



| Action Key | | PI Key | |
|------------|-------------------------------------|--------|----------------------------|
| | Cancelled | | Alert - > 10% off target |
| | Overdue | | Warning - < 10% off target |
| | Some concerns - milestone(s) missed | | OK - on or above target |
| | In Progress | | Unknown |
| | Complete | | Data Only |

Environment Committee Performance Scorecard 2021/22

Projects & Actions

Actions 4 1 5 0

- Environmental Sustainability Action Plan (continual review and delivery of actions)
- Bereavement Services Facilities Review
- Perdiswell landscaping Phase 2 - Perdiswell Park
- Riverside Park Improvements to maintain and enhance Green Flag status
- A programme of environmental and sustainability communications and campaigns to promote awareness
- Develop an action plan to tackle Ash Dieback and increase trees across the City
- Public Bin Investment Programme
- Allotments Review
- Green Homes Grant Local Authority Delivery Scheme
- Improve arterial routes

Key PIs

PIs 1 3 12 0 2

- Carbon Emissions
- % of household waste recycled and composted
- % of household waste recycled
- % of household waste composted
- Residual household waste collected per household (kg)
- Total amount of household waste collected per household (kg)
- % animal fouling cleared within time
- % of street litter cleared within time
- % of street detritus and weeds cleared within time
- % of poor grass maintenance cleared within time
- % overflowing litter / dog waste bins dealt within time
- % fly-tipping cleared within time
- % of street assessed as Excellent or Acceptable
- No. of street scene assessments the across City Centre Place by grade - Grade A
- No. of street scene assessments across 4 Main Places by grade - grade A






Annual

- Satisfaction with street cleansing
- Satisfaction with rubbish collection and recycling
- Satisfaction with parks and play areas



Environment Committee Performance Report





Environment Projects & Actions 2021/22

| Action Status | |
|---|------------------------------------|
|  | Cancelled |
|  | Overdue; Neglected |
|  | Unassigned; Check Progress |
|  | Not Started; In Progress; Assigned |
|  | Completed |



Environmental Sustainability Action Plan (continual review and delivery of actions)

| | | |
|---|--------------------------|---|
| <p>A report on progress in delivering the action plan will be presented to Environment Committee in June 2022.</p> <p>This action is showing as red because Committee did not receive a progress report during the second half of 2021/22 and therefore the action was not complete as of March 2022.</p> <p>An action to receive two reports per year will be included in the scorecard for 2022/23.</p> | Sponsor | David Sutton |
| | Due Date | 31-Mar-2022 |
| | Original Due Date | 31-Mar-2022 |
| | Current Status |  |
| | Expected Outcome |  |

Bereavement Services Facilities Review

| | | |
|--|--------------------------|---|
| <p>As agreed at the March 2022 Committee, due to the potential commercial sensitivity of this project it will not be included within the 2022/2023 Committee Scorecard. Work continues to progress however in developing an options appraisal report and this will be reported back to this Committee in due course.</p> | Sponsor | Sandra Green |
| | Due Date | 31-Mar-2023 |
| | Original Due Date | 31-Mar-2020 |
| | Current Status |  |
| | Expected Outcome |  |

Green Homes Grant Local Authority Delivery Scheme

| | | |
|---|--------------------------|---|
| <p>Delivery continues on Phase 1B of the scheme with a deadline extension of 31st August 2022. A total of 37 out of 140 properties (40 O/O & 100 RSL on the original bid) have been upgraded so far. Contractor availability and new PAS standards did set the project back several months but the extension until the end of August means that we are on track to now complete 26 O/O and 100 RSL properties. As a result of the extension agreed with the Department for Business, Energy and Industrial Strategy (BEIS), it is</p> | Sponsor | Tom Mountford |
| | Due Date | 31-Mar-2022 |
| | Original Due Date | 31-Mar-2022 |
| | Current Status |  |
| | Expected Outcome |  |

proposed that the deadline for this project will be extended to 31st August 2022.

Phase 2 of delivery is also underway. This phase is focused on upgrading low efficiency storage heaters in off-gas flats and the installation of other measures in homes such as upgraded doors, windows and boiler controls. The target is 80 properties. The cut-off date for referrals was 31st March 2022 at which point we had received 59 referrals and are currently on track to complete all 59 properties by 30th June 2022 providing we have no cancellations. We received nearly 200 expressions of interest for this phase of the scheme but ultimately only 66 applications (7 of which have since declined measures or cancelled their applications). We are exploring ways of addressing this low conversion rate under the next phase of the scheme.

A further £1million of funding has been awarded to Worcester City Council under the Sustainable Warmth Competition which combines Local Authority Delivery Phase 3 (LAD3) for on-gas properties and Home Upgrade Grant Phase 1 (HUG1) for off-gas properties. The delivery deadline is 31st March 2023. A delivery plan has been submitted for approval to the Midlands Energy Hub with a target of installing 113 measures over the next 12 months, with some properties receiving multiple measures.

Perdiswell landscaping Phase 2 - Perdiswell Park

The preparation of tender documentation and the procurement process for the Phase 2A landscape works have been completed. A successful application has been made to Natural Networks that has secured grant funding of £90,837 towards the implementation of significant biodiversity enhancements. The funding Agreement with Natural Networks has been signed and the contract for the landscape works prepared. An inception meeting has been held with the contractor and the grant funder with work to begin on site on Monday 25 April 2022. Defunct golfing structures will be removed; a new surfaced path suitable for pedestrians and cyclists will be constructed and seats, fingerposts and interpretation boards installed. Biodiversity enhancements will be implemented including the creation of bee banks, hibernacula and installation of bird and bat boxes and the creation of in excess of 3.5 hectares of wildflower meadow/shaded grassland. This work will be completed by August. In November the contractor will return to site to carry out 2.4 hectares of woodland and tree planting (over 6,000 trees and shrubs), 158 metres of hedge planting and 6,200 bulbs to be planted during the appropriate seasons for these types of work for completion

Sponsor Sandra Green

Due Date 31-Mar-2022

Original Due Date 31-Jul-2019



Current Status 

Expected Outcome





| | |
|--|--|
| by Christmas. | |
| Given the delay to the start of the project the completion date for the project will be December 2022. | |

Riverside Park Improvements to maintain and enhance Green Flag status



| | | |
|---|--------------------------|---|
| <p>In the last quarter consultation commenced on the design and content of 16 totem signs proposed to be installed at the primary entrances into the park. Bedwardine, Cathedral, St Clement and St John Ward Members, landowners, leaseholders and Council colleagues were invited to consider the concept proposals for the totems and offer suggestions. The detailed design was developed in terms of branding, accessibility, layout and content. An integrated approach has been developed that aims to raise the profile of the park and strengthen its identity by referencing local biodiversity and Worcester’s riverside history. Improved physical and virtual connections with the city centre are proposed including links to ‘What’s On’ and ‘What’s Nearby’ hosted on the Visit Worcester website and access to historical data on ‘Know Your Place Worcester’ website. Text and imagery have been collated for totems and shared with the sign designer with proofs expected during April. The waymarker post design has been approved and manufacture commenced. Floor tile designs are under review following consultation with Worcestershire Highways. It is anticipated that the installation of signs will commence in May.</p> <p>Clearance of Japanese Knotweed dead stems has been carried out along the riverbanks in the park following treatment in Autumn 2021. Further management is envisaged during 2022 to prevent further spread of this invasive species.</p> <p>Given the delay in the start of the project it is now envisaged that the completion will be in November 2022</p> | Sponsor | Sandra Green |
| | Due Date | 31-Mar-2022 |
| | Original Due Date | 30-Sep-2020 |
| | Current Status |  |
| | Expected Outcome |  |

A programme of environmental and sustainability communications and campaigns to promote awareness



| | | |
|--|--------------------------|---|
| <p>Q4 2022</p> <p>Events 27 environment and sustainability related events took place in Q4 including: • Litter picks • Gardening Groups • Tree Planting Events • Coppicing • Community Clean Up • Bird Watching • Swan Sanctuary Enhancements • University Study Groups on Water Quality</p> <p>Promotion These opportunities were promoted via the monthly Community Engagement Enewsletter to over 650 groups,</p> | Sponsor | Sandra Green |
| | Due Date | 31-Mar-2022 |
| | Original Due Date | 31-Mar-2021 |
| | Current Status |  |
| | Expected Outcome |  |

| | |
|--|--|
| <p>organisations and individuals, advertised via the Community Engagement poster round in each of the 38 noticeboards in parks and open spaces, and were also promoted on social media where relevant.</p> <p>In terms of posts on social media: There were 39 posts on each platform (Facebook, Instagram, Twitter) relating to Environment and Sustainability. This resulted in 40,968 total impressions and 3,576 engagements</p> | |
|--|--|



