Outcome	No.	DESCRIPTION	2022-23 ACTUAL	GOOD PERF.	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	2023-24 Projection	2023-24 TARGET	2023-24 RAG STATUS	RAG Threshold	COMMENTARY (BY EXCEPTION)
1: Improving the Street Scene	1A	Public Satisfaction with Cleanliness (% Streets / Neighbourhoods / Town Centres)	81% 84% 86%	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	82% 86% 87%	Annual	Annual	Annual	76% 82% 90%	>76% >82% >90%	GREEN	**Streets:** R: <67%, A: 68% to 72%, G: >73% **Neighbourhoods:** R: <79%, A: 80% to 84%, G: >85% **Town Centres:** R: <80%, A: 81% to 85%, G: >86%	
	1B	Streets Meeting Acceptable Cleanliness (%)	97%	HIGH	99%	99%	98%	98%	97%	98%	98%	98%	99%	99%	98%	>92%	GREEN	R: < 86% A: 87% to 91% G: > 92%	
2: Minimising Waste and Increasing Recycling	2A	Total Waste Arising (refuse and recycling) (tonnes)	138,124	LOW	11,702	12,989	13,126	11,404	11,695	11,970	11,474	11,828	10,644	12,584	143,301	145,000	GREEN	R: >152,000 A: 150,001 to 151,999 G: < 150,000	
	2B	Residual Household Waste per Household (kg)	395	LOW	35	35	37	33	33	35	34	31	35	40	418	425	GREEN	R: >470 A: 460 to 469 G: < 460	
	2C	Household Waste Recycled or Composted (%)	52%	HIGH	48%	53%	51%	52%	52%	51%	50%	49%	45%	47%	50%	51%	GREEN	R: < 48% A: 48% to 50% G: >50%	
	2D	Local Authority Collected Waste Recycling Rate (%)	45%	HIGH	42%	49%	46%	44%	45%	45%	43%	42%	39%	41%	44%	44%	GREEN	R: < 40% A: 40% to 44% G: >45%	
	2E	Local Authority Collected Waste Disposed of in Landfill (%)	0%	LOW	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	GREEN	R: > 5% A: 2.5% - 5% G: <2.5%	
	2F	Waste & Recycling collections - homes missed (per 100,000)	140	LOW	117	111	151	142	123	132	139	135	136	143	133	120	AMBER	R: >141 A: 131 to 140 G: < 130	The projection for Missed Bins per 100,000 is currently 133 and this is Amber performance. In January 2024 the number of missed bins increased to 143 for the month. January sees changes to collection days due to the Bank Holidays, with amended schedules from Christmas continuing until the 15th of January, and can invariably lead to an increase in reporting. The performance of this indicator is being closely monitored through the Performance Management Framework (PMF) for individual missed bins by service category.
	2G	Number of Green Garden Waste customers (No.)	42,320	HIGH	42,320	43,008	43,992	44,463	44,560	45,215	45,368	45,228	45,274	45,292	45,292	46,000 (15% increase)	GREEN	Year-end target is >15% increase from previous year end total Monthly target >1.25% increase from previous month end total	
3: Enhancing Bromley's Parks and Green Space	3A	Highways verges and amenity grass cutting/strimming, within contractual service standards and timescales (%)	94%	HIGH	78%	75%	74%	97%	96%	99%	100%	100%	100%	100%	92%	75%	GREEN	R: < 64% A: 65% - 74% G: >75%	
	3B	Public Satisfaction with Parks and Grounds Maintenance (%)	77%	HIGH	Annual	Annual	Annual	Annual	Annual	64%	Annual	Annual	Annual	Annual	64% (Actual)	80%	RED	R: < 67% A: 68% to 72% G: >73%	This commentary was presented at the November 2023 PDS Committee. The analysis of the Parks User Satisfaction Survey is set out in report ES20318 (IDVERDE ANNUAL CONTRACT PERFORMANCE REPORT 2022/23).
