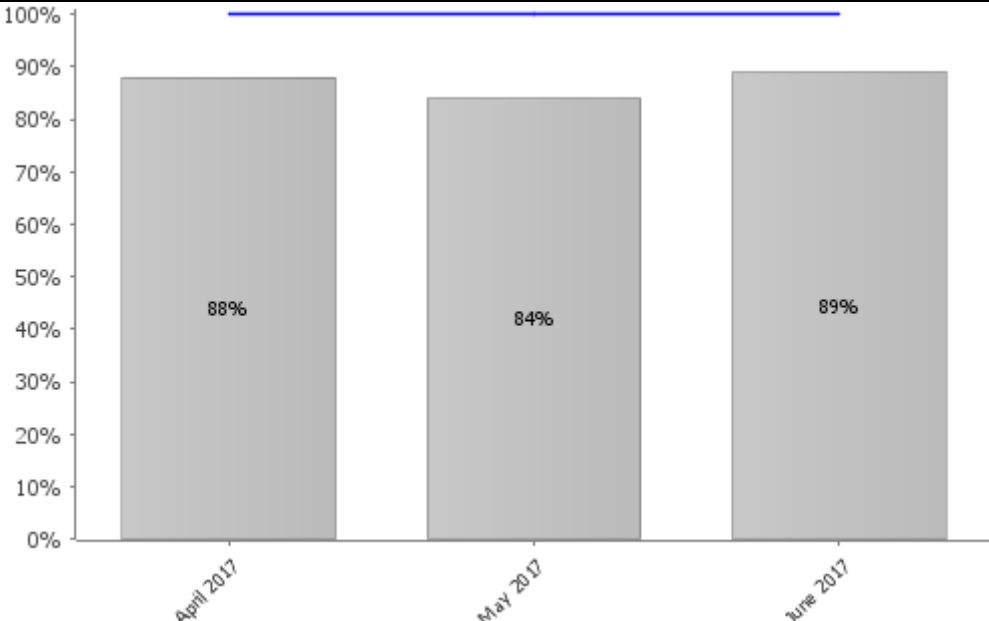


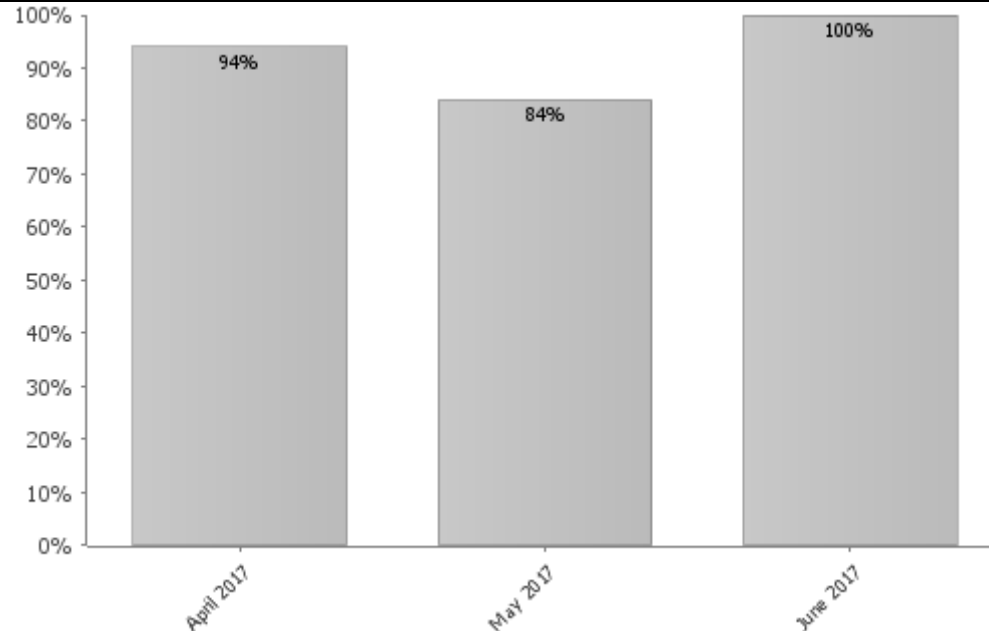
Appendix 1

**Quarter 1 Key Performance Indicators**

Performance Indicator	Performance	Notes								
Building Control - Number of full plan applications checked within 15 days from receiving a valid application	 <table border="1"> <caption>Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>88%</td> </tr> <tr> <td>May 2017</td> <td>84%</td> </tr> <tr> <td>June 2017</td> <td>89%</td> </tr> </tbody> </table>	Month	Performance (%)	April 2017	88%	May 2017	84%	June 2017	89%	Target is 100% (this target is not statutory but a benchmark set by the Kent Building Control Authorities)  <b>Quarter 1</b> April – 25 checked May – 45 checked June – 37 checked
Month	Performance (%)									
April 2017	88%									
May 2017	84%									
June 2017	89%									

