















Roads and Neighbourhood Services - Priority Performance Indicators

			24/25 Baseline			25/26 target		
NS-BIP17-04	% of municipal waste collected by the authority which is recycled	Quarterly	46.56%	55%		55%	This indicator measures the performance of the waste service in meeting our recycling targets in line with legislative requirements, whilst contributing to the reduction of greenhouse gases and impacting on the circular economy.	East Dunbartonshire is a safe place in which to live, work and visit.
NS-BIP17-05	Percentage of Vehicles Passing DVSA Annual Test First Time	Quarterly	93.25%	90%		90%	This indicator measures the performance & quality of work undertaken by the fleet team engaged in the maintenance of the Councils fleet.	East Dunbartonshire is a safe place in which to live, work and visit.
NS-BIP17-06	Percentage of Vehicle repairs completed within 48 hours of being defected	Quarterly	80%	80%		80%	This indicator measures the demands placed on the fleet service and ability of the team to turn vehicles & plant around in a satisfactory timescale to meet the needs of customers and front line services.	East Dunbartonshire is a safe place in which to live, work and visit.
NS-SOL-SENV1A	Net waste collection cost per premises	Annual	£78.72	£80.00		£80.00	This indicator is collated as part of the Local Government Benchmarking Framework for the local financial return. The cost of waste collection per premise is a simple way of assessing this service however this does not take account of the Frequency or nature and levels of services provided within each Council.	Best Value
NS-SOL-SENV02A	Net waste disposal cost per premises	Annual	£104.38	£120.00		£120.00	This indicator is collated as part of the Local Government Benchmarking Framework for the local financial return. The cost of waste collection per premise is a simple way of assessing this service however this does not take account of the Frequency or nature and levels of services provided within each Council.	Best Value
NS-SOL-SENV03b	Street Cleanliness Index - % Clean	Quarterly	92.1%	90		90	LEAMS (Local Environmental Audit and Management System) is a litter monitoring programme that calculates an index of cleanliness. The index primarily relates to	East Dunbartonshire has a sustainable and resilient economy with busy town and village centres, a growing

			24/25 Baseline			25/26 target		
							roadside litter but also takes into account vandalism, graffiti, weeds, detritus, staining, fly-tipping and fly-posting.	business base and is an attractive place to visit and invest.
RNS-1-BIP-4	Percentage of responsive road repairs completed within timescales	Monthly	84.3%	85%		85%	An indication of how quickly we respond to road repairs	East Dunbartonshire is a safe place in which to live, work and visit.
RNS-2-BIP-4	Percentage of all street light repairs completed within 7 days	Monthly	92.73%	95%		95%	An indication of our performance in repairing street light failures	East Dunbartonshire is a safe place in which to live, work and visit.
RNS-7-BIP-5	Visitor numbers to Mugdock Country Park	Monthly	823,479	620,000		620,000	Footfall levels at the Park is a local indicator which is used to assess the level of use and popularity of the facility.	East Dunbartonshire is a safe place in which to live, work and visit.
RNS-BIP17-01	Percentage of Fleet Utilisation	Monthly	90.53%	80%		80%	This indicator measures the performance of the Councils operational fleet in delivering and meeting the demands for customers and services engaged in front line and support services.	East Dunbartonshire is a safe place in which to live, work and visit.
RNS-BIP17-03	Percentage of special uplifts completed within 10 working days	Monthly	Average 47.12%	90%		90%	This indicator measures the performance levels of the service in meeting customer demand for special uplift service within agreed timescales.	East Dunbartonshire is a safe place in which to live, work and visit.
RT-3-BIP-4	Percentage of traffic light repairs completed within 48 hours	Quarterly	94.25%	85%		85%	Due to the complexity of modern traffic lights they are more reliable but can take longer to repair the indicator has moved from 90% to 85% to reflect this	East Dunbartonshire is a safe place in which to live, work and visit.
RT-4-BIP-4	Percentage of noticing failures reported to the Road Works Commissioner	Quarterly	1.07%	4%		4%	Performance of reporting to the roads commissioner	East Dunbartonshire is a safe place in which to live, work and visit.
RT-6-BIP-5	Category A Utility Inspection	Quarterly	98.23%	100%		100%	Volume of works require early start	Our people experience good physical and mental health and wellbeing with access to a quality built and natural environment in which to lead healthier and more active lifestyles.

