

Progress in delivery of strategic outcomes

Waste

Whilst other local authorities have found it difficult to provide necessary waste facilities, significant steps have been taken to deliver state of the art waste disposal facilities at the Councils preferred site at Millerhill. The food waste plant is on track to start commissioning in the late summer. Preparations are well advanced to introduce household food waste collections in the later part of the year.

A planning application has now been submitted which will see residual waste facilities constructed alongside the food waste plant and this is due to be complete in late 2017. These facilities will allow the Council to move towards an overall recycling rate of 60% by 2020.

Following the review of street cleaning activities and the introduction of revised systems early indications show a marked improvement in the level of cleanliness across the Council generally. Important work is also continuing to support local communities in their efforts to improve the local environment.

Road Network

As a result of continued increased investment in the road network, performance indicators show a small but significant improvement in the overall condition of the roads in the area, against a decline shown in other local authority areas.

As a result of securing significant external funding allied to additional Council funding there has been an extensive programme of improvement to the Councils lighting stock with well over 10% of the lights now LED (light emitting diode) which have a greater maintenance free life and lower emission levels.

The Council have embarked on a programme of introducing further 20 mph limits across the Council. Initially this includes all remaining nursery school areas but significantly a trial is currently underway through Lasswade with results due to be presented in the later part of the year.

Borders Rail

The Borders rail project is nearing completion with all major infrastructure on programme to be completed by mid June, at which point driver training will begin. In addition to significant liaison with the infrastructure providers the Council is progressing well with infrastructure incidental to the railway eg. new traffic signals at Newtongrange.

Plans are also well advanced for the opening events on the 4th and 5th September 2015 for the inaugural steam train and the "golden ticket" events.

Land and Countryside

A major achievement during the year has been the improvement in the Councils parks and open spaces. In addition to a fourth green flag being secured at Kings Park, there have been a series of quality assessments carried out which have culminated in a variety of measures in other areas.

The environmental improvements carried out at Memorial park, Loanhead together with new skateparks at Newtongrange and Bonnyrigg will enhance the experience of users to these parks.

To compliment the many community supported events in the Council area which encourage people to get out and about, the newly constructed path at Riverside Park allied with all of Midlothians core paths being signed should encourage further activity for all ages.

Travel and Fleet Services

An important focus of this team has been to identify where possible externally provided transport that can be brought in house. The latest project brought in house will deliver a further £24,000 per annum saving to the Council.

Following detailed discussions with NHS colleagues a trial is due to commence shortly in relation to the sharing of transport which will see patients taken to the royal Infirmary by Council staff and vehicles. If successful this is likely to be rolled out in other areas.

Following a successful bidding process the Council is in a position to deliver a further four electric vehicle charging

points across the area. Early indications are that in addition further external funding is likely to be made available to allow for further electric vehicles for Council use to be purchased.

The Council was recently successful in being assessed as competent to deliver driver training for its heavy goods vehicle drivers. Not only will this allow tailor made courses to be delivered it will offer the opportunity for places to be made available for external organisations and a consequent income stream.

Risk and Health and Safety

A fundamental review of the Councils approach to Health and safety was undertaken which resulted in changes to the way this is managed being introduced. This will deliver a more focused approach with due care and attention given to those areas of greatest concern.

In addition the Councils risk management group and the work of that group has been reshaped to ensure areas of greatest concern are considered and appropriate measures introduced timeously.

Emerging Challenges

Secure funding from Network Rail to complete the repairs to the roads in the Tynehead area.

Agree a robust strategy to allow for the required enforcement of parking legislation and restrictions.

Procurement of H&S Management Information system to be progressed.

Improving the quality of parks and open spaces in areas of deprivation involving the use of a "Parks Quality Assessment".

Maintain and increase opportunities for positive destinations.

Ensure that the resources and planning/communication are in place to deliver the roll out of household food waste collections in late 2015.

