

ECS PDS Committee 16/03/23 Report No ES20270 Appendix 2

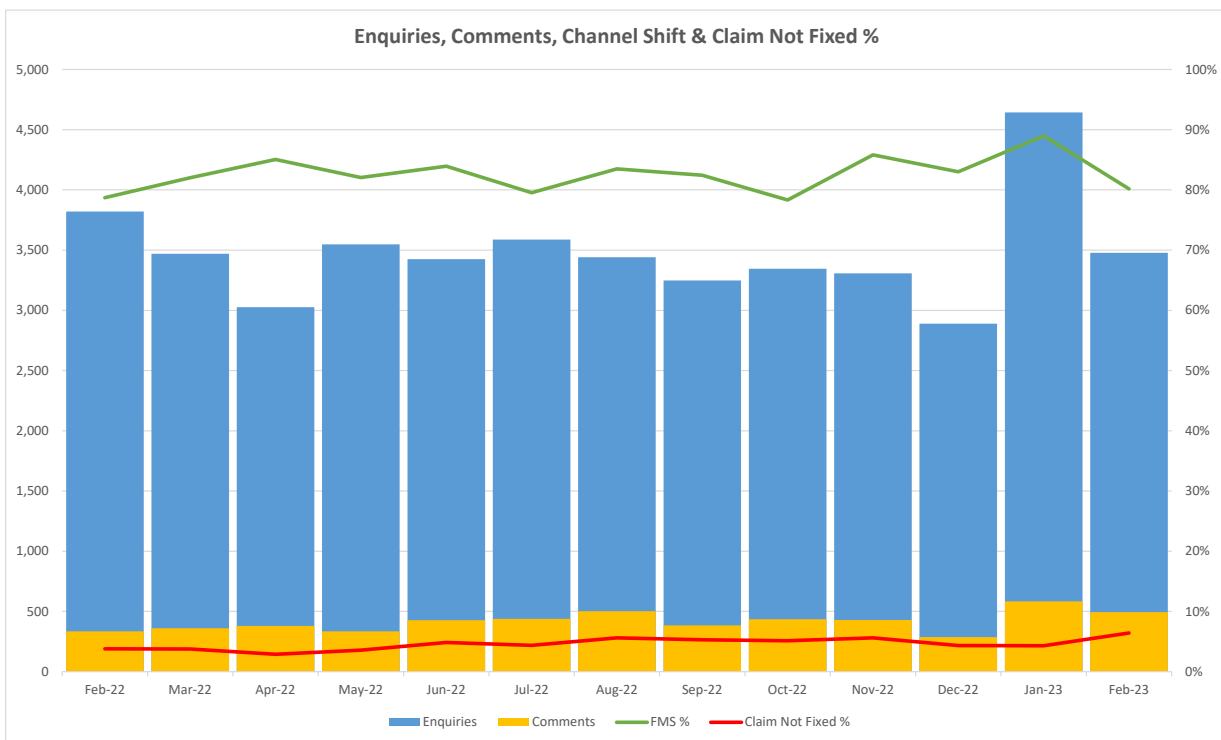
ENVIRONMENTAL SERVICES

Period: Feb 22 to Feb 23

Overall RAG %:	94%
Overall Enquiry numbers:	45,227
Overall FMS Reports:	37,393 83%
Overall CSC Logged:	4,708 93%
Overall Comments:	5,393 13%
Overall Claim Not Fixed:	1,935 5%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	97%	96%	92%	94%	96%	96%	95%	94%	93%	95%	91%	90%	95%
Enquiries	3,820	3,469	3,027	3,548	3,425	3,588	3,441	3,248	3,345	3,307	2,889	4,643	3,477
FMS Reports	3,007	2,845	2,575	2,911	2,875	2,854	2,873	2,678	2,620	2,838	2,398	4,131	2,788
FMS %	79%	82%	85%	82%	84%	80%	83%	82%	78%	86%	83%	89%	80%
CSC Logged	501	360	300	401	431	492	387	341	309	321	213	373	279
CSC Logged %	13%	10%	10%	11%	13%	14%	11%	10%	9%	10%	7%	8%	8%
Comments	335	361	380	335	428	438	503	384	435	429	287	583	495
Comments %	10%	11%	13%	10%	13%	13%	15%	13%	15%	14%	11%	13%	16%
Claim Not Fixed	133	121	83	118	160	146	183	160	150	177	113	194	197
Claim Not Fixed %	4%	4%	3%	4%	5%	4%	6%	5%	5%	6%	4%	4%	6%



