

Progress in delivery of strategic outcomes

- 1. Risk Management/Health & Safety**
 - 1. The Health & Safety Team had 16 Health and Safety Management Arrangements approved by CMT in November 2016, this completes the development of over half of all the Council's Health & Safety Management Arrangements in response to key legislative requirements. The team have programmed the remaining training associated with the roll out of the Health & Safety Management Information System.
 - 2. The 2017 Training program to be delivered in conjunction with East Lothian Council was completed and issued to managers through the Intranet offering a comprehensive range of training for the calendar year ahead.
- 2. Waste Management**
 - 1. Following contract closure on 6 October 2016 construction has started on the waste residual treatment plant at Millerhill. The facility is being built by Hitachi Zosen Inova (HZI) on behalf of FCC Environment (UK), who signed a 25-year contract to operate the facility on behalf of Midlothian and City of Edinburgh Councils.
 - 2. External funding of £19,000 was secured from Zero Waste Scotland to promote food waste recycling.
 - 3. Contract for the interim residual waste treatment/disposal advertised. Closing date 31 January 2017.
 - 4. Green Santa collected 1.5 tonnes of toys for reuse from Bonnyrigg Primary School, Cornbank Primary School and Lasswade Primary School. Toys and games collected were donated to local charity organisations.
- 3. Roads Services**
 - 1. Procured on behalf of the East Lothian, Borders and Fife (ELBF) Group, Weather Services contract for a further 3 (+2) years with the Met Office.
 - 2. Progressing Decriminalising Parking Enforcement (DPE) project, which is on schedule to report to council before the financial year end. This follows on from a presentation to members.
 - 3. Formal start to the ELBF shared services project, having identified work streams that could be progressed.
 - 4. UK Finalist in the Association of Public Service Excellence (APSE) Best Performer for Roads, Highways and Winter maintenance.
- 4. Travel and Fleet**
 - 1. Finalist – APSE Best and most improved performer awards for Transport Operations and vehicle maintenance.
 - 2. Expanded Ring and Go scheme in Auchendinny to alleviate some of the transport issues resulting from withdrawal of the Lothian Buses 40 service.
 - 3. New charge point operating at Midlothian Community Hospital
- 5. Landscape & Countryside**
 - 1. The following projects have successfully been progressed:
 - 2. Large Play area development work now complete at Mayfield Combined School.
 - 3. Play area works ongoing at Lasswade Nursery and Cornbank Primary School.
 - 4. Funding has been secured for play equipment for Auld Gala Park Gorebridge.
 - 5. Outdoor gym proposal for the King George the Fifth (KGV) Park Bonnyrigg has been developed and agreed.
 - 6. The works to stabilise the slope at Ironmills Park steps have been completed on budget by Ibex.
 - 7. The Edgefield Social housing site soft landscape contract works and maintenance work is all complete.
 - 8. Craigiefield and Eastfield soft Landscaping works for Harts the Builder also now complete.
 - 9. Council approval given to progress 290K of remedial works at Gore Glen Bing
 - 10. The non fair wear and tear bill for the sections plant and machinery has been significantly reduced this year.

Emerging Challenges

- 1. Risk Management/Health & Safety**

Challenge: Following the departure of the Senior Health & Safety Adviser a short term acting up arrangement required to be put in place.

Action: Appoint member of staff to deliver a challenging work programme.

Challenge: Arranging the Health & Safety Management Information System training.

Action: Work with schools despite their spread and restricted availability of school staff to deliver the training programme.

Challenge: Development and roll out of a new refreshed Business Continuity approach.

Action: Engage with services to complete this work stream

Challenge: Ensure a robust Audit of Health & Safety within the Council is undertaken.

Action: Support the work of Internal Audit

2. Waste Management

Challenge: Viridor are reporting increased contamination of materials in household blue bins and commercial trade waste recycling bins. Work is continuing to understand reasons behind the increase and measures that can be taken to reduce levels of contamination. This may affect future recycling rates as more waste collected for recycling is instead sent for disposal.