Commercial Operations PI summary

Outcomes and Customer Feedback

Priority	Indicator	2013 /14	Q1 2014 /15	Q2 2014 /15	Q3 2014 /15	Q4 2014 /15	2014/15				Annual Target 2014 /15	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	5,146	883	1,642	2,198	2,877	2,877		2014/15: Data Only. Cumulative since 1st April				
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 1	1.44	0.59	0.51	2.07	2.6	2.6		2014/15: On Target		5	Number of complaints complete at Stage 1	2,660
												Number of working days for Stage 1 complaints to be Completed	6,923
01. Provide an efficient complaints service	Average time in working days to respond to complaints at stage 2	15.4	0	0	4	3	3		2014/15: On Target		20	Number of complaints complete at Stage 2	2
												Number of working days for Stage 2 complaints to be Completed	6
01. Provide an efficient complaints service	Percentage of complaints at stage 1 complete within 5 working days	97%	97.84%	98.82%	89.44%	96.02%	96.02%		2014/15: On Target		95%	Number of complaints complete at Stage 1	2,660
												Number of complaints at stage 1 responded to within 5 working days	2,554
01. Provide an efficient complaints service	Percentage of complaints at stage 2 complete within 20 working days	80%	100%	100%	100%	100%	100%		2014/15: On Target		95%	Number of complaints complete at Stage 2	2
												Number of complaints at stage 2 responded to within 20 working days	2

Making the Best Use of our Resources

Priority	Indicator	2013 /14	Q1 2014 /15	Q2 2014 /15	Q3 2014 /15	Q4 2014 /15	2014/15				Annual Target 2014 /15	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
02. Manage budget effectively	Performance against revenue budget	N/A	£ 16.156 m	N/A	£ 16.246	N/A	N/A		14/15: Budget information will be presented to Council in June 2015.		£ 16.436 m		
04. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	13.91	3.97	6.78	9.20	14.08	14.08		2014/15: Managers working to reduce absence levels.		13.30	Number of days lost (cumulative)	4,927.94
												Average number of FTE in service (year to date)	350.09

Corporate Health

Priority	Indicator	2013 /14	Q1 2014 /15	Q2 2014 /15	Q3 2014 /15	Q4 2014 /15	2014/15				Annual Target 2014 /15	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
05. Complete all service priorities	% of service actions on target / completed, of the total number	76.19%	100%	100%	100%	95.24%	95.24%		2014/15: On target		90%	Number of service & corporate priority actions	21
												Number of service & corporate priority actions on tgt/completed	20
06. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	92.07%	79.72%	85.51%	88.24%	88.74%	88.74%		14/15: Off Target: Problem area actively being addressed and position is improving.		90%	Number received (cumulative)	6,900
												Number paid within 30 days (cumulative)	6,123
08. Improve PI performance	% of PIs that are on target/ have reached their target.	57.14%	100%	100%	91.67%	72.73%	72.73%		14/15: Off Target		90%	Number on tgt/ tgt achieved	16
												Number of PI's	22
09. Control risk	% of high risks that have been reviewed in the last quarter	0%	0%	0%	0%	0%	0%		14/15: No high risks			Number of high risks reviewed in the last quarter	0
												Number of high risks	0

Improving for the Future







Priority	Indicator	2013 /14	Q1 2014 /15	Q2 2014 /15	Q3 2014 /15	Q4 2014 /15	2014/15				Annual Target 2014 /15	Feeder Data	Value
		Value	Value	Value	Value	Value	Value	Status	Note	Short Trend			
10. Implement improvement plans	% of internal/external audit/BVR actions on target/ completed, of the total.	100%	77.78%	100%	85.71%	100%	100%		14/15: On target		90%	Number of on tgt/ completed actions	18
												Number of outstanding actions	18

