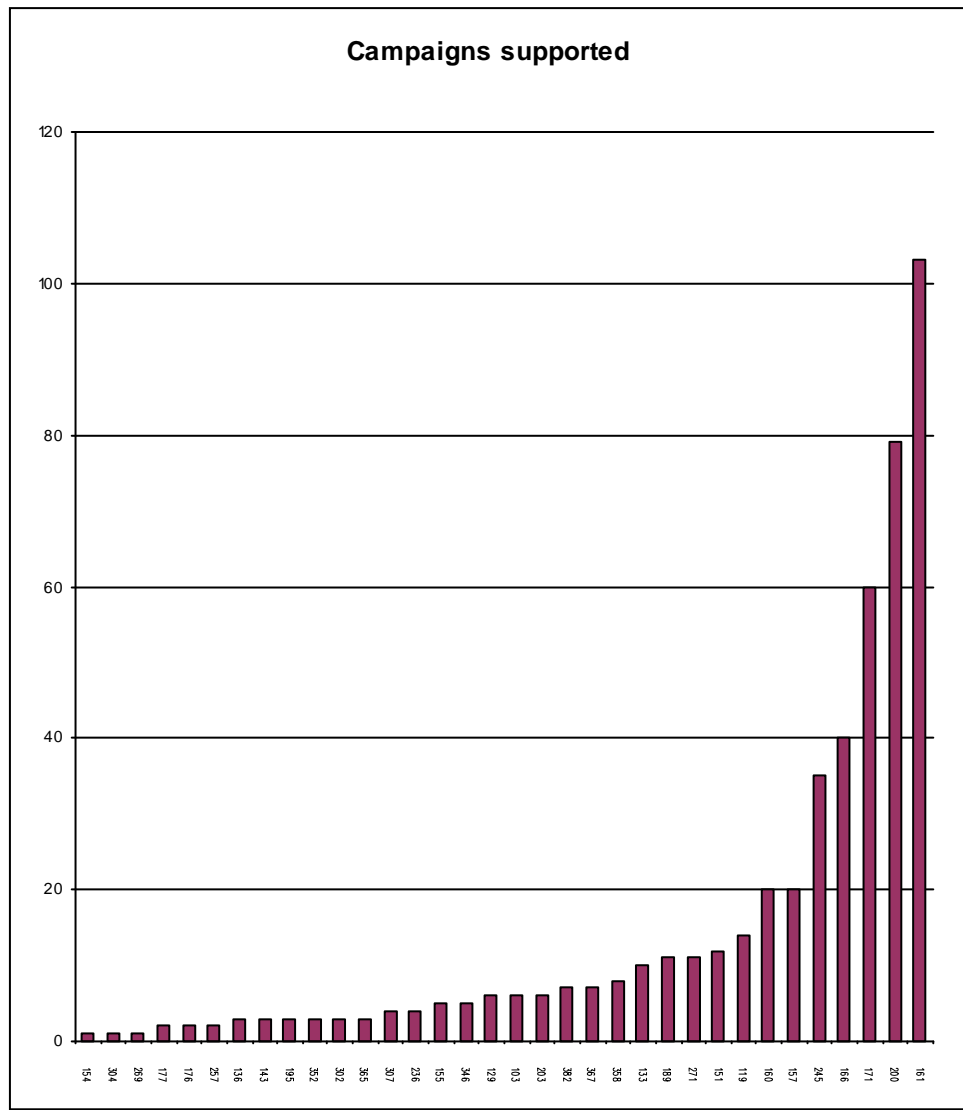
Source data

[EPCAM]

PI 10 and 11 Inspection and subsequent removal of abandoned vehicles

Regional group   CE

Authority ref	Nuisance vehicles reported and inspected	Nuisance vehicles reported and inspected per 1,000 households	Percentage of inspected abandoned vehicles subsequently removed
103	6,211	15.17	31%
116	1,527	15.72	23%
120	156	3.59	100%
129	324	7.14	38%
154	609	12.45	21%
156	356	7.45	33%
176	257	6.93	14%
185	142	3.34	27%
189	1,899	15.40	26%
236	575	12.78	25%
271	1,237	9.90	36%
272	649	13.65	23%

PI 12 Number of Green Flag Awards received for parks and green spaces per 100,000 households

Regional group   All authorities

|	**No. of Green Flag Awards**
Average	2.42
Lowest	0.55
Highest	6.33
Lowest in range	
Highest in range	

