

KEY PERFORMANCE INDICATORS

The Council will maintain a record of performance against the following indicators.

Performance Indicator	Target	Assessed by	Checked	Type	Responsibility
Number of staff employed	100%	Number of staff confirmed at each monthly meeting	Monthly	Input	PH
Number of Rectification Notices	<3	Ideally zero but in practice it is likely that a few will be necessary	Monthly	Outcome	PH
Number of Default Notices	0		Monthly	Outcome	PH
Results of Joint Inspections	85%	average of each month's results	Monthly	Output	PH
Results of Contractor's Inspections	85%	average of each month's results	Monthly	Output	PH
m2 of grass cut per day per person	11,000	equals all grass cut on a minimum three weekly cycle	3 weekly	Output	PH
No of reports of full or overflowing bins reported	<5 per month	average of each month's daily records	Monthly	Output	PH
Reports/Schedules presented as required by the Specifications	100%	Number of the required reports delivered on time per quarter	3 Monthly	Output	PH
Percentage of Parish staff attending training sessions on Customer Care per annum	100%	training forms completed at the end of the session	Annually	Process	PH
Percentage of Parish staff attending training days on Plant Identification per annum	100%	training forms completed at the end of the session	Annually	Process	PH
Number of sites inspected per month by Supervisor	5%	Forms received out of the total number of sites	Monthly	Process	PH
Number of occasions per month that litter is reported to have been shredded by mowers	0?	Effectively monitored through rectification and default system	Monthly	Process	PH
Number of occasions per month that grass is reported left on a hard surface	0?	Effectively monitored through rectification and default system	Monthly	Process	PH
Twice Weekly play area inspection undertaken during school holidays April to Oct inclusive	100%	% of completed inspection forms submitted per week	Monthly	Process	PH
Weekly play area inspection undertaken on all play areas November to March inclusive	100%	% of completed inspection forms submitted per week	Monthly	Process	PH