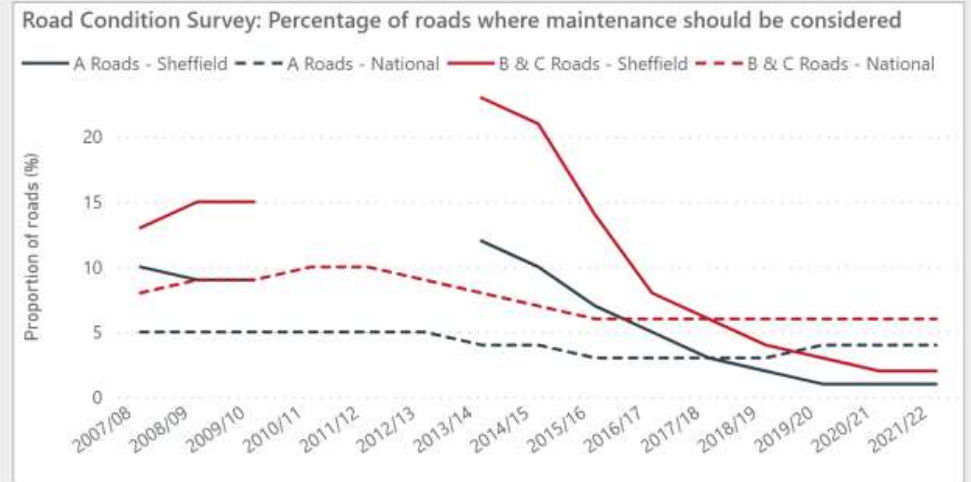
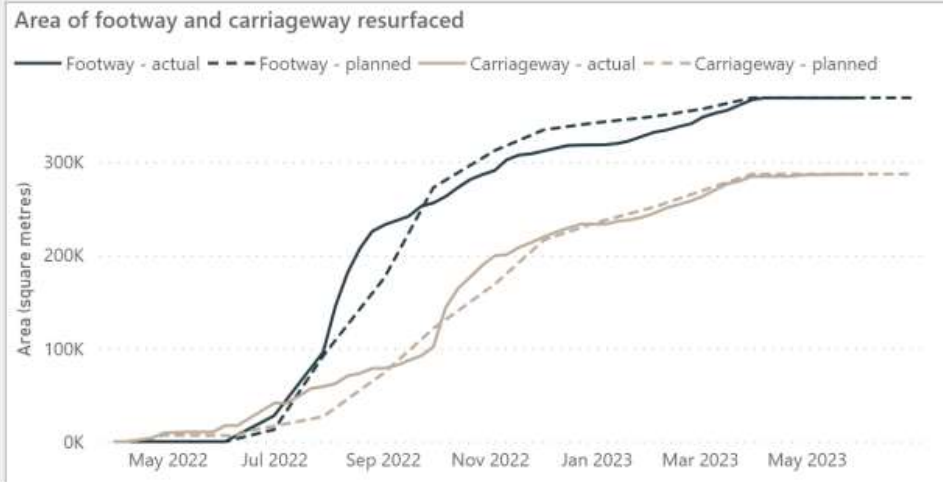


## Strong and Connected Neighbourhoods: Street and Neighbourhood Environment



### Customer Charter Measures

Month	June 2023		May 2023		April 2023		March 2023		February 2023		January 2023		December 2022
	Incidents	Result	Incidents	Result	Incidents	Result	Incidents	Result	Incidents	Result	Incidents	Result	
Proportion of complaints resolved within 3 working days, or 28 days where further investigation is required	93	❌ 75.2%	161	❌ 70.8%	244	❌ 79.6%	433	⚠️ 91.3%	360	⚠️ 92.0%	272	❌ 86.2%	2
Proportion of reported fly-tipping on the highway removed within 5 working days	1,267	✅ 100.0%	1,760	✅ 100.0%	1,111	✅ 100.0%	1,261	✅ 100.0%	1,410	✅ 100.0%	1,314	✅ 100.0%	7
Proportion of reported full litter bins emptied within 1 working day	133	✅ 100.0%	96	✅ 100.0%	52	✅ 100.0%	100	✅ 100.0%	92	✅ 100.0%	71	✅ 100.0%	
Proportion of reported hazardous potholes repaired within 24 hours	545	✅ 100.0%	703	✅ 99.9%	928	✅ 99.9%	1,127	⚠️ 96.7%	623	✅ 99.8%	1,185	✅ 99.6%	3

This page is intentionally left blank