Develop an action plan to tackle Ash Dieback and increase trees across the City

| | | |
|--|--------------------------|---|
| <p>Action closed following update report presented to Environment Committee in May 2021. Ongoing management of Ash Dieback now in place.</p> | Sponsor | Sandra Green |
| | Due Date | 31-Mar-2022 |
| | Original Due Date | 31-Mar-2021 |
| | Current Status |  |
| | Expected Outcome |  |

Public Bin Investment Programme

| | | |
|--|--------------------------|---|
| <p>For Phase One, the Council's Minor Works Team installed 5 foundation bases and 96 bins during Quarter 4. There are 2 bases and 3 bins to complete Phase One. These are at Lark Hill Road, Tolladine Road and Trotshill Lane East. Both Tolladine Road and Trotshill Lane East bases are scheduled to be completed early in Quarter 1. As part of Phase One we were able to incorporate bins at four additional locations to those planned.</p> <p>Preparation for Phase Two of the scheme has commenced and the procurement of the bins will be progressed during April. Installation of new foundation bases are also scheduled to begin in April. Bin installations are planned to commence in July subject to supply chain availability.</p> | Sponsor | Sandra Green |
| | Due Date | 31-Mar-2025 |
| | Original Due Date | 31-Mar-2025 |
| | Current Status |  |
| | Expected Outcome |  |

Allotments Review





| | | |
|--|--------------------------|---|
| <p>Action closed following report presented to Environment Committee in November 2021 regarding the outcome of the review.</p> | Sponsor | Sandra Green |
| | Due Date | 31-Dec-2021 |
| | Original Due Date | 31-Dec-2021 |
| | Current Status |  |
| | Expected Outcome |  |

Improve arterial routes

Update report presented to May Environment Committee. Ongoing management now in place – action to be closed.

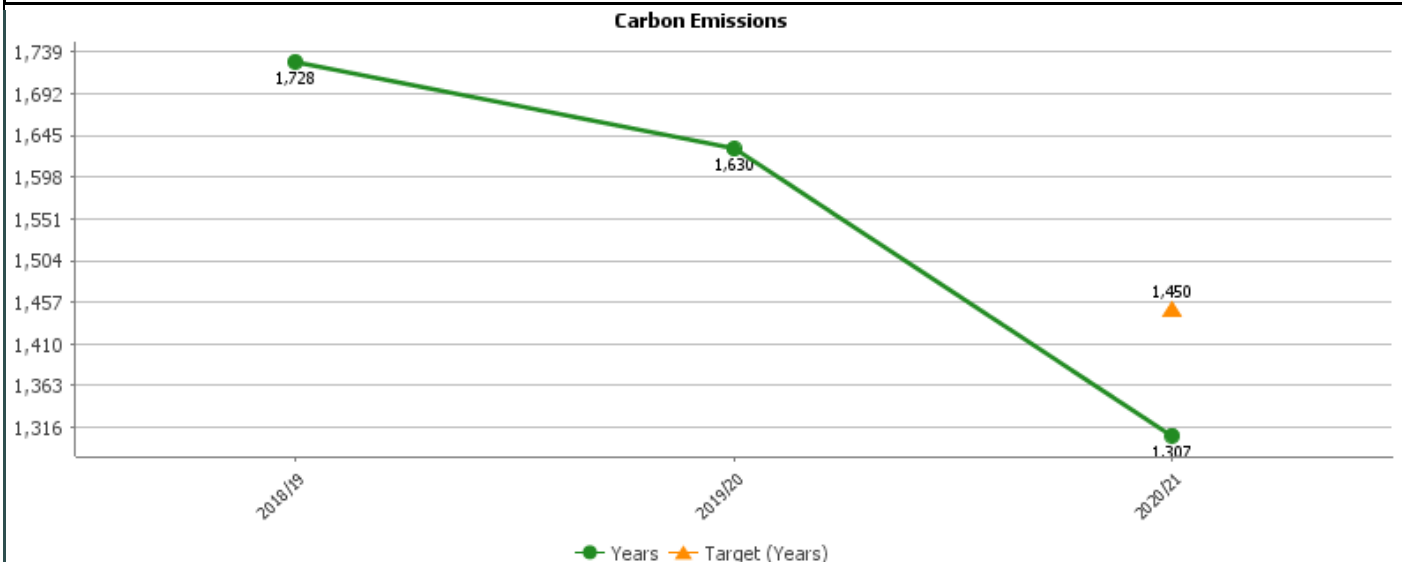
| | |
|--------------------------|--------------|
| Sponsor | Sandra Green |
| Due Date | 31-Mar-2020 |
| Original Due Date | 31-Mar-2019 |
| Current Status | ✔ |
| Expected Outcome | ✔ |

Environment Key Performance Indicators - End of Year 2021/22

| PI Status | |
|--|-----------|
|  | Alert |
|  | Warning |
|  | OK |
|  | Unknown |
|  | Data Only |

Carbon Emissions

Description: Total greenhouse gas emissions from City Council buildings and operations, given in tonnes of CO2 equivalent (the emissions of other greenhouse gases are expressed in terms of the amount of CO2 that would create the same amount of warming). This includes our community and leisure centres.



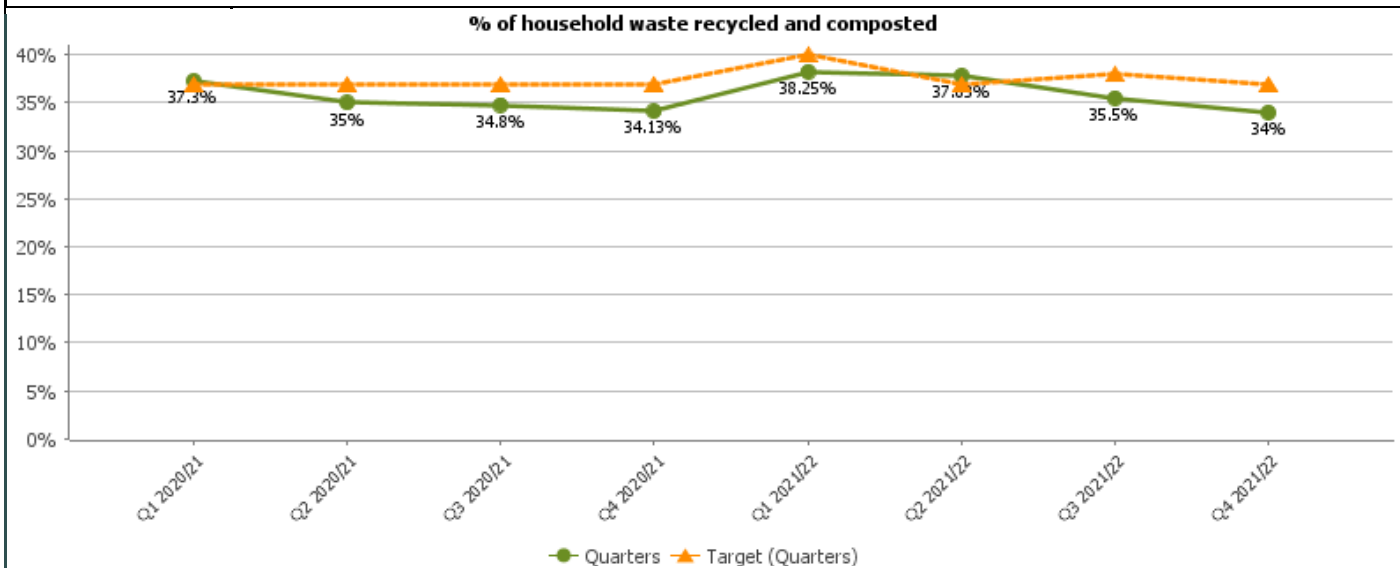
| | | | | | |
|----------------------|---|-------------------------|-------|----------------|--------------|
| RAG (2020/21) | ✔ | Value (2020/21) | 1,307 | Sponsor | David Sutton |
| Aim to Minimise | | Target (2020/21) | 1,450 | | |

The Council's overall carbon footprint for 2021-22, including emissions from buildings, transport and facilities run by third parties such as Freedom Leisure, is currently being calculated and will be reported to the Committee in September 2022

| Annual | | | | |
|---------|------------|--------|------------|-------------|
| | Value | Target | Status | Short Trend |
| 2020/21 | 1,307 | 1,450 | ✓ | ↑ |
| 2021/22 | TBC | 1,420 | TBC | ? |

% of household waste recycled and composted

Description: The percentage of household waste collected which has been sent for reuse, recycling or composting (green bins and brown bins)





| | | | | | |
|-----------------|---|-----------------------|-----|----------------|--------------|
| RAG | ▲ | Current Value | 34% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 37% | | |

The amount of recyclable and compostable waste collected in Q4 2021-22 reduced by 206 tonnes in total compared to Q4 2020/21.