Action: Discussions are ongoing with Viridor in terms of additional costs to deal with contamination.

Challenge: Following the contractor for residual waste going into administration, waste is now being landfilled as an interim measure without any secondary treatment.

Action: The short term contract, until the waste treatment facility at Millerhill becomes operational, is out for tender and returns will be evaluated against the potential to reduce waste to landfill.

3. Roads Services

Challenge: With the reduction of next year's road maintenance revenue budget there will be a reduced level of flexibility to address changing circumstances.

Action: Utilise asset management system to maximise use of capital funding allocation. Prioritise remaining revenue funding.

Challenge: Implement findings of the Flood Risk Management Plans published in June 2016.

Action: Work with other Councils, the Scottish Environmental Protection Agency (SEPA) and Scottish Water to draw on their expertise in assisting in considering what mitigation measures can be undertaken or considered.

Challenge: Police Scotland has agreed to retain the Traffic Warden Service subject to a successful adoption of DPE responsibilities.

Actions: Produce the business case for Council consideration before submission to Scottish Government.

Challenge: Ensure that infrastructure improvements associated with the Borders Railway is completed.

Actions: Facilitate negotiations with the Shawfair developers and others to see the completion of rail and transportation infrastructure.

4. Travel & Fleet

Challenge: Ensure that the operation of the fleet management and maintenance service is fit for purpose.

Action: Discussions being held with an external organisation to review the fleet procurement, operation and maintenance service.

5. Landscape & Countryside

Challenge: Meet the agreed budget targeted savings.

Action: Introduce more efficient ways of working following evaluation. Publicise and promote opportunities for coproduction with communities.

Challenge: Develop the Hard and soft Landscape squads to secure additional income and retain skilled staff.

Action: Hard landscape post has been re-evaluated. Land and Countryside has worked with the Roads section to form a joint squad to train up additional staff and provide them with an SVQ 2 in Roadworks.

Challenge: Remediate the land slip at Ironmills steps

Action: Slope stabilization now completed in Q3 on budget and on time.

Challenge: Remediation of bing sites

Action: Emily Bing continues to be monitored pending a permanent solution. Council approved proposal to remediate Gore Glen Bing.

Challenge: Improve access for all abilities to Midlothian Town Parks Play areas.

Action: Planning to install additional roundabout in King George the fifth Park Bonnyrigg.

Commercial Operations PI summary

Outcomes and Customer Feedback





Priority	Indicator	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target 2016/17	Feeder Data	Value
		Value	Value	Value	Value	Value	Status	Note			
01. Provide an efficient complaints service	Number of complaints received (cumulative)	3,761	2,319	1,320	2,583			Q3 16/17: Some issues were identified within the system which meant that the accuracy of the complaints data was not reliable. A data cleansing exercise is being undertaken. As a result no quarter three data has been included and work is ongoing to rectify this.			

Making the Best Use of our Resources



Priority	Indicator	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target 2016/17	Feeder Data	Value	
		Value	Value	Value	Value	Value	Status	Note				Short Trend
02. Manage budget effectively	Performance against revenue budget	£ 15.304 m	£ 16.007 m	£ 16.167 m	£ 16.201 m	£ 16.366 m		Q3 16/17: Off Target				
03. Manage stress and absence	Average number of working days lost due to sickness absence (cumulative)	12.42	8.67	2.45	5.50	9.15		Q3 16/17: On Target		13.30	Number of days lost (cumulative)	3,610.84
	Average number of FTE in service (year to date)										Average number of FTE in service (year to date)	394.73

Corporate Health

Priority	Indicator	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target 2016/17	Feeder Data	Value	
		Value	Value	Value	Value	Value	Status	Note				Short Trend
04. Complete all service priorities	% of service actions on target / completed, of the total number	100%	100%	100%	100%	95.24%		Q3 16/17: On Target		90%	Number of service & corporate priority actions	21
											Number of service & corporate priority actions on tgt/completed	20
05. Process invoices efficiently	% of invoices paid within 30 days of invoice receipt (cumulative)	84%	88%	75%	82%	80%		Q3 16/17: Off Target Propose a divisional look at the issue to understand where the issues are and endeavour to address them.		90%	Number received (cumulative)	4,761
											Number paid within 30 days (cumulative)	3,798