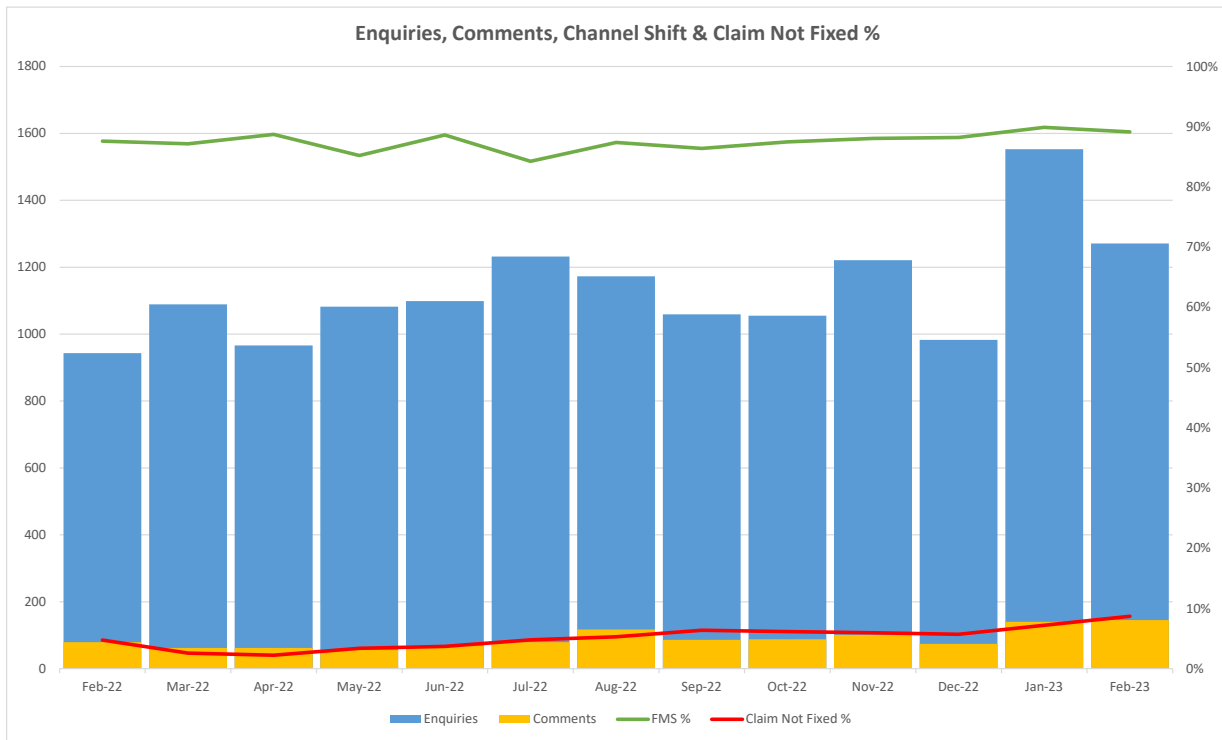
STREET CLEANSING

Period: Feb 22 to Feb 23

Overall RAG %:	99%
Overall Enquiry numbers:	14,726
Overall FMS Reports:	12,900 88%
Overall CSC Logged:	1,402 97%
Overall Comments:	1,158 8%
Overall Claim Not Fixed:	756 5%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	100%	100%	100%	99%	100%	100%	98%	99%	100%	98%	100%	100%	100%
Enquiries	943	1089	966	1082	1099	1232	1173	1059	1055	1221	983	1553	1271
FMS Reports	826	949	857	922	974	1038	1025	915	923	1075	867	1396	1133
FMS %	88%	87%	89%	85%	89%	84%	87%	86%	87%	88%	88%	90%	89%
CSC Logged	80	98	82	110	107	153	125	103	102	115	78	141	108
CSC Logged %	8%	9%	8%	10%	10%	12%	11%	10%	10%	9%	8%	9%	8%
Comments	79	62	62	56	69	79	117	86	88	101	74	140	145
Comments %	9%	6%	7%	5%	6%	7%	10%	8%	9%	8%	8%	9%	12%
Claim Not Fixed	43	27	21	35	40	57	61	65	63	71	54	111	108
Claim Not Fixed %	5%	3%	2%	3%	4%	5%	5%	6%	6%	6%	6%	7%	9%