This figure is below the estimated percentage target of 37% but has increased slightly compared with 33.8% in 2020/21.

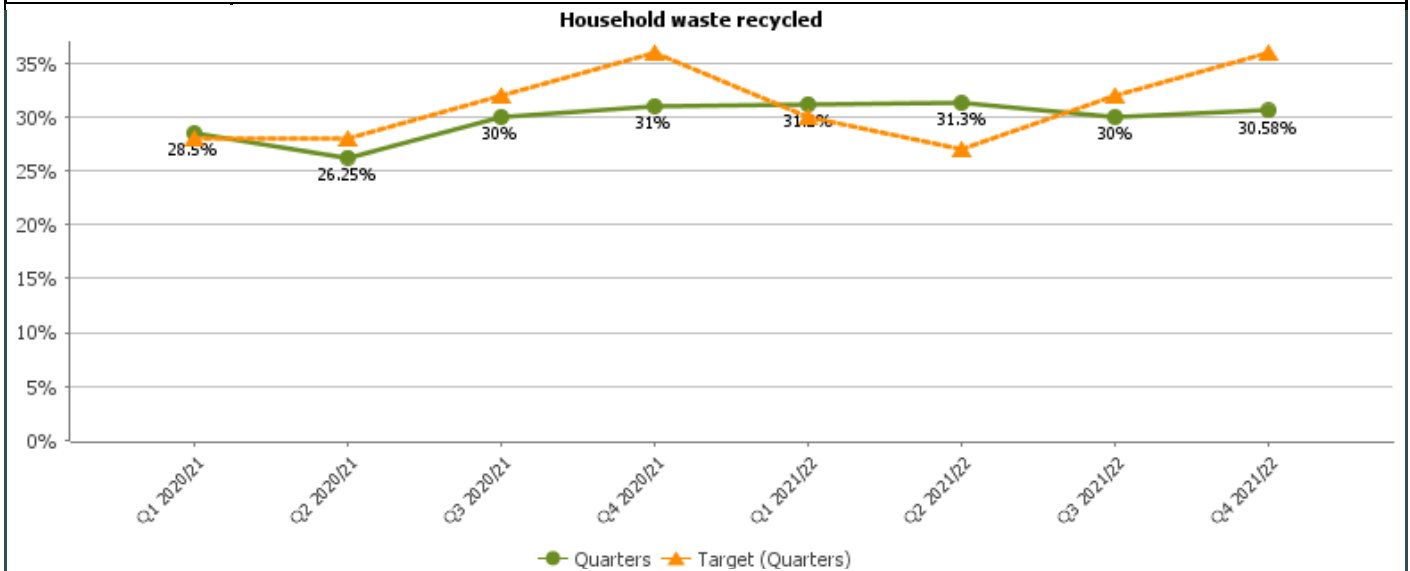
*Tonnes for March have been estimated as they aren't available at the time of reporting.

| Quarters | | | | |
|------------|--------|--------|--------|-------------|
| | Value | Target | | |
| Q4 2020/21 | 34.13% | 37% | | |
| Q1 2021/22 | 38.25% | 40% | | |
| Q2 2021/22 | 37.83% | 37% | | |
| Q3 2021/22 | 35.5% | 38% | | |
| Q4 2021/22 | 34% | 37% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2020/21 | 35.36% | 37% | ▲ | ↓ |

| | | | | |
|---------|-------|-----|---|---|
| 2021/22 | 36.6% | 38% |  |  |
|---------|-------|-----|---|---|

% of household waste recycled

Description: Percentage of household waste that is sent for recycling through green 'dry recycling' bins only.







| | | | | | |
|------------|--|-----------------------|--------|----------------|--------------|
| RAG |  | Current Value | 30.58% | Sponsor | Sandra Green |
| | Aim to Maximise | Current Target | 36% | | |

Recyclable waste collected in Q4 2021-22 reduced by 204 tonnes in total compared to Q4 2020/21.

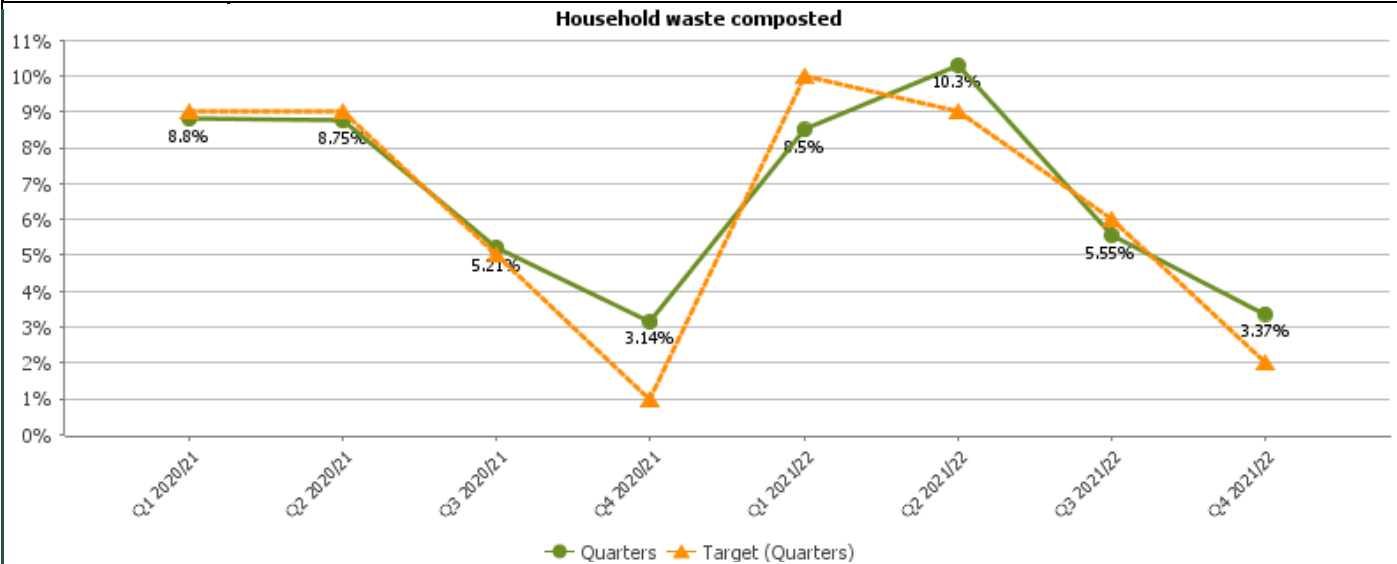
The figure is below the estimated percentage target but is on par with 30.66% in Q4 2020-21.

*Tonnages for March have been estimated as they aren't available at the time of reporting.

| Quarters | | | | |
|------------|--------|--------|---|---|
| | Value | Target | | |
| Q4 2020/21 | 31% | 36% | | |
| Q1 2021/22 | 31.2% | 30% | | |
| Q2 2021/22 | 31.3% | 27% | | |
| Q3 2021/22 | 30% | 32% | | |
| Q4 2021/22 | 30.58% | 36% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2020/21 | 29% | 31% |  |  |
| 2021/22 | 29.1% | 31% |  |  |

% household waste composted

Description: Percentage of household waste that is sent for composting. This is waste collected from the garden waste collection service and composted (brown bins)



| | | | | | |
|------------|-----------------|-----------------------|-------|----------------|--------------|
| RAG | | Current Value | 3.37% | Sponsor | Sandra Green |
| | Aim to Maximise | Current Target | 2% | | |

The amount of compostable waste collected has decreased by 2 tonnes in the quarter compared to 20/21, giving a percentage of 3.37% compared to 3.14 % in 2020/21.