06. Improve PI performance	% of PIs that are on target/ have reached their target.	92.31 %	92.31 %	71.43 %	85.71 %	73.33 %		Q3 16/17: Off Target. 4 of 15 PIs off target. Please see attached report for individual improvement actions.		90%	Number on tgt/ tgt achieved	11
											Number of PI's	15
07. Control risk	% of high risks that have been reviewed in the last quarter	100%	100%	100%	100%	100%		Q3 16/17: On Target		100%	Number of high risks reviewed in the last quarter	1
											Number of high risks	1












Improving for the Future

Priority	Indicator	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target 2016/17	Feeder Data	Value	
		Value	Value	Value	Value	Value	Status	Note				Short Trend
08. Implement improvement plans	% of internal/external audit actions in progress	100%	100%	0%	100%	100%		Q3 16/17: On Target. All audit actions complete.		90%	Number of on target actions	0
											Number of outstanding actions	0

Commercial Operations Action report

Service Priority Actions

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action
CO.S.01.01	01. Fewer People are victims of crime, abuse or harm	Identify accident cluster sites and implement engineering measures to reduce risk of future accidents	31-Mar-2017		75%	Q3 16/17: On Target Site data been analysed to determine accident clusters and sites identified.
CO.S.01.02		Undertake a program of works to improve lighting levels in communities	31-Mar-2017		75%	Q3 16/17: On Target Capital work started in August 2016.
CO.S.02.01	02. Accessibility by sustainable travel and transport is improved	Continue development of asset management plan (including data collection and system update) through SCOTS	31-Mar-2017		75%	Q3 16/17: On Target Update of current Roads Asset Management Plan currently underway.
CO.S.02.02		Compliance with Disabled parking legislation	31-Mar-2017		70%	Q3 16/17: Off Target 4 applications of 17 received were processed within 6 months. The delay on Q3 is due to the sudden bereavement of the member of staff with sole responsibility for this task.
CO.S.02.03		Support Transport Scotland/Network Rail to progress detailed design and construction of Borders Rail	31-Mar-2017		100%	Q3 16/17: Complete Action complete Q1 16/17
CO.S.02.05		Undertake a programme of work to improve road standards and footways	31-Mar-2017		75%	Q3 16/17: On Target 19 road maintenance projects being progressed in 2016/17.
CO.S.02.06		Develop infrastructure incidental to Borders Rail	31-Mar-2017		100%	Q3 16/17: Complete Action Complete in Q1.
CO.S.02.07		Work collaboratively to update school travel plans	31-Mar-2017		75%	Q3 16/17: On Target All currently up to date. 20 Primary schools and 2 High schools will need updated before 31 March 2017.
CO.S.03.01		03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Explore opportunities for shared fleet services with East Lothian Council and NHS Lothian	31-Mar-2017		90%
CO.S.03.02	Explore shared opportunities, services and knowledge with the partners in the ELBF group		31-Mar-2017		75%	Q3 16/17: On Target Future work streams have been identified with a lead council for each. Programme approved by the Shadow Joint Committee (SJC).