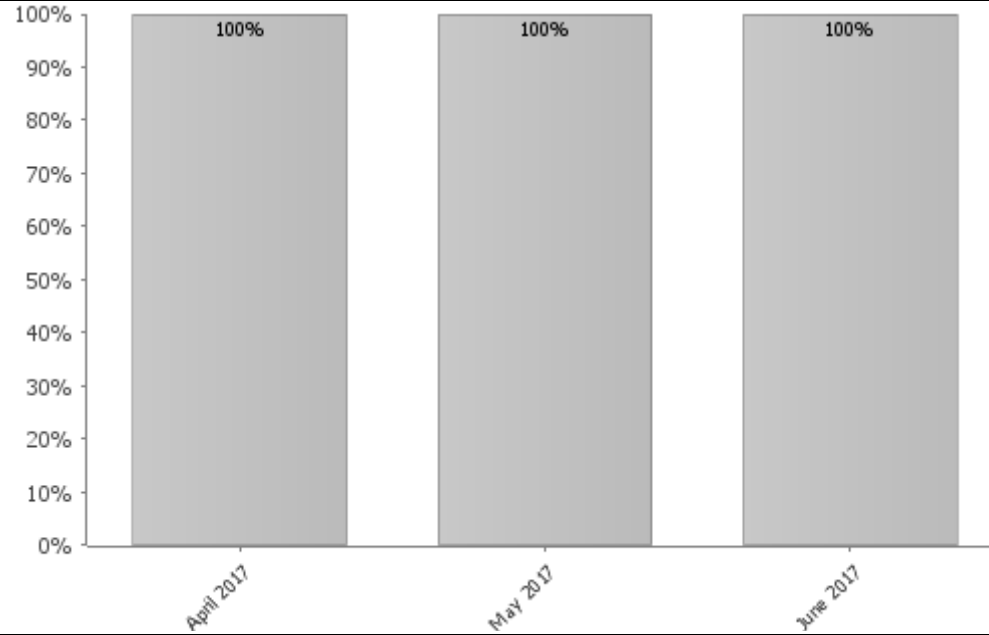
<p>Business Support – Local land charge searches responded to within 10 working days</p>	<p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis lists three months: April 2017, May 2017, and June 2017. Each month has a single grey bar that reaches the 100% mark. The value '100%' is printed inside each bar.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Response Rate</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>100%</td> </tr> <tr> <td>May 2017</td> <td>100%</td> </tr> <tr> <td>June 2017</td> <td>100%</td> </tr> </tbody> </table>	Month	Response Rate	April 2017	100%	May 2017	100%	June 2017	100%	<p><b>Quarter 1</b> April – 237 searches May – 258 searches June – 305 searches</p>
Month	Response Rate									
April 2017	100%									
May 2017	100%									
June 2017	100%									
<p>Business Support – Fixed penalty notice challenges responded to within 20 working days</p>	<p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis lists three months: April 2017, May 2017, and June 2017. April and May have grey bars reaching 100%, with '100%' printed inside. June has a grey bar reaching 74%, with '74%' printed inside.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Response Rate</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>100%</td> </tr> <tr> <td>May 2017</td> <td>100%</td> </tr> <tr> <td>June 2017</td> <td>74%</td> </tr> </tbody> </table>	Month	Response Rate	April 2017	100%	May 2017	100%	June 2017	74%	<p><b>Quarter 1</b> April – 263 May – 319 June - 314</p> <p>June was a busy month as a result of processing all the internal permit renewals for the council. This has had an impact on the capacity to deal with the number of challenges answered within 20 working days. The online process is currently being reviewed to streamline processes to prevent this occurring in future.</p>
Month	Response Rate									
April 2017	100%									
May 2017	100%									
June 2017	74%									

Business Support -  
Process Temporary  
Event Notice  
applications within 1  
day



