

Glossary of Performance Indicators for the Public Realm Committee

Service Area	Quarterly indicator	Bigger or smaller is better	Explanation	Section of Report
Waste and Recycling	Number of missed waste collections per 100,000	Smaller	The number of waste collections missed where the contractor is in error (including refuse, green waste, dry recycling and soft mix) calculated per 100,000 households.	Section A – KPIs
	Percentage of missed waste collections rectified within 24 hours	Smaller	The percentage of missed waste collections which have been collected by 6pm the following day, which is the required service level under the contract	Section A – KPIs
	Fly-tipping incidents	Smaller	Number of fly-tipping incidents reported to the Council's contractor by members of the public and officers. Fly-tipping is the illegal dumping of rubbish or bulky items, for example by a roadside or in a field.	Section C – Informational
	Percentage of fly-tips cleared within 5 working days	Bigger	The percentage of reported fly-tips (see above) which have been cleared within the 5-working day requirement under the contract	Section A – KPIs
	Recycling rate	Bigger	The weight (in kilogrammes) of household waste reused, recycled and composted as a percentage of the total weight of household waste.	Section C – Informational
	Kg per household of residual waste	Smaller	The weight of household waste sent to landfill (residual waste) divided by the number of households in the District.	Section C – Informational
	Contamination rate	Smaller	The estimated amount of household recycling that is rejected, as a percentage of all waste intended to be recycled. Contamination is the action of polluting a waste stream with anything that shouldn't be there. This includes general waste items going into a recycling bin, or when materials are not properly cleaned.	Section C – Informational
	Hertfordshire Waste Partnership average	Bigger	Average recycling rate across all the Hertfordshire Districts and recycling centres	Section C – Informational

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Parking	Parking Enforcement Officer deployed hours	Bigger	Number of deployed hours of civil enforcement officers (on street) measured against an expected deployment with variances investigated.	Section A – KPIs
	Percentage of spoiled Parking Penalty Charge Notices compared to the total number of Notices issued		Percentage of Penalty Charge Notices cancelled at 60 days from issue due to officer error such as wrong location or contravention.	Section A – KPIs
	Parking Penalty Charge Notices issued	Smaller	The total number of Penalty Charge Notices (car parking tickets) issued by the Council's contractor.	Section C – Informational
	Percentage of Parking Penalty Charge Notices paid within 90 days	Bigger	The number of Penalty Charge Notices (car parking tickets) paid within 90 days of being served as a percentage of those issued in the month three months previously.	Section C – Informational
Museums	St Albans Museum + Gallery visits	Bigger	The number of individual visits to St Albans Museum + Gallery.	Section C – Informational
	Verulamium Museum visits	Bigger	The number of individual visits to Verulamium Museum. This does not include shop and cloakroom users.	Section C – Informational
	Hypocaust visits	Bigger	The number of individual visits to the Hypocaust.	Section C – Informational
Leisure Services / Leisure Management Contract	Total number of visits to arts and entertainment venues	Bigger	Number of tickets sold at the Alban Arena and Eric Morecambe Centre.	Section C – Informational
	Total number of visits to sport and leisure centres	Bigger	The number of visits to Westminster Lodge Leisure Centre, Westminster Lodge Outdoor, Cotlandswick Leisure Centre, Harpenden Leisure Centre, Redbourn Leisure Centre and Batchwood Golf and Tennis Centre. It does not include café visitors.	Section C – Informational