Commercial Operations Action report

Service Priority Actions

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.1.4	01. SMP CS - Reduction of death and injury on Midlothian's roads	Undertake a programme of works to improve lighting levels in communities	31-Mar-2015	✓	100%	14/15 Complete: Capital LED lighting replacement programme complete for 14/15.
SMP.CS.CO.4.2		Work collaboratively to update school travel plans	31-Mar-2015	✓	100%	14/15 Complete: School Travel Plans have been updated. All primary schools updated and 5 out of 6 secondary schools completed.
SMP.CS.CO.4.3		Increase awareness of new street design to encourage safe shared use in relation to new build housing developments	31-Mar-2015	✓	100%	14/15 Complete: This piece of work is now complete.
SMP.CS.CO.4.4		Identify accident cluster sites implement engineering measures to reduce risk of future accidents	31-Mar-2015	✓	100%	14/15 Complete: Newton Village road safety scheme will be operational from 27 April 2015.
CO.S.2.3	02. SMP SG - Promote and develop active and sustainable travel and transport	Support Transport Scotland/Network Rail to progress detailed design and construction of Borders Rail	31-Mar-2015	✓	100%	14/15 On Target: Track laying in Midlothian now complete. Construction of the four Midlothian station platforms also nearing completion. Progressing signalisation work.
CO.S.2.4		Improve opportunities within Midlothian; continue to work with Regional/National Partnerships in delivering key transport projects.	31-Mar-2015	✓	100%	14/15 Complete: No projects being progressed in 2014/15.
CO.S.2.5		Undertake a programme of work to improve road standards and footways	31-Mar-2015	✓	100%	14/15 On Target: All major capital schemes completed.











Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.2.6	02. SMP SG - Promote and develop active and sustainable travel and transport	Implement Core Path signage to remote paths outwith main settlements	31-Mar-2015	✓	100%	14/15 Complete; 100% of Core Paths now signed. Rural areas completed in 14/15 along with signage to and from Vogrie C.P. There are now 264 signs on the core path network.
SMP.SG.CO.3.1		Develop infrastructure incidental to Borders Rail	31-Mar-2015	✓	100%	14/15 Complete: Cycleway on Dalhousie Road (Former Jewel and Esk College site) complete.
CO.S.03.1	03. SMP SG - Improve sustainable waste management	Commence construction of food waste facility at Millerhill as part of Zero Waste Park	31-Mar-2015	✓	100%	14/15 Complete: Contractor now commenced on main treatment infrastructure, due completion September 2015.
CO.S.03.2		Increase Public awareness of recycling, continue to work within schools and the wider community, attend events and promote achievements and publicise changes in service delivery	31-Mar-2015	✓	100%	<p>14/15 Complete: Shadowing of waste compositional analysis collection crew (2 – 13 February) to ensure waste was collected from all sample addresses. Draft final report received. The main component of residual waste is food waste and nappies/healthcare waste.</p> <p>Trade waste 2015/16 contracts sent out to all customers. Bin stickering is ongoing for customers where contracts have been returned.</p> <p>Waste Aware Education booklet sent to all schools to promote educational activities and games which can be carried out in schools (hard copy and electronic copy). Follow up phone calls being carried out to all schools to increase awareness.</p> <p>Waste Aware Trailer to Bonnyrigg Market (26 February, 26 March). Most queries relate to the food waste service: when is it starting?</p> <p>‘Bring a bra’ campaign ran throughout February. 67kg of bras/nightwear was collected from all participating Midlothian Council buildings and four additional sites.</p>
CO.S.4.1	04. SMP SG - Tackle issues relating to climate change	Flood risk in Midlothian is managed through action plans	31-Mar-2015	✓	100%	14/15 Complete: Working within the Local Planning District in supplying data to Scottish Water and SEPA.
CO.S.4.2		Ensure Council fleet orders for plant and vehicles is placed in line with Council Policy and Divisional timetables	31-Mar-2015	✓	100%	14/15 Complete: Finance agreed for current year purchases. Services consulted and orders have been placed through Scotland Excel for all vehicles.