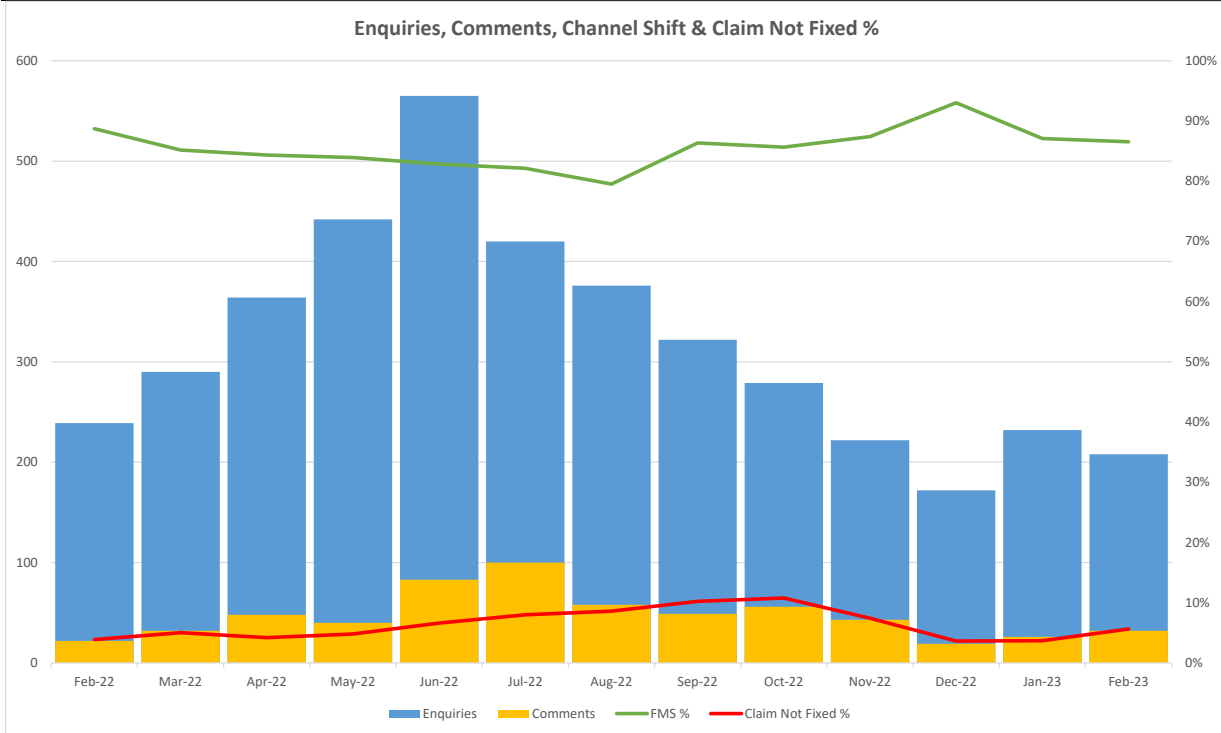
GROUNDS MAINTENANCE

Period: Feb 22 to Feb 23

Overall RAG %:	99%	
Overall Enquiry numbers:	4,131	
Overall FMS Reports:	3,502	85%
Overall CSC Logged:	508	97%
Overall Comments:	608	15%
Overall Claim Not Fixed:	262	7%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	100%	99%	100%	98%	99%	99%	98%	97%	100%	99%	97%	99%	100%
Enquiries	239	290	364	442	565	420	376	322	279	222	172	232	208
FMS Reports	212	247	307	371	468	345	299	278	239	194	160	202	180
FMS %	89%	85%	84%	84%	83%	82%	80%	86%	86%	87%	93%	87%	87%
CSC Logged	20	32	51	65	90	68	61	35	30	22	5	14	15
CSC Logged %	8%	11%	14%	15%	16%	16%	16%	11%	11%	10%	3%	6%	7%
Comments	22	32	48	40	83	100	58	49	56	43	19	26	32
Comments %	9%	11%	13%	9%	15%	24%	16%	16%	21%	20%	12%	12%	16%
Claim Not Fixed	9	14	15	21	37	33	31	32	29	16	6	8	11
Claim Not Fixed %	4%	5%	4%	5%	7%	8%	9%	10%	11%	7%	4%	4%	6%