Code	Priority	Action	Due Date	Icon	Progress	Comment & Planned Improvement Action	
CO.S.03.03	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Progress workforce re-alignment through the delivering excellence program with the aim of addressing the budget gap, matching service to available funding	31-Mar-2017		75%	Q3 16/17: On Target Strategic Leadership Group (SLG) consideration given to proposals as part of the overall budget proposals.	
CO.S.03.04		Develop additional workstreams to achieve income for the council	31-Mar-2017		75%	Q3 16/17: On Target; Land and Countryside Additional Soft Landscape work stream is being progressed with Harts the builder. 50K project secured for Millerhill food waste site.	
CO.S.03.05		Complete the portfolio of Health and safety management arrangements.	31-Mar-2017		75%	Q3 16/17: On Target Final a management Arrangements being prepared.	
CO.S.03.06		Implementation of Health & Safety Management Information System (EHSMI) across all services in the council.	31-Mar-2017		75%	Q3 16/17: On Target System successfully rolled out in Resources and Adults, Health & Social Care. Education roll out started with courses booked up to March 2017.	
CO.S.03.08		Fully implement quality plans for Midlothian Parks	31-Mar-2017		100%	Q3 16/17: Complete Plans have been undertaken and implemented for Vogrie, Kings Park, Memorial Park, Springford Mill, Roslin Glen and Goreglen. Additional plan for the Dalkeith to Penicuik walkway to be produced in Q4 Park Quality assessment completed in 44 Parks in Q3.	
CO.S.03.09		Implement changes to waste collection systems as confirmed by council	31-Mar-2017		75%	Q3 16/17: On Target Review of current collection methods agreed with Zero Waste Scotland. Primary findings expected in Q4.	
CO.S.03.10		Report to council on the introduction of de-criminalised parking within Midlothian	31-Mar-2017		75%	Q3 16/17: On Target Consultant completed Traffic Regulation Order audit. Parking Strategy in Draft. Option Appraisal completed. Report to February council.	
CO.S.06.01		04. S.SG - Reduce, Re-use and recycle our waste	Commence construction of residual waste facility at Millerhill as part of Zero Waste Park	31-Mar-2017		100%	Q3 16/17: Complete Construction started October 2016. Expected completion date mid 2019.
CO.S.06.02			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-2017		75%	Q3 16/17: On Target Green Santa collected 1.5 tonnes of toys for reuse from Bonnyrigg, Lasswade and Cornbank Primary Schools. Recycling talk with Beeslack HS. Activities undertaken to promote festive recycling and changes in Christmas collection dates.
CO.S.06.03			Monitor the number of incidents of fly tipping on council land	31-Mar-2017		75%	Q3 16/17: On Target Total of 149 incidents reported of which 137 were on Council land. FlyMapper continues to be used to record flytipping events.
CO.S.04.02	05. S.SG - Address climate change	Ensure Council fleet orders for plant and vehicles is placed in line with Council Policy and Divisional timetables	31-Mar-2017		100%	Q3 16/17: Complete All vehicle orders have been placed using Scotland Excel Frameworks. All vehicles due for delivery within the current financial year	





Commercial Operations PI Report

Service Priority Performance Indicators

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target 2016/17	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
BS.CO.S.01.0 2b	01. Fewer People are victims of crime, abuse or harm	Percentage of all street light repairs completed within 7 days	96.2%	95.4%	100%	98.4%	99.2%			Q3 16/17: On Target 897 out of 904 faults were repaired within 7 days.	90%	Scottish Average 3.07 days
CO.S.01.02a		Number of lighting columns replaced	690	417	76	151	300			Q3 16/17: On Target Lighting Replacement Programme started in August 2016.	300	
CO.S.01.02c		% of the footpath network resurfaced	1.3%	1.2%	0.5%	0.6%	1%			Q3 16/17: On Target 6.53km of footway resurfaced.	0.5%	Internal programme of works - benchmark against target
CO.S.02.02a	02. Accessibility by sustainable travel and transport is improved	Process all applications for a new disabled parking bays within 6 months of receipt of application	100%	100%	100%	100%	24%			Q3 16/17: Off Target 17 applications received and 4 processed within 6 months. The delay on Q3 is due to the sudden bereavement of the member of staff with sole responsibility for this task.	100%	
BS.CO.S.02.0 5b		% of total road network resurfaced	1.15%	0.51%	0.3%	0.8%	0.9%			Q3 16/17: On Target 5.8km of carriageway resurfaced.	1%	
CO.S.02.06a		Number of passengers using "Visit Midlothian Explorer"	New for 16/17		235	706	851			Q3 16/17: Off Target This covered period from start of contract on April 18th to end of the contract 23rd October. Total Revenue income to offset subsidy £998.88	5,000	