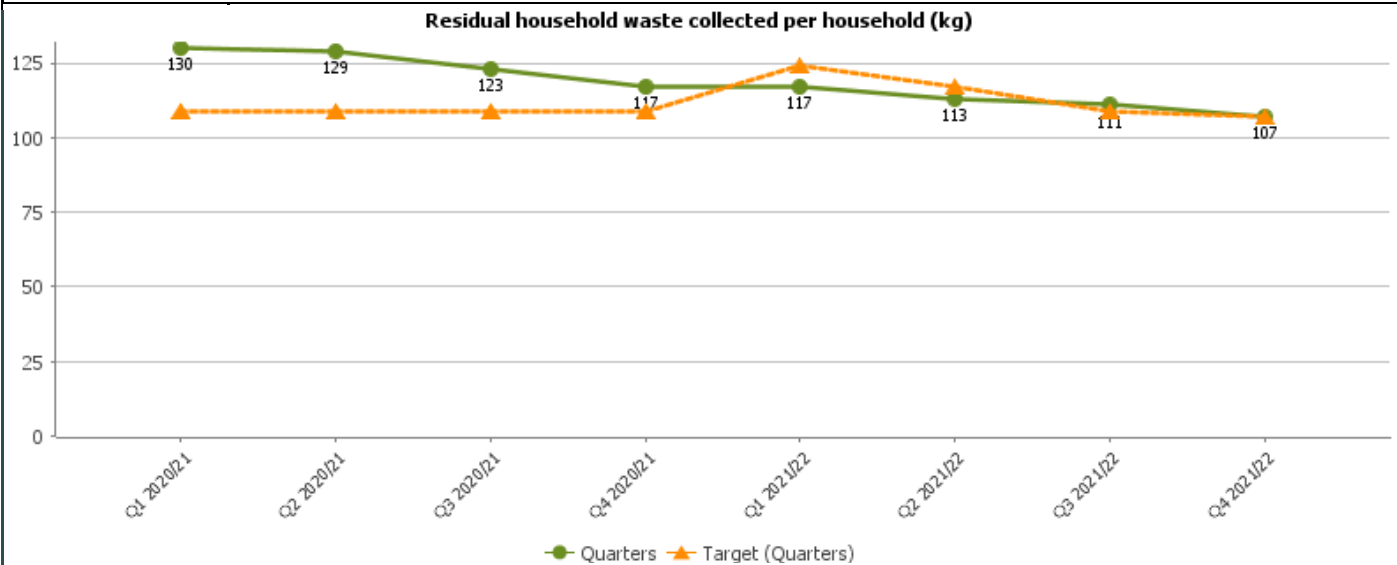
There has been an influx of an additional 676 garden waste customers compared to Q4 2020-21.

*Tonnes for March have been estimated as they aren't available at the time of reporting.

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | Target | | |
| Q4 2020/21 | 3.14% | 1% | | |
| Q1 2021/22 | 8.5% | 10% | | |
| Q2 2021/22 | 10.3% | 9% | | |
| Q3 2021/22 | 5.55% | 6% | | |
| Q4 2021/22 | 3.37% | 2% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2020/21 | 6.61% | 6% | | |
| 2021/22 | 7.5% | 7% | | |

Residual household waste collected per household (kg)

Description: The household waste collected NOT including waste sent for reuse, recycling or composting



| | | | | | |
|-----------------|--|-----------------------|-----|----------------|--------------|
| RAG | | Current Value | 107 | Sponsor | Sandra Green |
| Aim to Minimise | | Current Target | 107 | | |

Residual waste decreased by 438 tonnes (compared to Q4 2020/21) decreasing the average kilogrammes of residual waste per property from 118kg in 2020/21 to 107 in Q4 2021/22. This is against an estimated target of 107 kg.

The change in the waste volumes is seen as a direct result of behavioural change driven by the COVID pandemic with previous lockdowns meaning residents spending more time at home and therefore creating additional waste that would normally not have found its way into the domestic collection waste stream.

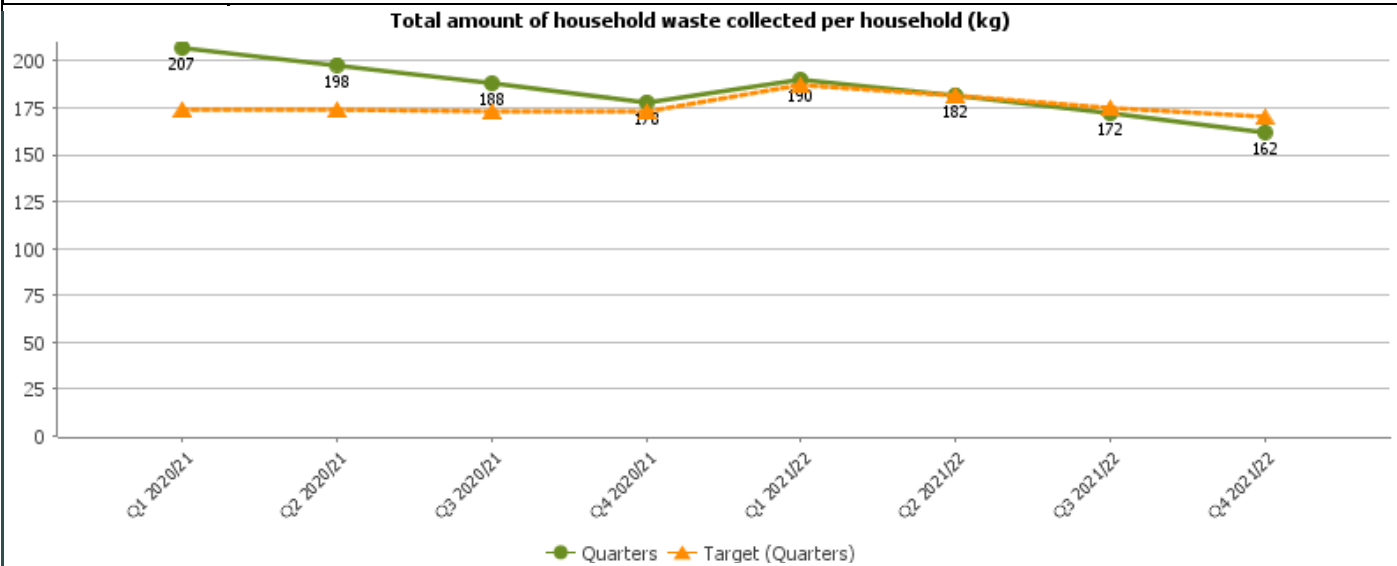
With Government guidance changing as a return to a more normal way of life continues, the volume of residual waste is decreasing and returning to more normal levels shown before the pandemic. (106kg in Q4 2019-20)

*Tonnages for March have been estimated as they aren't available at the time of reporting.

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | Target | | |
| Q4 2020/21 | 117 | 109 | | |
| Q1 2021/22 | 117 | 124 | | |
| Q2 2021/22 | 113 | 117 | | |
| Q3 2021/22 | 111 | 109 | | |
| Q4 2021/22 | 107 | 107 | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2020/21 | 497 | 436 | | |
| 2021/22 | 448 | 457 | | |

Total amount of household waste collected per household (kg)

Description: The total amount of household waste collected from black, green and brown bins, bulky waste, street sweepings and separately collected recycling (e.g. bring banks)



| | | | | | |
|-----------------|--|-----------------------|-----|----------------|--------------|
| RAG | | Current Value | 162 | Sponsor | Sandra Green |
| Aim to Minimise | | Current Target | 170 | | |





The total amount of household waste collected decreased by 644 tonnes (compared to Q4 2020/21) decreasing the average kilogrammes of residual waste per property from 178kg in 2020/21 to 162 in Q4 2021/22. This is against an estimated target of 170 kg.

The change in the waste volumes is seen as a direct result of behavioural change driven by the COVID pandemic with previous lockdowns meaning residents spending more time at home and therefore creating additional waste that would normally not have found its way into the domestic collection waste stream.