Number of Green Flag Awards
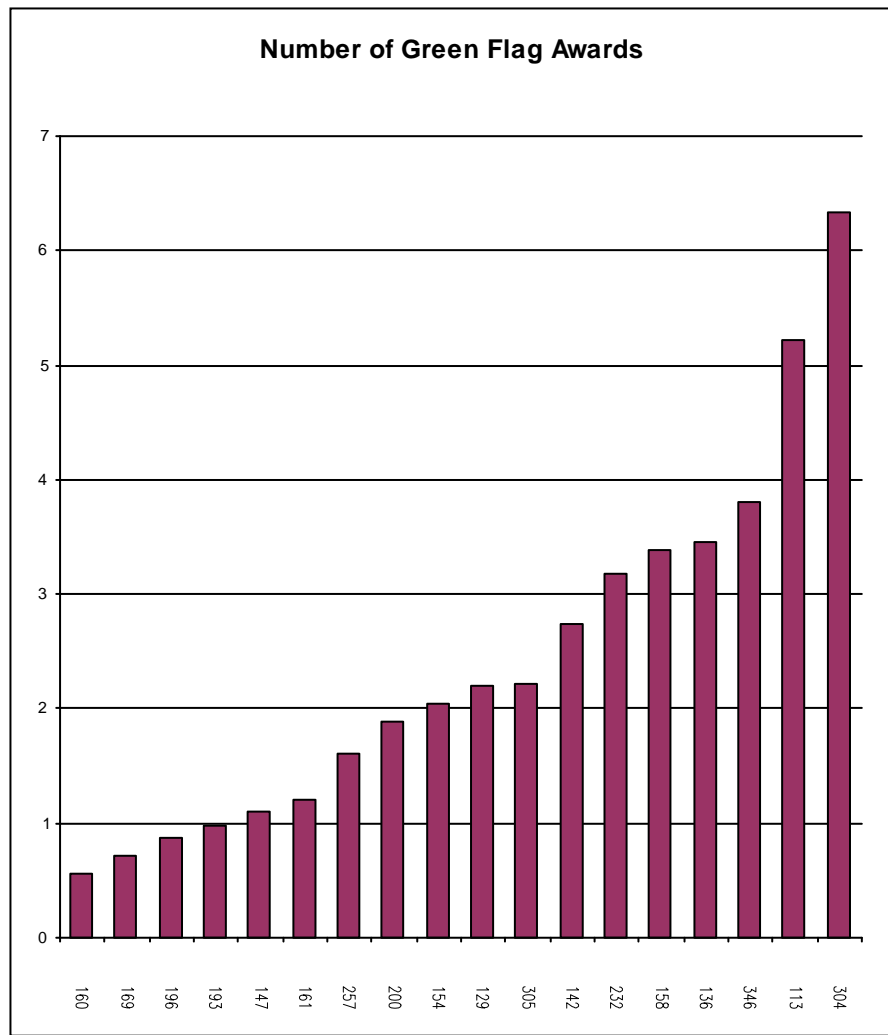
Source data

[NFLAG] / Number of Households x100,000

PI 13 Kg of residual waste sent to landfill per annum per household

Regional group   CE

	Population	**Tonnage of waste sent to landfill**	**Kg per household**
Average			670.79
Lowest			85.59
Highest			1,121.95
Lowest in range	86,000	28,832	
Highest in range	1,001,200	63,914	
Average for whole service			883.09