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target 2016/17	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CO.S.02.07a	02. Accessibility by sustainable travel and transport is improved	Percentage of School Travel plans updated	New for 16/17		0%	100%	100%			Q3 16/17: On Target All currently up to date. 20 primary schools and 2 high schools will need updated before 31 March 2017.	94%	
CO.S.03.04a	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Income achieved by sourcing third party opportunities through joint roads/ Land and Countryside dept working on Soft Landscape	New for 16/17		£18,000	£50,000	£75,000			Q3 16/17: On Target	£100,000	
CO.S.03.04b		Income achieved by sourcing third party opportunities through joint roads/ Land and Countryside dept working on Hard Landscape	New for 16/17		£30,000	£50,000	£67,000			Q3 16/17: Off Target Problems recruiting staff caused under activity in this area.	£200,000	
CO.S.03.04c		Income target achieved by providing services to partner organisations and through the provision of income generating training from internal and external sources	New for 16/17		£12,400	£19,289	£24,521			Q3 16/17: Off Target Income is currently expected to come in £5,000 under budget. This years budget had seen a £15,000 rise in income target from last year.	£39,000	
CO.S.03.06a		Proportion of planned Health & Safety Audits completed successfully.	New for 16/17		25%	50%	75%			Q3 16/17: On Target Audit module of new Health & Safety Management Information System to be rolled out in Q4, following implementation of Health & Safety Management Information System across all services. Roll out of system on target; development of audit pro formas on target.	100%	

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target 2016/17	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
CO.S.03.08a	03. Develop and implement a program of continuous improvement and efficiency to develop additional capacity	Number of parks for which quality plans have been implemented	New for 16/17		6	6	6			Q3 16/17: On Target Plans have been undertaken and implemented for Vogrie, Kings Park, Memorial Park, Springfordmill, Roslin Glen and Goreglen. Additional plan for the Dalkeith to Penicuik walkway to be produced in Q4	5	
CO.S.06.02a		Total tonnes of BMW sent to landfill	7,379	2,347	1,640	1,222	N/A			Q3 16/17: Data Only Awaiting information from our contractors, returns into waste data flow will be available at Q4 16/17.		
BS.CO.S.06.02b	04. S.SG - Reduce, Re-use and recycle our waste	% of waste going to landfill	34.0%	35.8%	28.8%	26.3%	N/A			Q3 16/17: No data available Awaiting information from our contractors, returns into waste data flow will be available at Q4 16/17. Council is currently out to tender for a new residual waste contract (closing date 31 January 2017) with potential contractors asked how they will reduce waste to landfill.	35.0%	
BS.CO.S.04.02a	05. S.SG - Address climate change	Percentage of Council fleet which is 'Green'	2.1%	2.1%	2.1%	4.25%	4.25%			Q3 16/17: On Target Currently there are ten fully electric vehicles, one electric vehicle is being operated by NHS Lothian as part of the CPP funding arrangement. Scottish Government are to make a decision early in the new year for additional funding for an additional electric vehicle.	5%	
BS.CO.01		Number of environmental awards e.g. Green flags	5			5	5			Q3 16/17: On Target	5	
BS.CO.02	06. Balanced Scorecard Quarterly Indicators	Number of individuals involved in Community Schemes	N/A			1,491	1,580			Q3 16/17: Data Only New indicator, baseline to be established. Participants involved came from: Conservation charities/ volunteers Friends of Roslin Glen environment Team, Brownies.		

PI Code	Priority	PI	2015/16	Q3 2015/16	Q1 2016/17	Q2 2016/17	Q3 2016/17			Annual Target 2016/17	Benchmark	
			Value	Value	Value	Value	Value	Status	Short Trend			Note
ENV3c	07. Local Government Benchmarking Framework Quarterly Indicators	Street Cleanliness Score (LGBF)	99%	100%	97.5%	97.5%	97.5%			Q3 16/17: On Target During 2016 the service has continued to be monitored and changes introduced as appropriate. Midlothian is leading on The Local Government Benchmarking Family Group for Street Cleaning. This group provides a practical structure for the eight councils participating to work together to drill down into each other's data, understand the reasons for variations in performance, and share best practice between councils and services to drive performance improvement.	93%	15/16 Rank 1 (TOP Quartile). 14/15 Rank 8 (TOP Quartile).
ENV6		Percentage of total household waste that is recycled (LGBF)	47.9%	43.9%	59.0%	57.3%	N/A			Q3 16/17: No data available Awaiting information from our contractors, recycled waste data flow will be available at Q4 16/17..	46.0%	15/16 Rank 15 (Second Quartile). 14/15 Rank 13 (Second Quartile).