With Government guidance changing as a return to a more normal way of life continues, the volume of waste is decreasing and returning to more normal levels shown before the pandemic. (154kg in Q4 2019-20)

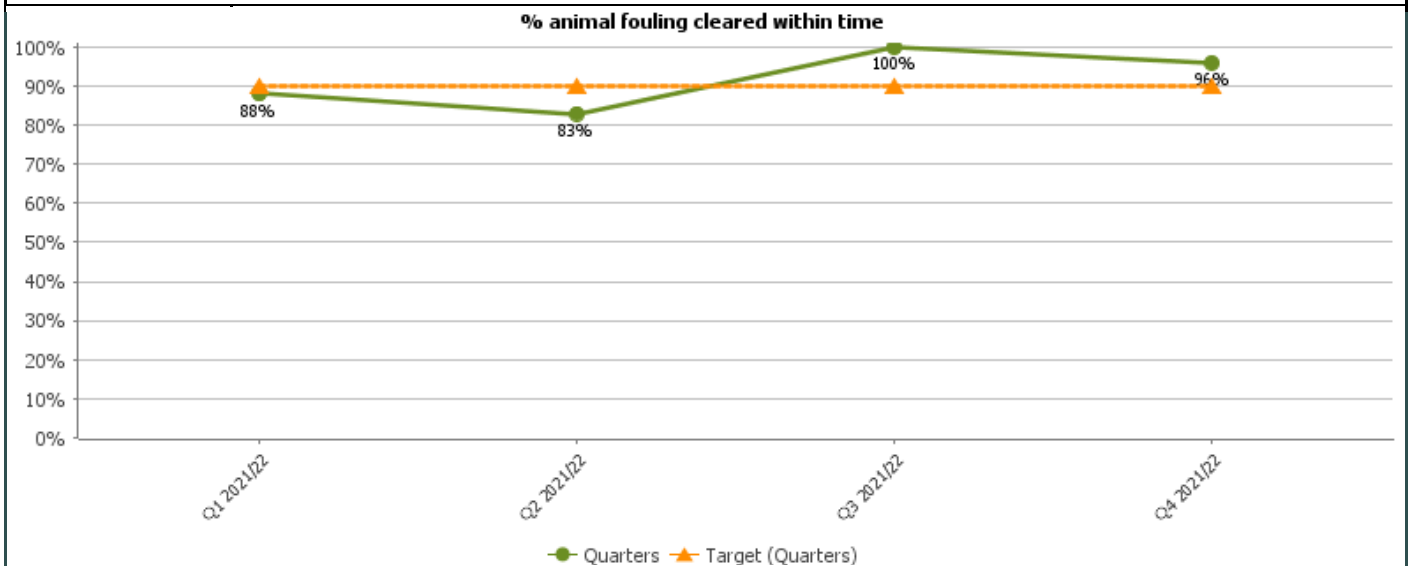
*Tonnes for March have been estimated as they aren't available at the time of reporting.

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | Target | | |
| Q4 2020/21 | 178 | 173 | | |
| Q1 2021/22 | 190 | 187 | | |
| Q2 2021/22 | 182 | 182 | | |
| Q3 2021/22 | 172 | 175 | | |
| Q4 2021/22 | 162 | 170 | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |


| | | | | |
|---------|-----|-----|---|---|
| 2020/21 | 771 | 694 |  |  |
| 2021/22 | 706 | 714 |  |  |

% animal fouling cleared within time

Description: The percentage of incidents of animal fouling reported by customers and cleared within agreed time - 1 working day

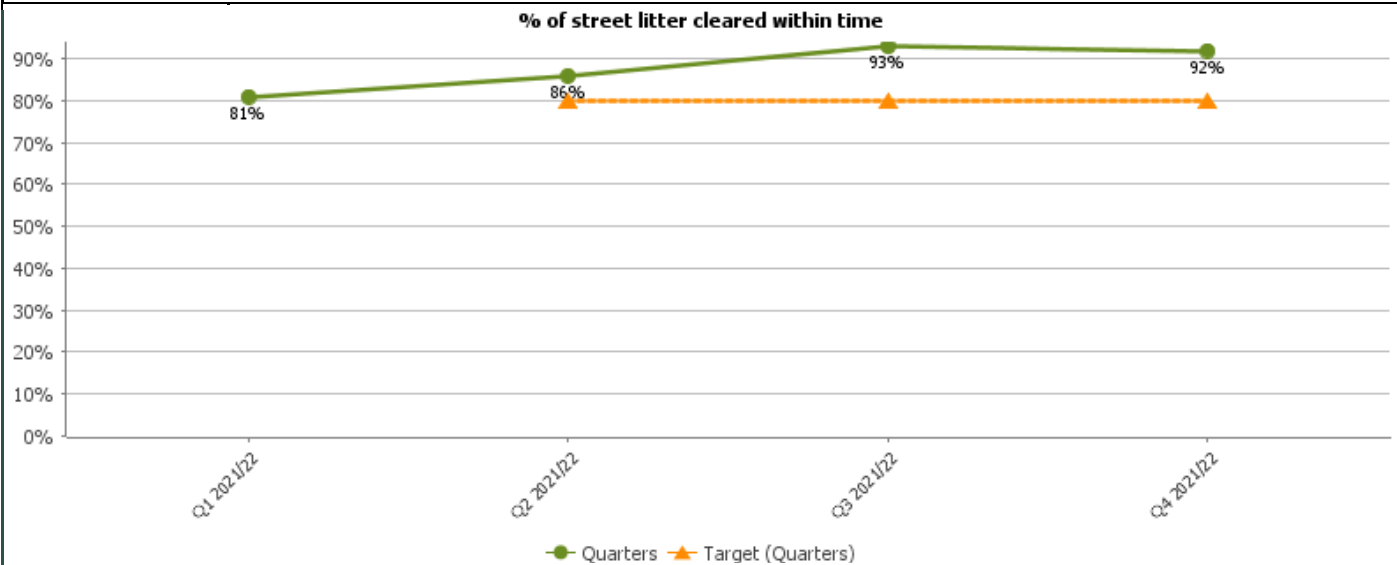


| | | | | | |
|------------|---|-----------------------|-----|----------------|--------------|
| RAG |  | Current Value | 96% | Sponsor | Sandra Green |
| | Aim to Maximise | Current Target | 90% | | |

| Quarters | | | | |
|------------|-------|--------|---|-------------|
| | Value | Target | | |
| Q1 2021/22 | 88% | 90% | | |
| Q2 2021/22 | 83% | 90% | | |
| Q3 2021/22 | 100% | 90% | | |
| Q4 2021/22 | 96% | 90% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2021/22 | 92% | 90% |  | n/a |

% of street litter cleared within time

Description: The percentage of incidents of street litter and animal fouling reported by customers and dealt with within the agreed response time of 2 working days

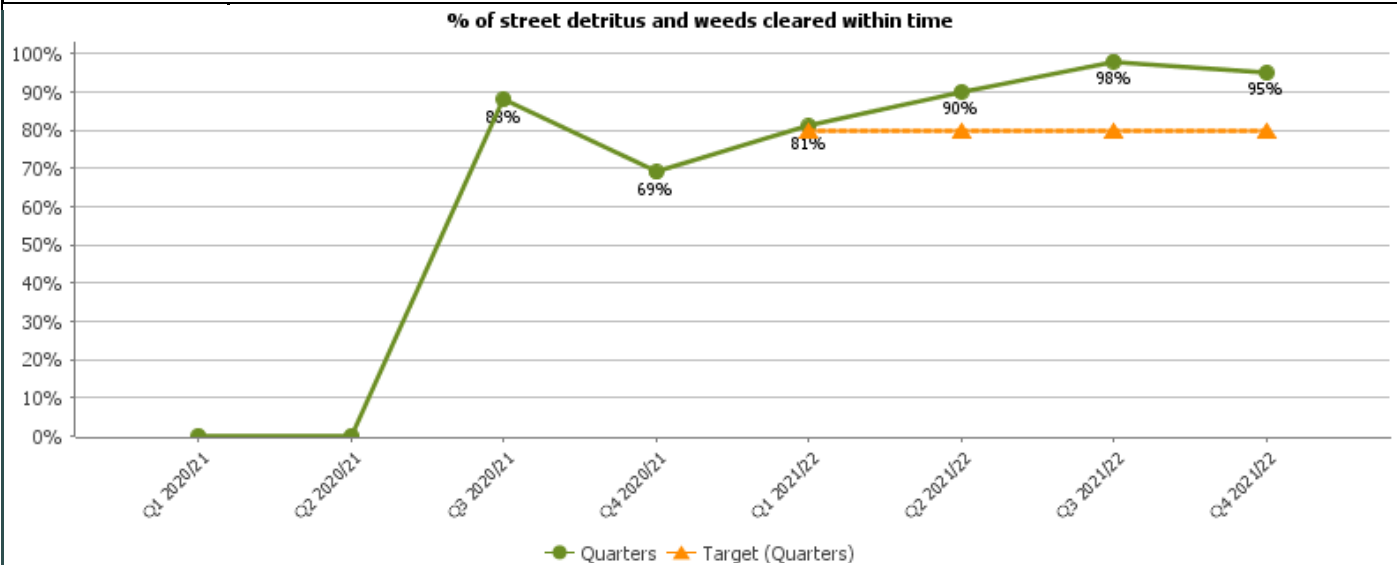


| | | | | | |
|-----------------|--|-----------------------|-----|----------------|--------------|
| RAG | | Current Value | 92% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 80% | | |

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | Target | | |
| Q1 2021/22 | 81% | | | |
| Q2 2021/22 | 86% | 80% | | |
| Q3 2021/22 | 93% | 80% | | |
| Q4 2021/22 | 92% | 80% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2021/22 | 87% | 80% | | n/a |

% of street detritus and weeds cleared within time

Description: The percentage of incidents of street detritus and weeds reported by customers and dealt with within the agreed response time of 5 working days