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.05.1	05. Develop and implement a programme of continuous improvement and efficiency to develop additional capacity	Explore opportunities for shared fleet services with East Lothian Council and NHS Lothian	31-Mar-2015		100%	14/15 Complete: Agreed with NHS Lothian to provide a bus and driver to assist with Midlothian discharges from RIE expected start date 5th May 2015
CO.S.05.2		Explore shared opportunities, services and knowledge with the partners in the ELBF group	31-Mar-2015		100%	14/15 Complete: Improvement Service completed report on potential governance arrangements. Report to be prepared for Council to consider.
CO.S.05.3		Workforce realignment	31-Mar-2015		100%	14/15 Complete
CO.S.05.4		Develop additional workstreams	31-Mar-2015		100%	14/15 Complete: Additional ASN transport taken in-house.
CO.S.06.1	06. Ensure that Council facilities are safe places to work and visit	Implement the 2014/15 objectives of the health and Safety Implementation plan	31-Mar-2015		75%	14/15 Off Target: Team progressing well with new Management Arrangement work being developed and team continuing to support Services. The delay in procuring the Health & Safety Management Information System and the associated Management Arrangement Development linked to this has prevented all planned actions to be completed within the financial year. Provision has been made to incorporate these actions into the team plan for 2015/16 with all actions completed during 2015/16.
CO.S.07.1	07. Ensure sustainable strategy for the delivery of Council Services	Strengthen risk management and resilience through continual review and quarterly reporting of Corporate and Service risks and for civil contingencies implement actions in the 14/15 improvement plan	31-Mar-2015		100%	14/15 Complete: Risk Management Group reconvened and RS&CC Manager has dedicated more time to support Services to develop further their Risk Management Arrangements









Commercial Operations PI Report









Service Priority Indicators													
PI Code	Priority	PI	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15				Annual Target 2014/15	Benchmark
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note		
CO.LPI.01	03. SMP SG - Improve sustainable waste management; 08. LPIs	% of waste going to landfill	52.0%	46.8%	52.4%	62.0%	N/A	N/A			14/15 Complete: Awaiting information from our contractors, returns into waste data flow will be available at Q1 15/16. Q1/Q2 and Q3, Cumulative figure 53.7. % .		
CO.LPI.02	02. SMP SG - Promote and develop active and sustainable travel and transport;	% of total road network resurfaced	1.4%	0.26%	0.28%	0.72%	1%	1%			14/15 Complete: 6.2km of the road network has been resurfaced.	1%	
CO.LPI.03	08. LPIs	Monitor the number of uplifts requested that are chargeable	650	86	246	417	569	569			14/15 Data Collection Only. Cumulative figure 569.		Data collection only
CO.LPI.04		Monitor the number of uplifts requested that are non chargeable	5,094	1,644	2,960	4,040	5,445	5,445			14/15 Complete: Data Collection Only. Cumulative figure. 5,445		Data collection only
CO.LPI.06		RL2: Percentage of all traffic light repairs completed within 48 hours	98.8%	100%	99.1%	99.4%	99%	99%			14/15 Complete: 207 out of 209 faults recorded were repaired within 48 hours	98%	94.5% - Scottish Average







PI Code	Priority	PI	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15				Annual Target 2014/15	Benchma rk
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note		
CO.LPI.09	08. LPIs	WM5: The percentage of abandoned vehicles that require to be removed by the council - removed within 14 days	100%	100%	100%	100%	100%	100%			14/15: Complete: Data Collection Only: 2 vehicle's reported as abandoned , zero uplifts.	100%	
CO.LPI.07	01. SMP CS - Reduction of death and injury on Midlothian's roads;	RL3: Percentage of all street light repairs completed within 7 days	92.9%	97%	95.5%	96.4%	97.3%	97.3%			14/15 Complete: 1698 out of 1745 faults recorded were repaired with in 7 days.	94%	Scottish Average 3.07 days
CO.S.1.4a		Number of lighting columns replaced	New for 14/15	10	300	421	842	842			14/15 Complete: As a result of an additional £1m capital funding the LED lighting replacement programme has been accelerated.	40	
CO.S.1.5a		% of the footpath network resurfaced	1.2%	0.08%	0.1%	0.2%	0.2%	0.2%			14/15: Off Target: To date 1.26 KM of the footway network has been resurfaced.	0.5%	Internal program me of works - benchma rk against target
SMP.CS.CO.4.1a		Reduce the number of people killed	5	N/A	N/A	N/A	0	0			14/15: Target achieved. Please note this is provisional data. This PI has been merged with other road safety PI's for 2015/16 reporting.	2.3	Figures reported in the year 14/15 will reflect the number of casualties in 2014 (Jan-Dec.)