	3C	Ensure no net loss of trees (Net positive no. of trees)	Felled:316 Planted:1590 (340 and 1250 Treemendous) Net gain:1274	HIGH	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Net gain in street trees	GREEN	R: < 0 A: 0 G: > 0	
	3D	Total monthly tasks completed on time by Arboricultural Services contractor (% of all jobs)	50.79%	HIGH	26.79% (60 out of 224)	17.41% (74 out of 425)	51.94% (214 out of 412)	75.20% (461 out of 613)	85.67% (1208 out of 1410)	72.82% (517 out of 710)	27.37% (208 out of 760)	42.80% (205 out of 479)	76.88% (250 out of 346)	53.44% (62 out of 116)	53%	75%	RED	R: < 64% A: 65% to 69% G: > 70%	The performance for the month of December improved to 76.88% and this was highlighted at the January 2024 PDS meeting. Performance for January has been significantly affected by Storm Henk and Storm Isha, and therefore the projection for this indicator is at 53% which is RED for this reporting period. An excusing cause is in place until the end of February 2024 to enable contractors to focus on storm recovery. Officers continue to work with Glendale to improve performance, this includes the implementing actions through the Corrective Action Plan process and continued delivery against the agreed Service Improvement Plan which includes a full review of their processes and recruitment of additional staff. A tender for additional contractors to build further resilience in the supply chain is underway.
4: Managing our Transport	4A	10 day highway maintenance tasks completed within required timescale (%)	60%	HIGH	29%	17%	17%	19%	25%	24.54%	31.58%	53.36%	49.32%	39.92%	31%	90%	RED	R: < 80% A: 80% to 90% G: > 90%	The times for completion and overall backlog have improved in recent months, and an improvement plan has been agreed with Riney
	4B	35 day highway maintenance tasks completed within required timescale (%)	62%	HIGH	38%	23%	18%	31%	42.38%	58.15%	71.37%	72.53%	56.00%	Awaiting Data	46%	90%	RED	R: < 80% A: 80% to 90% G: > 90%	

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Transport Infrastructure & Public Realm	4C	Routine street lighting maintenance tasks completed within four working days (%)	94%	HIGH	98%	100%	99%	99%	100%	97%	97%	96%	98%	99%	98%	95%	GREEN	R: < 80% A: 80% to 95% G: > 95%	
	4D	Routine street lighting maintenance tasks completed within eight working days (monthly) (%)	95%	HIGH	98%	100%	100%	99%	100%	97%	99%	98%	98%	99%	99%	100%	GREEN	R: < 80% A: 80% to 95% G: > 95%	
	5A	Maintain Bus Excess Wait Time (EWT) Annually at less than or equal to 1.0 minutes (time mins)	0.9	LOW	1.0	1.0	1.0	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	1.0	<1.0	GREEN	Amber = 1.1; Red = 1.5	
	5B	People Killed or Seriously Injured in Road Traffic Collisions (No.)	Jan - Dec 22 / 103	LOW	Jan to April / 36	May / 11	June / 15	July / 15	August / 5	Sept / 9	Oct / 12	Nov / Awaiting Data	Dec / Awaiting Data	Jan / Awaiting Data	124	<79 (2022 calendar year)	RED	Amber = 86; Red = 99	Despite a long-term downward trend in Killed or Seriously Injured (KSI) collisions (see Report ES20295, June 2023), the first part of 2023 has not been good in terms of serious collisions. There are a range of variables that affect the number of road casualties, many of which are not under the influence of a local highway authority, which is why year on year data is not always the best to use to monitor progress. But over a period of years, progress can be tracked and comparisons with other LAs can be made. As reported in June, Bromley is doing well when compared to other highway authorities. However, Bromley will not be complacent and will continue to use the finite funds to maximise casualty reduction on our streets.
	5C	Total Road Accident Injuries and Deaths (No.)	Jan- Dec 22 / 745	LOW	Jan to April / 224	May / 49	June / 87	July / 61	August / 63	Sept / 44	Oct / 62	Nov / Awaiting Data	Dec / Awaiting Data	Jan / Awaiting Data	708	<842	GREEN	Amber = 884; Red = 968	
	5D	High level cycle training activities (No.) (Level 3 and Adult sessions, does not include child Level 1 or 2, or Family training)	235	HIGH	28	14	10	16	21	9	22	16	0	0	163	120	GREEN	Amber = 100-115 ; Red = <100	
	5E	Schools engaged in anti-idling campaign (No.)	34	HIGH	34	34	34	34	41	41	41	41	41	41	41	>14	GREEN	Amber = 13; Red = 10	
	5F	Parking usage in on and off street locations	New Indicator 2022/23	HIGH	273,442	289,293	299,756	308,477	282,004	298,536	281,833	291,544	290,580	289,257	3,485,666	2.1m parking sessions (Annual)	GREEN	Amber = 2m Red = 1.8m	