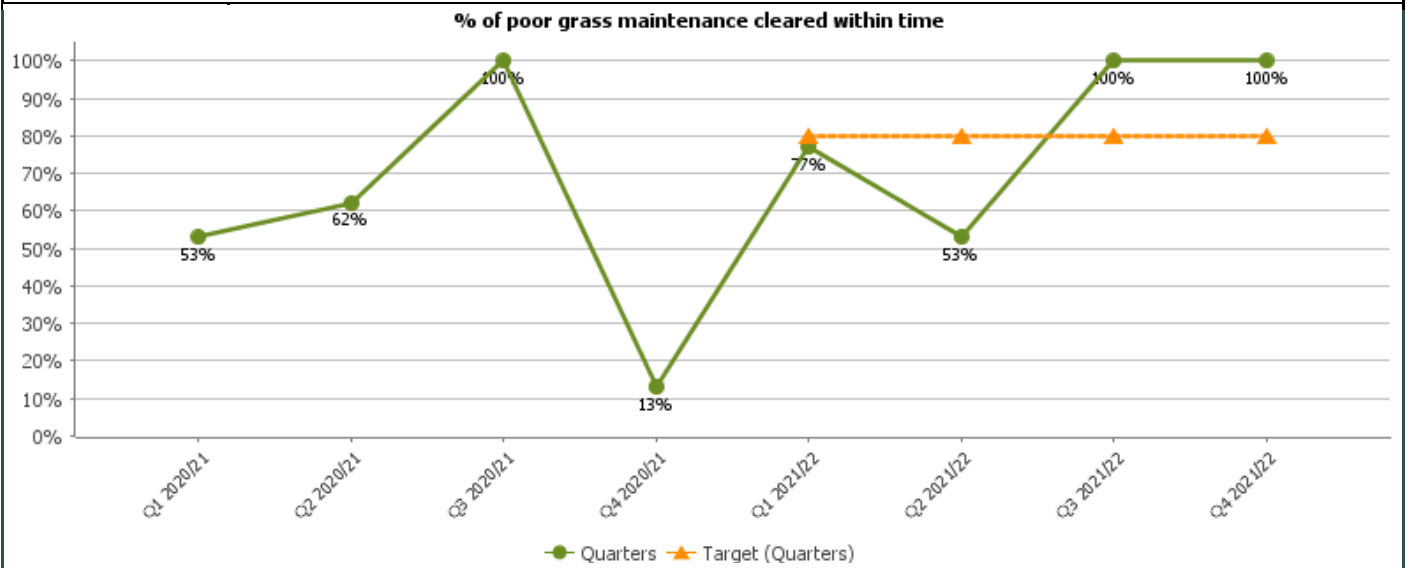


| | | | | | |
|-----------------|--|-----------------------|-----|----------------|--------------|
| RAG | | Current Value | 95% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 80% | | |

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | Target | | |
| Q4 2020/21 | 69% | | | |
| Q1 2021/22 | 81% | 80% | | |
| Q2 2021/22 | 90% | 80% | | |
| Q3 2021/22 | 98% | 80% | | |
| Q4 2021/22 | 95% | 80% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2021/22 | 92% | 80% | | n/a |

% of poor grass maintenance cleared within time

Description: The percentage of incidents of poor grass maintenance reported by customers and dealt with within the agreed response time - 5 working days



| | | | | | |
|-----------------|--|-----------------------|------|----------------|--------------|
| RAG | | Current Value | 100% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 80% | | |

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | | Target | |
| Q4 2020/21 | 13% | | | |
| Q1 2021/22 | 77% | | 80% | |
| Q2 2021/22 | 53% | | 80% | |
| Q3 2021/22 | 100% | | 80% | |
| Q4 2021/22 | 100% | | 80% | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2021/22 | 84% | 80% | | n/a |

% overflowing litter / dog waste bins dealt within time

Description: The percentage of incidents of overflowing litter / dog waste bins reported by customers dealt with within agreed response time - 1 working day

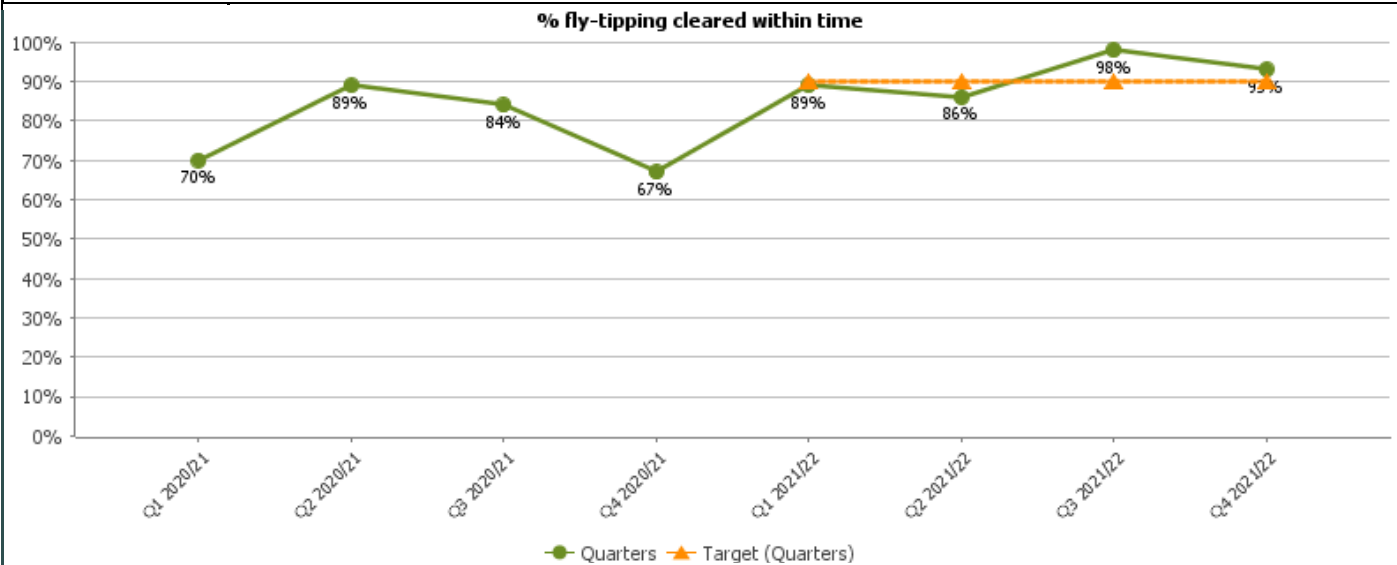


| | | | | | |
|-----------------|--|-----------------------|-----|----------------|--------------|
| RAG | | Current Value | 95% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 95% | | |

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | Target | | |
| Q4 2020/21 | 52% | | | |
| Q1 2021/22 | 94% | 95% | | |
| Q2 2021/22 | 94% | 95% | | |
| Q3 2021/22 | 100% | 95% | | |
| Q4 2021/22 | 95% | 95% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2021/22 | 95% | 95% | | n/a |

% fly-tipping cleared within time

Description: The percentage of incidents of fly-tipping reported by customers and cleared within agreed response time - 2 working days