Kg per household
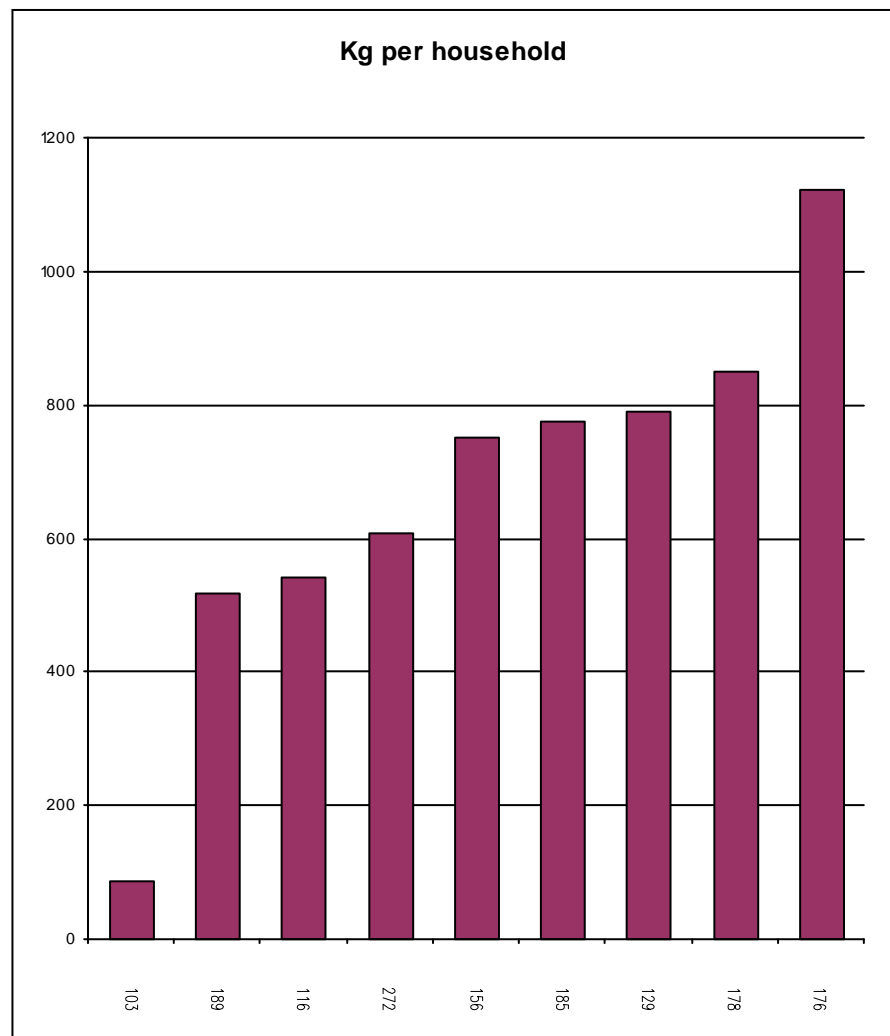
Source data

[WPREC] / [Number of households]

PI 14 Number of category one defects per Km of maintained road

Regional group   All authorities

	No of category one	Km maintained	Defects per Km
Average			2.07
Lowest			0.02
Highest			9.63
Lowest in range	45	301	
Highest in range	6,191	3,426	