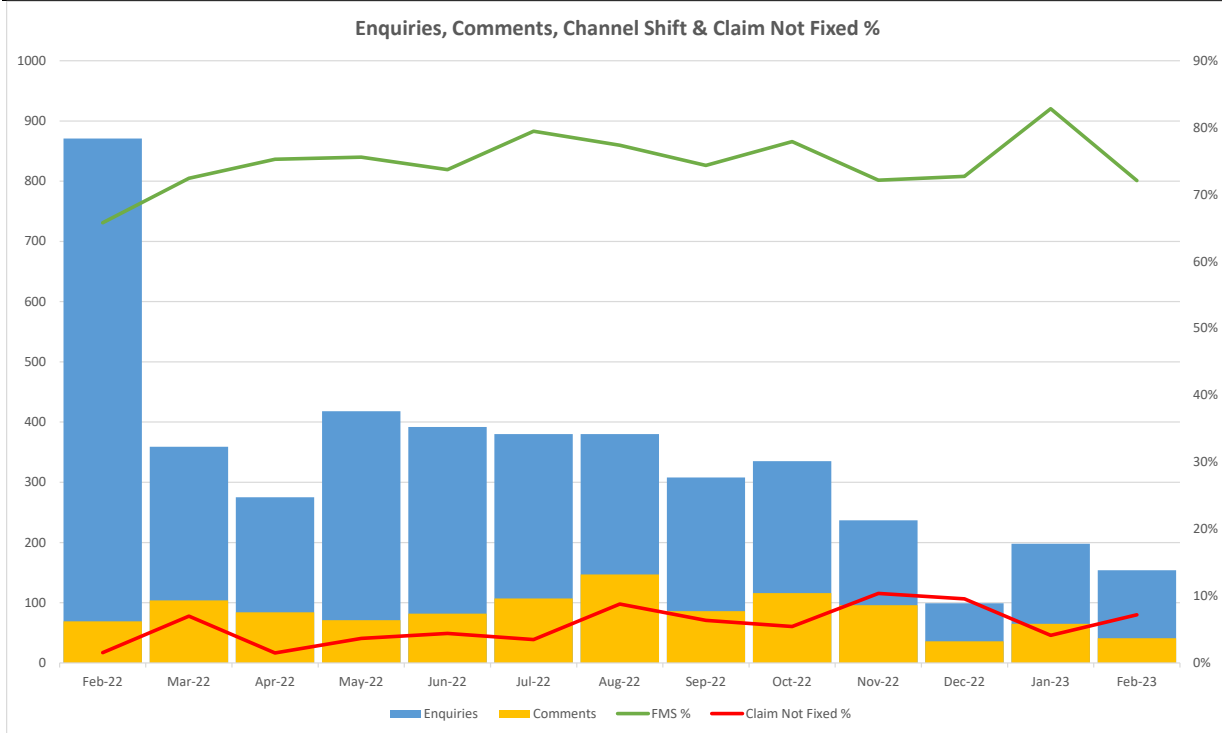
TREES

Period: Feb 22 to Feb 23

Overall RAG %:	93%
Overall Enquiry numbers:	4,406
Overall FMS Reports:	3,249 74%
Overall CSC Logged:	1,041 97%
Overall Comments:	1,104 26%
Overall Claim Not Fixed:	207 5%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	98%	96%	87%	90%	93%	94%	94%	94%	89%	94%	96%	93%	95%
Enquiries	871	359	275	418	392	380	380	308	335	237	99	198	154
FMS Reports	573	260	207	316	289	302	294	229	261	171	72	164	111
FMS %	66%	72%	75%	76%	74%	79%	77%	74%	78%	72%	73%	83%	72%
CSC Logged	276	83	61	92	97	71	81	70	70	60	22	30	28
CSC Logged %	32%	23%	22%	22%	25%	19%	21%	23%	21%	25%	22%	15%	18%
Comments	69	104	84	71	82	107	147	86	116	96	36	65	41
Comments %	8%	30%	31%	17%	21%	29%	39%	29%	35%	42%	38%	34%	29%
Claim Not Fixed	13	24	4	15	17	13	33	19	18	24	9	8	10
Claim Not Fixed %	2%	7%	1%	4%	4%	3%	9%	6%	5%	10%	10%	4%	7%