PI Code	Priority	PI	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15				Annual Target 2014/15	Benchma rk
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note		
SMP.CS.CO. 4.1b	01. SMP CS - Reduction of death and injury on Midlothian's roads	Reduce the number of people seriously injured	26		N/A	N/A	27	27			14/15: Target achieved. <i>Please note this is provisional data. This PI has been merged with other road safety PI's for 2015/16 reporting.</i>	27.2	Figures reported in the year 14/15 will reflect the number of casualties in 2014 (Jan-Dec.)
SMP.CS.CO. 4.1c		Reduce the number of children under 16 killed	1		N/A	N/A	0	0			14/15: Target achieved. <i>Please note this is provisional data. This PI has been merged with other road safety PI's for 2015/16 reporting.</i>	0	Figures reported in the year 14/15 will reflect the number of casualties in 2014 (Jan-Dec.)
SMP.CS.CO. 4.1d		Reduce the number of children under 16 seriously injured	5		N/A	N/A	1	1			14/15: Target achieved. <i>Please note this is provisional data. This PI has been merged with other road safety PI's for 2015/16 reporting.</i>	3.8	Figures reported in the year 14/15 will reflect the number of casualties in 2014 (Jan-Dec.)

PI Code	Priority	PI	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15				Annual Target 2014/15	Benchma rk
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note		
SMP.CS.CO. 4.1e	01. SMP CS - Reduction of death and injury on Midlothian's roads	Reduce the number of slight casualties	198	N/A	N/A	N/A	218	218			14/15: Target achieved. <i>Please note this is provisional data. This PI has been merged with other road safety PI's for 2015/16 reporting.</i>	244	Figures reported in the year 14/15 will reflect the number of casualties in 2014 (Jan- Dec.)
SPI-22	02. SMP SG - Promote and develop active and sustainable travel and transport	The % of the road network that should be considered for maintenance treatment (annual)(Formula)	31.1%	N/A	N/A	N/A	30.7%	30.7%			The condition of the road network has improved since 2013/14.	35%	2012/13 Rank 10 Second Quartile
CO.S.03.2a	03. SMP SG - Improve sustainable waste management	Total tonnes of BMW sent to landfill	15,350	2,834	3,296	3,819	N/A	N/A			14/15 Complete: Awaiting information from our contractors, returns into waste data flow will be available at Q1 15/16.Verification check May / June 2015. Annual figure per calendar year. Cumulative for Q1/Q2 and Q3: 9,949 tonnes.		Benchma rk against target
CO.S.4.2a	04. SMP SG - Tackle issues relating to climate change	Percentage of Council fleet which is 'Green'	2.1%	2.1%	2.1%	2.1%	2.1%	2.1%			14/15: Currently have four fully electric vehicles and one Hybrid. Position will not improve unless additional grant funding becomes available.		

PI Code	Priority	PI	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15				Annual Target 2014/15	Benchma rk
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note		
CO.S.06.1a	06. Ensure that Council facilities are safe places to work and visit	Percentage of actions in the Health and Safety Plan that are completed or on target	New for 14/15	25%	35%	75%	75%	75%			14/15 Off Target: A number of the new Management Arrangements will be implemented with the use of tools within a new Health & Safety Management information System, being purchased in conjunction with East Lothian Council. The final stages of these management arrangements cannot be developed until it is confirmed which system the Council's are going with.	100%	
CO.S.07.1a	07. Ensure sustainable strategy for the delivery of Council Services	Percentage of actions in the Civil Contingencies plan that are completed or on target	New for 14/15	25%	35%	50%	100%	100%			14/15: Complete: The team have continued to support the Contingencies Planning Group and have provided the group with a comprehensive Civil Contingencies Risk Assessment identifying how the Council is prepared to respond to a wide range of potential Civil Contingencies incidents. The team have continued to work closely with partner agencies through the Local Resilience Partnership. An exercise is currently being planned as part of the Council's training and exercising work which will involve new partner agencies involved in delivering the new borders rail service through Midlothian.	100%	
SMP.CS.CO.4.2a		Percentage of School Travel plans updated	New for 14/15	94.44%	94.4%	N/A	N/A	94.4%			14/15: Target achieved. School Travel Plans have been updated. All primary schools updated and 5 out of 6 secondary schools completed.	94%	