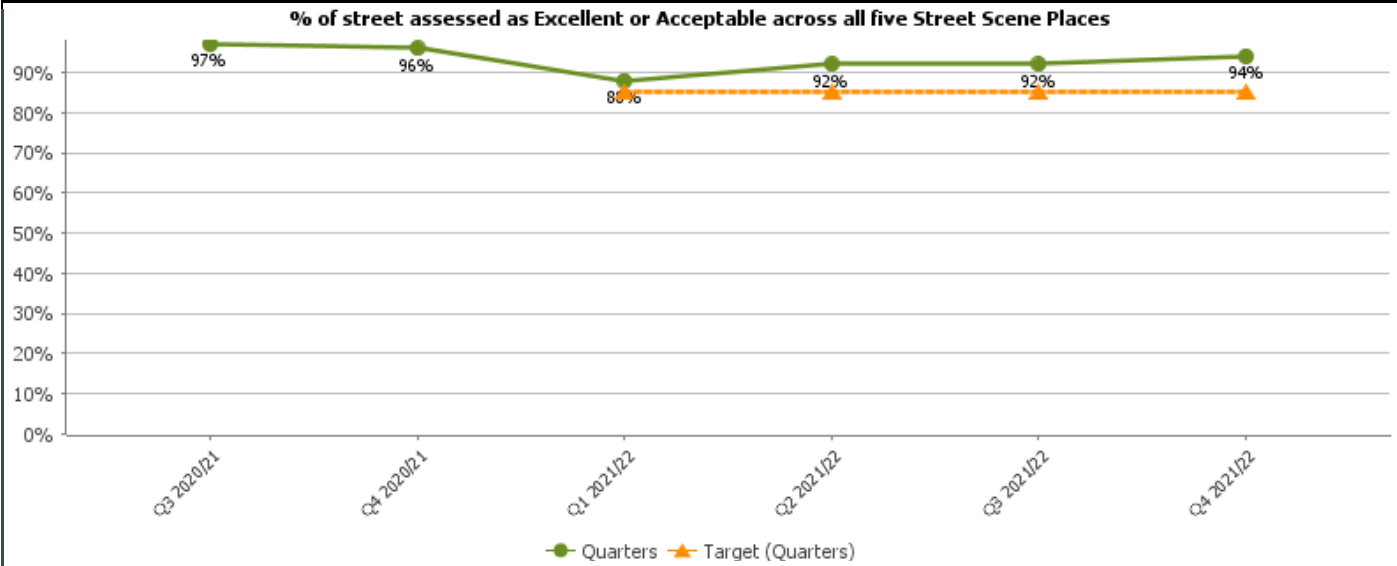


| | | | | | |
|-----------------|--|-----------------------|-----|----------------|--------------|
| RAG | | Current Value | 93% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 90% | | |

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | Target | | |
| Q4 2020/21 | 67% | | | |
| Q1 2021/22 | 89% | 90% | | |
| Q2 2021/22 | 86% | 90% | | |
| Q3 2021/22 | 98% | 90% | | |
| Q4 2021/22 | 93% | 90% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2021/22 | 91% | 90% | | n/a |

% of street assessed as Excellent or Acceptable across all five Street Scene Places

Description: The percentage of assessments to be excellent or Acceptable recorded by volunteers across a range of street scene criteria using the Street Scene Standards document. Includes North, South, East & West 'Places' and the City Centre 'Place'.

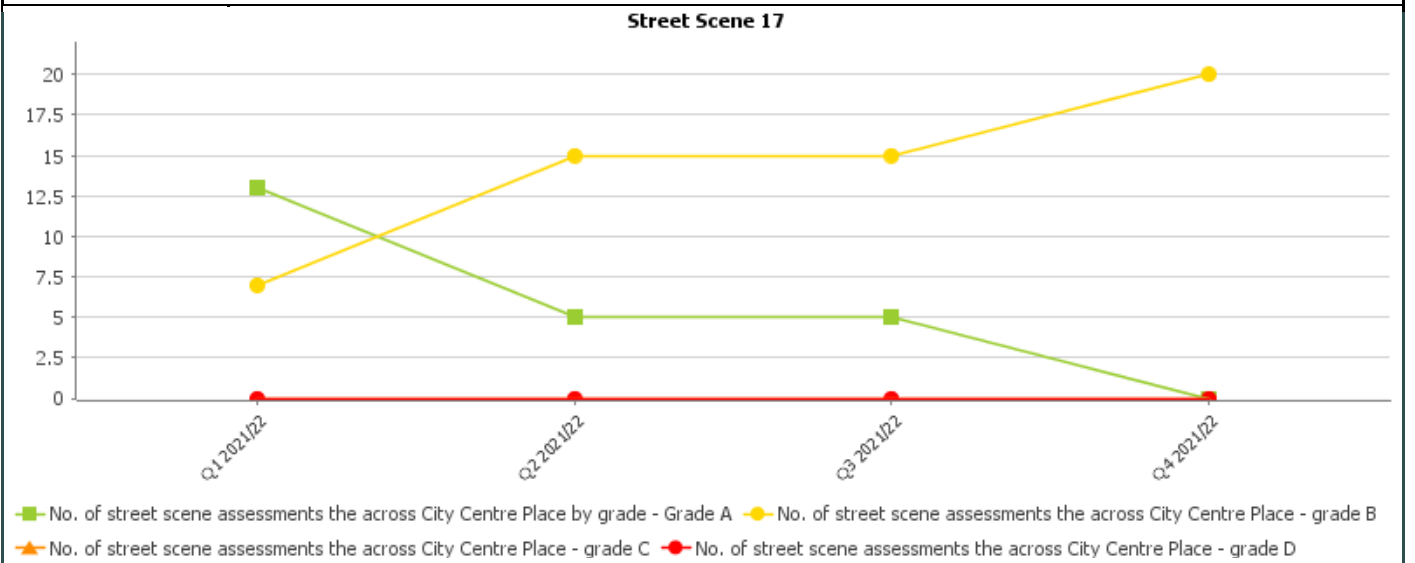



| | | | | | |
|------------|-----------------|-----------------------|-----|----------------|--------------|
| RAG | | Current Value | 94% | Sponsor | Sandra Green |
| | Aim to Maximise | Current Target | 85% | | |

| Quarters | | | | |
|------------|-------|--------|--------|-------------|
| | Value | Target | | |
| Q4 2020/21 | 96% | | | |
| Q1 2021/22 | 88% | 85% | | |
| Q2 2021/22 | 92% | 85% | | |
| Q3 2021/22 | 92% | 85% | | |
| Q4 2021/22 | 94% | 85% | | |
| Annual | | | | |
| | Value | Target | Status | Short Trend |
| 2021/22 | 92% | 85% | | n/a |

No. of street scene assessments the across City Centre Place by grade

Description: The number of street scene assessments observed across City Centre Place by grade: A = excellent, B = acceptable, C = Poor, D = Unacceptable

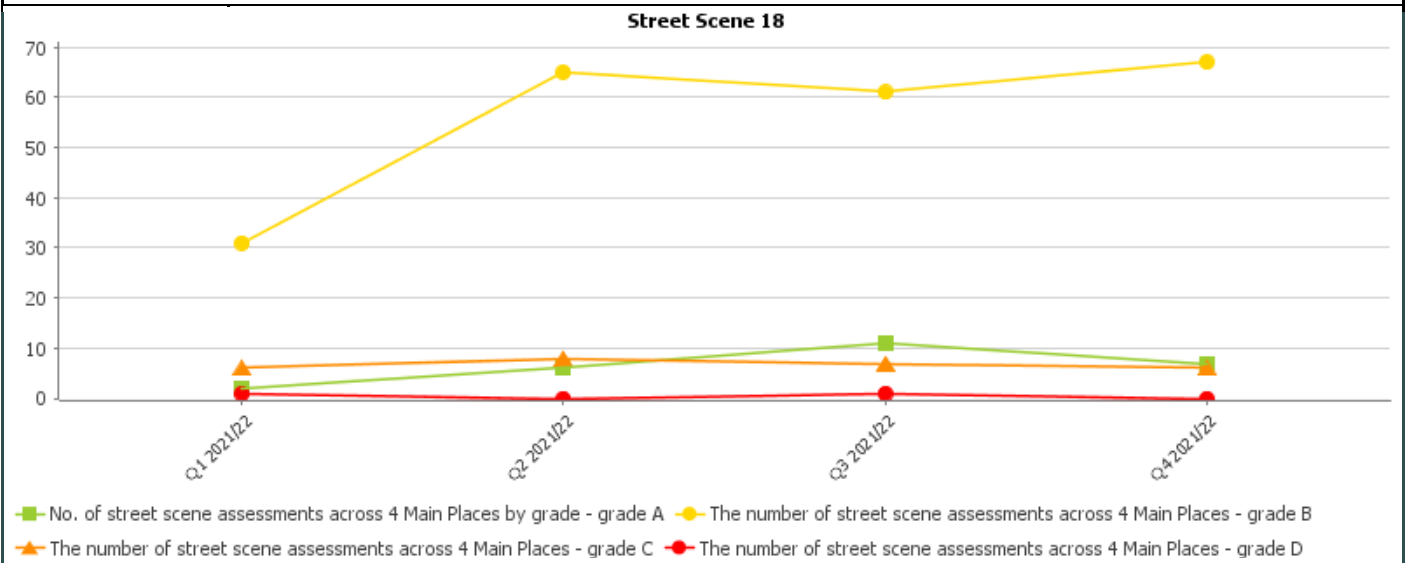



| | | | | |
|--|----------------------|---|----------------|--------------|
| RAG  | Current Value | Grade A - 0 Grade B - 20 Grade C - 0 Grade D - 0 | Sponsor | Sandra Green |
| Aim to Maximise | | | | |

| Quarters | Value | | | |
|---------------|---------|---------|---------|---------|
| | Grade A | Grade B | Grade C | Grade D |
| Q1 2021/22 | 13 | 7 | 0 | 0 |
| Q2 2021/22 | 5 | 15 | 0 | 0 |
| Q3 2021/22 | 5 | 15 | 0 | 0 |
| Q4 2021/22 | 0 | 20 | 0 | 0 |
| Annual | | | | |
| | Grade A | Grade B | Grade C | Grade D |
| 2021/22 | 23 | 57 | 0 | 0 |