Defects per Km
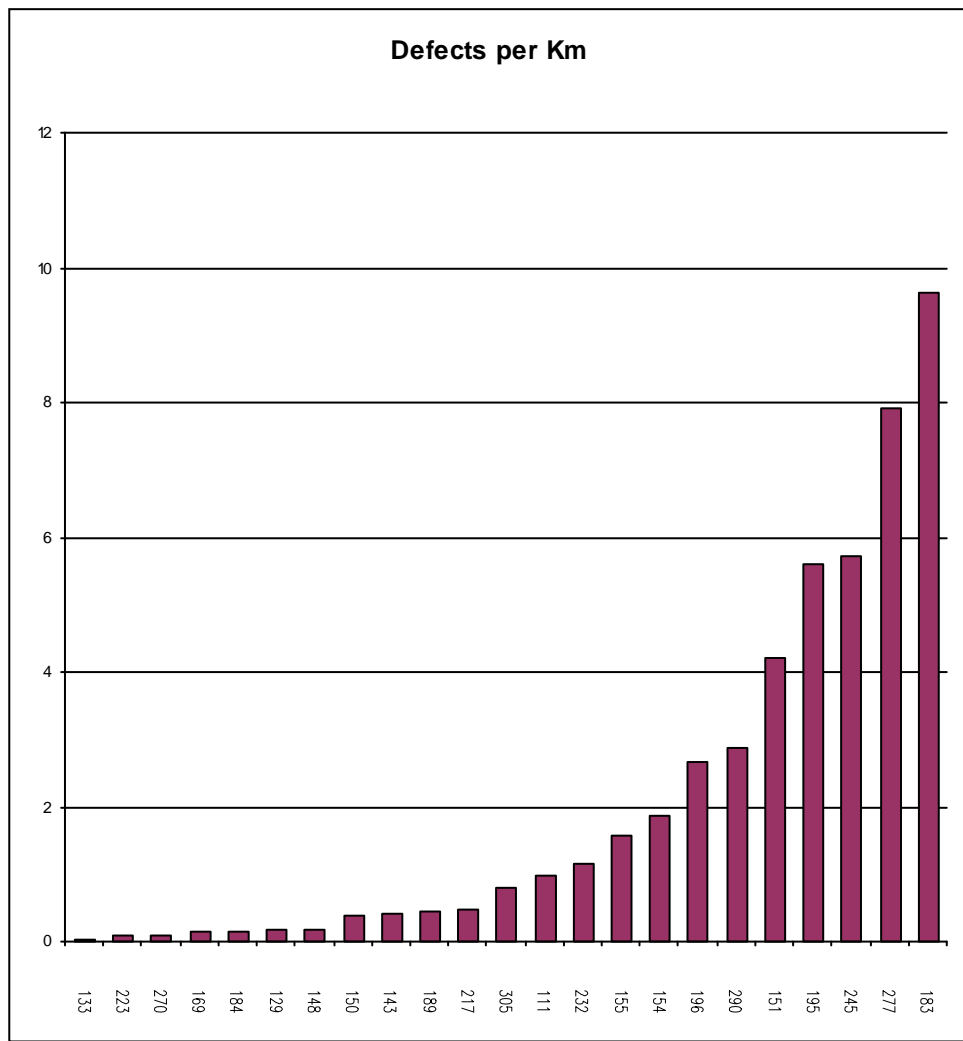
Source data

[CAT1D] / [TKPNM]