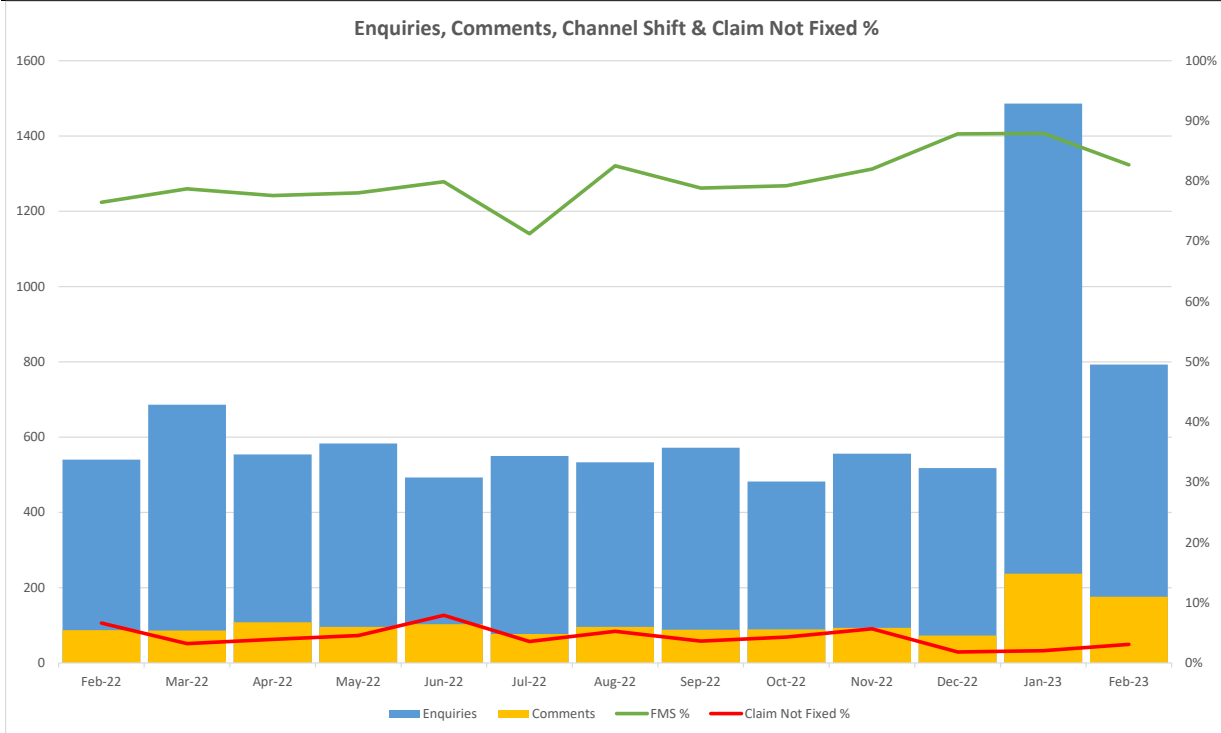
HIGHWAYS - MINOR WORKS

Period: Feb 22 to Feb 23

Overall RAG %:	97%	
Overall Enquiry numbers:	8,346	
Overall FMS Reports:	6,771	81%
Overall CSC Logged:	963	93%
Overall Comments:	1,409	18%
Overall Claim Not Fixed:	303	4%

Monthly:

	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
RAG	97%	98%	97%	97%	98%	98%	97%	97%	96%	97%	96%	94%	97%
Enquiries	540	686	554	583	493	550	533	572	482	556	518	1486	793
FMS Reports	413	540	430	455	394	392	440	451	382	456	455	1307	656
FMS %	76%	79%	78%	78%	80%	71%	83%	79%	79%	82%	88%	88%	83%
CSC Logged	71	80	57	72	61	115	56	74	61	57	39	130	90
CSC Logged %	13%	12%	10%	12%	12%	21%	11%	13%	13%	10%	8%	9%	11%
Comments	87	86	108	96	103	77	96	88	89	93	73	237	176
Comments %	18%	14%	22%	18%	23%	15%	19%	17%	20%	18%	15%	16%	24%
Claim Not Fixed	32	20	19	24	36	18	26	19	19	29	9	29	23
Claim Not Fixed %	7%	3%	4%	5%	8%	4%	5%	4%	4%	6%	2%	2%	3%



WASTE

Period: Feb 22 to Jan 23

Overall Enquiry numbers:	21,497
Overall Enquiry CSC Logged:	5,130
Overall Self-Logged %:	76%
Overall Missed Collection numbers:	33,241
Overall MC CSC Logged:	3,523
Overall Self-Logged %:	89%
Overall Container Requests numbers:	34,723
Overall MC CSC Logged:	2,848