Local Government Benchmarking Framework - Commercial Operations



Culture and Leisure

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
C&L4	Net cost of parks and open spaces per 1000 population (LGBF)	£16,120	£18,344	£10,446	£5,490	£6,294	£5,516	15/16 Rank 2 (Top Quartile). 14/15 Rank 3 (Top Quartile).
C&L5b	Percentage of adults satisfied with parks and open spaces (LGBF)	78.3%		81%	91%	80%	79%	15/16 Rank 29 (Bottom Quartile). 14/15 Rank 22 (Third Quartile).

Environmental Services

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
ENV1b	Net cost of waste collection per premise (annual) (LGBF)	New for 12/13		£76.47	£60.56	£29.85	£42.18	15/16 Rank 5 (TOP Quartile). 14/15 Rank 1 (TOP Quartile).
ENV2a	Net cost of waste disposal per premise (annual) (LGBF)	New for 12/13		£72.52	£56.61	£73.62	£84.33	15/16 Rank 12 (Second Quartile). 14/15 Rank 8 (TOP Quartile).
ENV3a	Net cost of street cleaning per 1,000 population (LGBF)	£9,428	£9,773	£9,829	£10,165	£11,623	£11,615	15/16 Rank 12 (Second Quartile). 14/15 Rank 9 (Second Quartile).
ENV3c	Street Cleanliness Score (LGBF)	94%	93.6%	94.9%	94.9%	96.14%	99%	15/16 Rank 1 (TOP Quartile). 14/15 Rank 8 (TOP Quartile).
ENV4a	Cost of maintenance per kilometre of roads (LGBF)	£14,736	£10,470	£15,809	£15,459	£16,494	£14,517	15/16 Rank 23 (Third Quartile). 14/15 Rank 23 (Third Quartile).
ENV4b	Percentage of A class roads that should be considered for maintenance treatment (LGBF)	21.1%	22.7%	24.1%	22.1%	21.6%	20.4%	15/16 Rank 7 (TOP Quartile). 14/15 Rank 9 (Second Quartile).
ENV4c	Percentage of B class roads that should be considered for maintenance treatment (LGBF)	25.2%	27%	30.4%	28.2%	24.4%	28%	15/16 Rank 13 (Second Quartile). 14/15 Rank 8 (TOP Quartile).
ENV4d	Percentage of C class roads that should be considered for maintenance treatment (LGBF)	32.1%	30.4%	28.7%	29.8%	32%	30.5%	15/16 Rank 12 (Second Quartile). 14/15 Rank 11 (Second Quartile).
ENV4e	Percentage of unclassified roads that should be considered for maintenance treatment (LGBF)	35%	32.8%	36.1%	34.5%	34.4%	35.3%	15/16 Rank 12 (Second Quartile). 14/15 Rank 10 (Second Quartile).

Code	Title	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	External Comparison
		Value	Value	Value	Value	Value	Value	
ENV6	Percentage of total household waste that is recycled (LGBF)	44.1%	45.9%	45.1%	42.3%	46.9%	47.9%	15/16 Rank 15 (Second Quartile). 14/15 Rank 13 (Second Quartile).
ENV7a	Percentage of Adults satisfied with refuse collection (LGBF)	79%		83%	76%	80%	83%	15/16 Rank 21 (Third Quartile). 14/15 Rank 26 (Bottom Quartile).
ENV7b	Percentage of adults satisfied with street cleaning (LGBF)	69.7%		78%	71%	71%	72%	15/16 Rank 22 (Third Quartile). 14/15 Rank 22 (Third Quartile).