PI 15 Percentage of street lamps not working as planned

Regional group   **All authorities**

	Street Lights not working as planned
Average	1.57%
Lowest	0.51%
Highest	6.94%

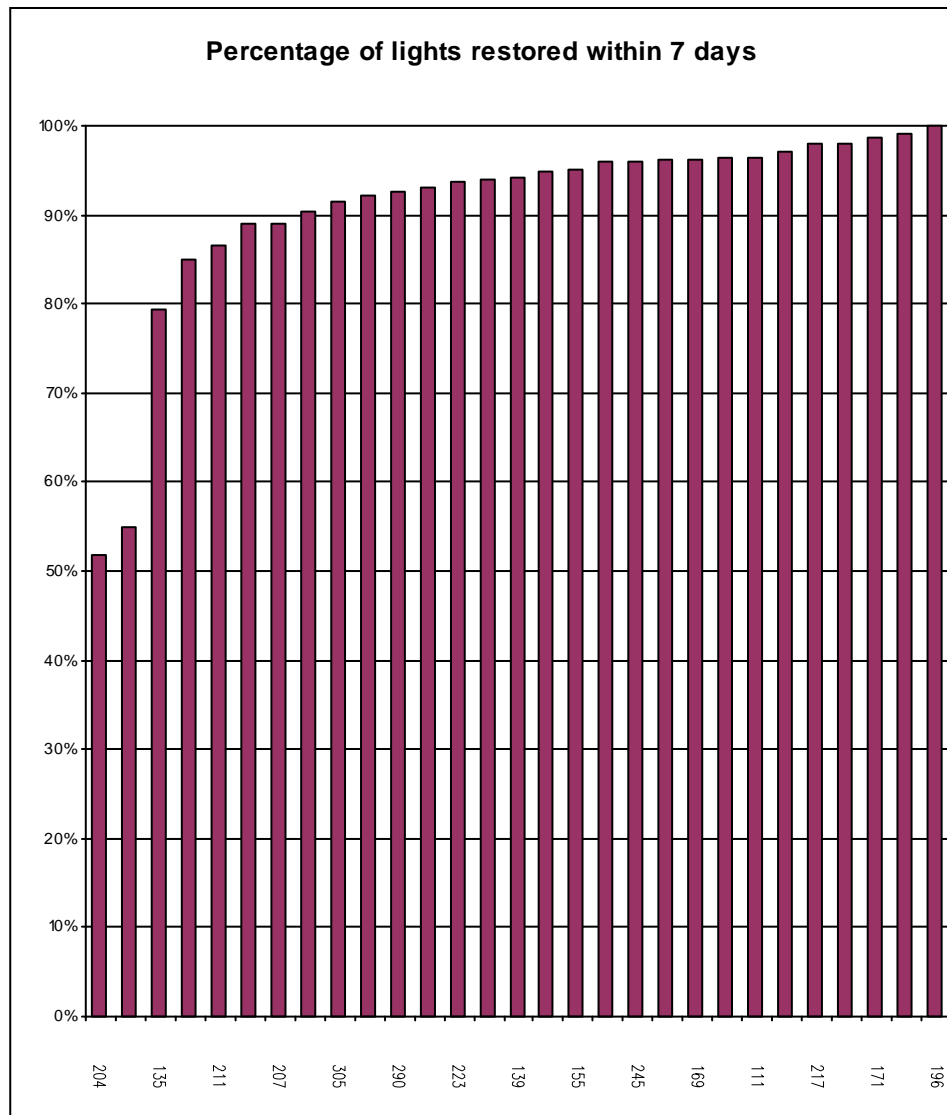**Street lights not working as planned**
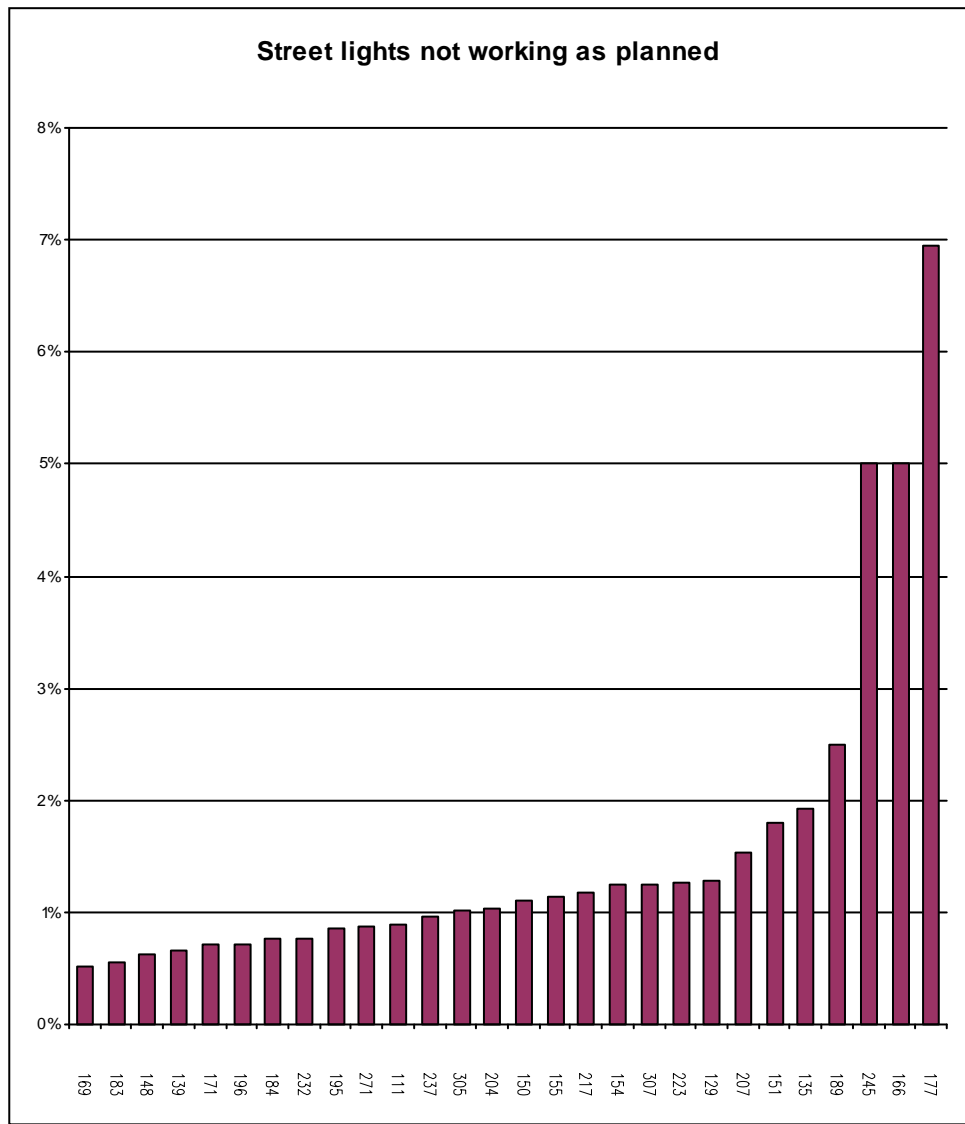
Source data

[SLNWP]

PI 16 Percentage of lamps restored to working condition within 7 days

Regional group   **All authorities**

	% Lights not working restored within 7 days
Average	90.87%
Lowest	51.73%
Highest	100.00%

Percentage of lights restored within 7 days

Source data

[SLNWR]