Overall Self-Logged %:	92%
Overall GGW Subscriptions numbers:	41,326
Overall Reports:	130,787

	Enquiries			Missed Collections			Container Requests			Container Requests			Direct Debit %	CSC %	Card %
	Enquiries	CSC Logged	WasteWorks SelfServe %	Missed Collections	CSC Logged	WasteWorks SelfServe %	Container Requests	CSC Logged	WasteWorks SelfServe %	GGW subscriptions	Direct Debit %				
Feb-22	1,386	355	74%	1,841	242	87%	3,808	356	91%	1,314	22%	12%	66%		
Mar-22	1,807	618	66%	2,221	327	85%	3,236	383	88%	2,411	19%	14%	67%		
Apr-22	1,498	431	71%	1,957	279	86%	3,305	268	92%	2,586	21%	13%	66%		
May-22	1,821	443	76%	2,024	272	87%	2,732	250	91%	6,663	15%	14%	71%		
Jun-22	1,717	404	76%	2,273	279	88%	2,559	217	92%	6,868	18%	11%	71%		
Jul-22	1,856	357	81%	2,881	258	91%	2,883	233	92%	5,127	29%	9%	63%		
Aug-22	1,627	342	79%	5,127	291	94%	2,854	193	93%	5,232	31%	8%	61%		
Sep-22	1,313	298	77%	2,562	262	90%	2,444	193	92%	3,602	33%	10%	56%		
Oct-22	1,738	319	82%	2,690	270	90%	2,116	181	91%	2,752	32%	11%	57%		
Nov-22	1,597	405	75%	2,696	353	87%	2,357	213	91%	1,956	27%	11%	62%		
Dec-22	2,682	588	78%	3,279	314	90%	2,503	130	95%	1,273	46%	7%	47%		
Jan-23	2,455	570	77%	3,690	376	90%	3,926	231	94%	1,542	28%	10%	62%		