No. of street scene assessments across 4 Main Places by grade

Description: The number of street scene assessments observed across City Centre Place by grade: A = excellent, B = acceptable, C = Poor, D = Unacceptable



| | | | | |
|--|----------------------|---|----------------|--------------|
| RAG  | Current Value | Grade A - 7 Grade B - 67 Grade C - 6 Grade D - 0 | Sponsor | Sandra Green |
| Aim to Maximise | | | | |

| Quarters | Value | | | |
|---------------|---------|---------|---------|---------|
| | Grade A | Grade B | Grade C | Grade D |
| Q1 2021/22 | 2 | 31 | 6 | 1 |
| Q2 2021/22 | 6 | 65 | 8 | 0 |
| Q3 2021/22 | 11 | 61 | 7 | 1 |
| Q4 2021/22 | 7 | 67 | 6 | 0 |
| Annual | | | | |
| | Grade A | Grade B | Grade C | Grade D |
| 2021/22 | 26 | 224 | 26 | 2 |

Satisfaction with street cleansing

Description: % of annual survey respondents who stated that they were either satisfied or fairly satisfied with street cleansing in Worcester City



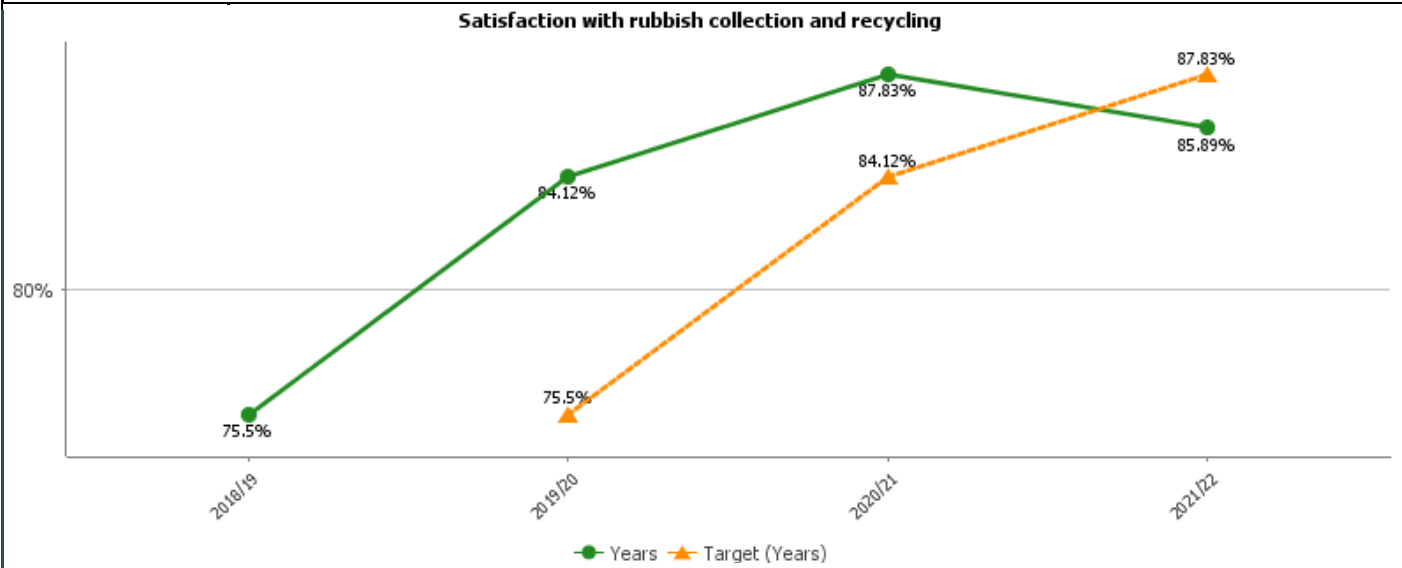
| | | | | | |
|-----------------|--|-----------------------|--------|----------------|--------------|
| RAG | | Current Value | 62.31% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 67.15% | | |

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2021. The percentage satisfaction with street cleansing has dropped since the previous survey in 2020.

| Annual | | | | |
|---------|--------|--------|--------|-------------|
| | Value | Target | Status | Short Trend |
| 2020/21 | 67.15% | 63.4% | | |
| 2021/22 | 62.31% | 67.15% | | |

Satisfaction with rubbish collection and recycling

Description: % of annual survey respondents who stated that they were either satisfied or fairly satisfied with rubbish collection and recycling in Worcester City



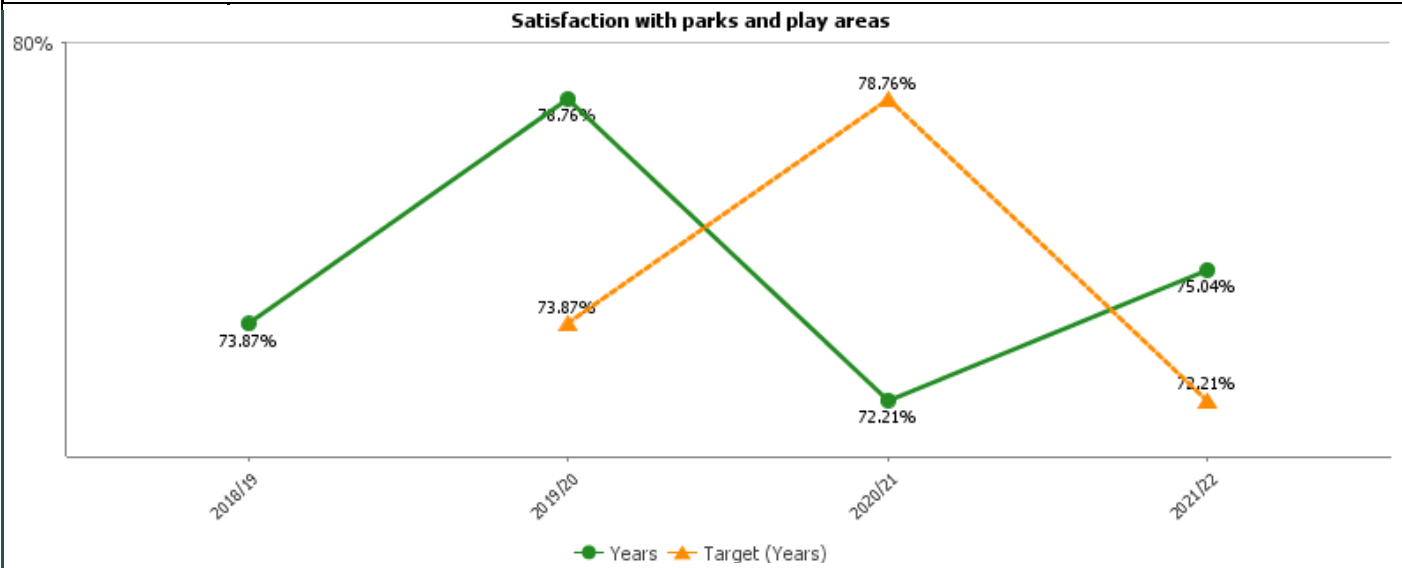
| | | | | | |
|-----------------|--|-----------------------|--------|----------------|--------------|
| RAG | | Current Value | 85.89% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 87.83% | | |

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2021. The percentage satisfaction for rubbish collection and recycling has dropped slightly since the previous survey in 2020.

| Annual | | | | |
|---------|--------|--------|--------|-------------|
| | Value | Target | Status | Short Trend |
| 2020/21 | 87.83% | 84.12% | | |
| 2021/22 | 85.89% | 87.83% | | |

Satisfaction with parks and play areas

Description: % of annual survey respondents who stated that they were either satisfied or fairly satisfied with parks and play areas in Worcester City



| | | | | | |
|-----------------|--|-----------------------|--------|----------------|--------------|
| RAG | | Current Value | 75.04% | Sponsor | Sandra Green |
| Aim to Maximise | | Current Target | 72.21% | | |

Annual PI. Satisfaction questions were included in the Annual Survey undertaken in October/November 2021. Satisfaction with parks and play areas has increased since the previous survey in 2020.

| Annual | | | | |
|---------|--------|--------|--------|-------------|
| | Value | Target | Status | Short Trend |
| 2020/21 | 72.21% | 78.76% | | |
| 2021/22 | 75.04% | 72.21% | | |