Local Government Benchmarking Framework (LGBF) - Data for 14/15 will be published in November/December 2015 by the Improvement Service.
See table below for Service updates if available at this time

PI Code	Priority	PI	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15				Annual Target 2014/15	Benchma rk
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note		
C&L4	Local Government Benchmarking Framework	Cost of parks and open spaces per 1000 population	£31,074.38	LGBF data for 14/15 will be published in November/December 2015 by the Improvement Service.									2013/14 Rank 16 (Second Quartile)
ENV1b		Net cost of refuse collection per premise (annual)	£60.56	£58.64	£58.64	£58.64	£58.64	£58.64			14/15 Service update: Annual Measure revised calculation following guidance from SOLACE. £58.64 for 2013/14. Previous calculation used by finance would have been £72.82. Figure not available from finance until May / June 15.		2013/14 Rank 15 (Second Quartile)
ENV2		Gross cost of Waste disposal per premise	£83.29	£81.11	£81.11	£81.11	£81.11	£81.11			14/15 Service update. Annual Figure. £81.11 for 2013/14 based on the guidelines supplied by SOLACE. Figure not available from finance until May/June 15.	£81.11	2013/14 Rank 7 (TOP Quartile)
ENV2b		Net cost of refuse disposal per premise (annual)	£56.61	14/15 Service update: Annual Figure. £76.46 for 2013/14 based on the guidelines supplied by SOLACE									2013/14 Rank 2 (TOP Quartile)
ENV3a		Net cost of street cleaning per 1,000 population	£10,165.29	14/15 Service update: Annual Figure. New PI for 14/15. 13/14 annual figure £10,167 per 1,000 population based on 84,700.									2013/14 Rank 7 (TOP Quartile)
ENV4b		Percentage of A class roads that should be considered for maintenance treatment	22.1%	Annual Indicator			21.6%	21.6%			14/15: Annual Measure 21.6%		

PI Code	Priority	PI	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15				Annual Target 2014/15	Benchma rk
			Value	Value	Value	Value	Value	Value	Status	Short Trend	Note		
ENV4c		Percentage of B class roads that should be considered for maintenance treatment	28.2%	Annual Indicator			24.4%	24.4%			LGBF data for 14/15 will be published in November/December 2015 by the Improvement Service.		
ENV4d	Local Government Benchmarking Framework	Percentage of C class roads that should be considered for maintenance treatment	29.8%	Annual Indicator			32%	32%			LGBF data for 14/15 will be published in November/December 2015 by the Improvement Service.		
ENV4e		Percentage of unclassified roads that should be considered for maintenance treatment	34.5%	Annual Indicator			34.4%	34.4%					
ENV6			Percentage of total household waste that is recycled	42.3%	53.5%	48.7%	40.0%	LGBF data for 14/15 will be published in November/December 2015 by the Improvement Service.					2013/14 Rank 18 (Third Quartile)
ENV7a		Percentage of Adults satisfied with refuse collection	76%	LGBF data for 14/15 will be published e in November/December 2015 by the Improvement Service.								2013/14 Rank 26 (Bottom Quartile)	
ENV7b		Percentage of adults satisfied with street cleaning	71%	LGBF data for 14/15 will be published in November/December 2015 by the Improvement Service.								2013/14 Rank 24 (Third Quartile)	