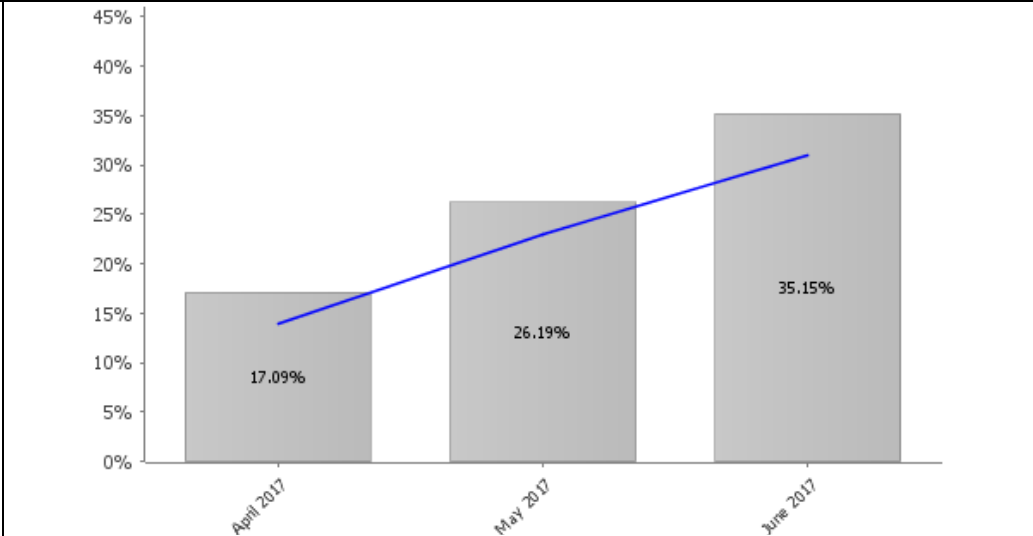
**Quarter 1**  
April – 17 applications  
May – 30 applications  
June – 39 applications

Business Support -  
Process new  
licensing  
applications and  
renewals within 30  
working days



**Quarter 1**  
April – 52 applications  
May – 45 applications  
June – 36 applications

Corporate Debt -  
Business rates  
collection

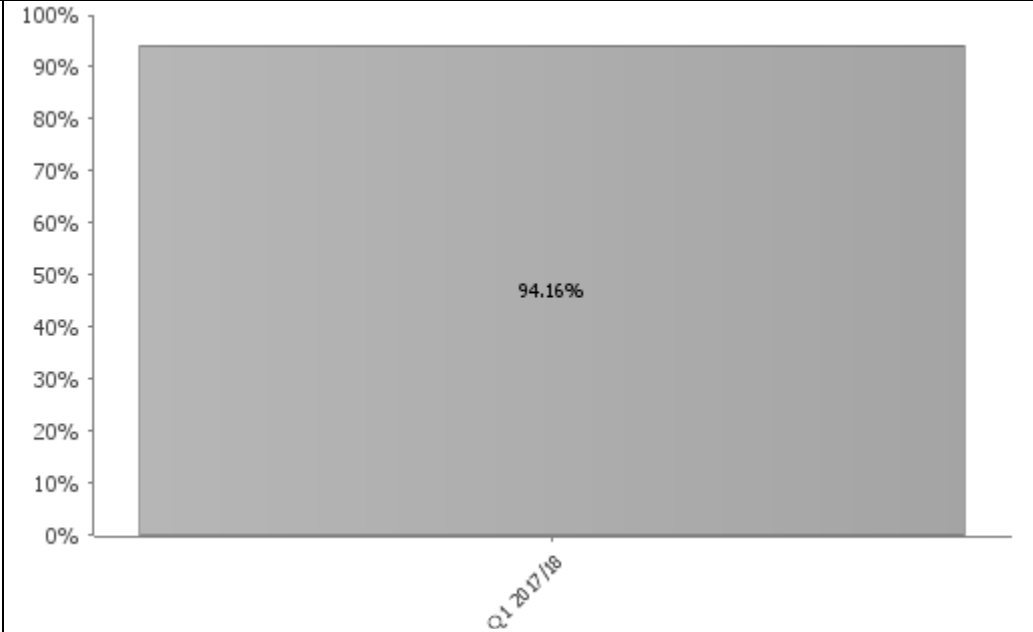


The annual target for Business Rates is a cumulative target of 97.5%.

April target was 14% and 17.09% was collected  
May target was 23% and 26.19% was collected  
June target was 31% and 35.15% was collected.

This is currently exceeding the annual target for business rates.

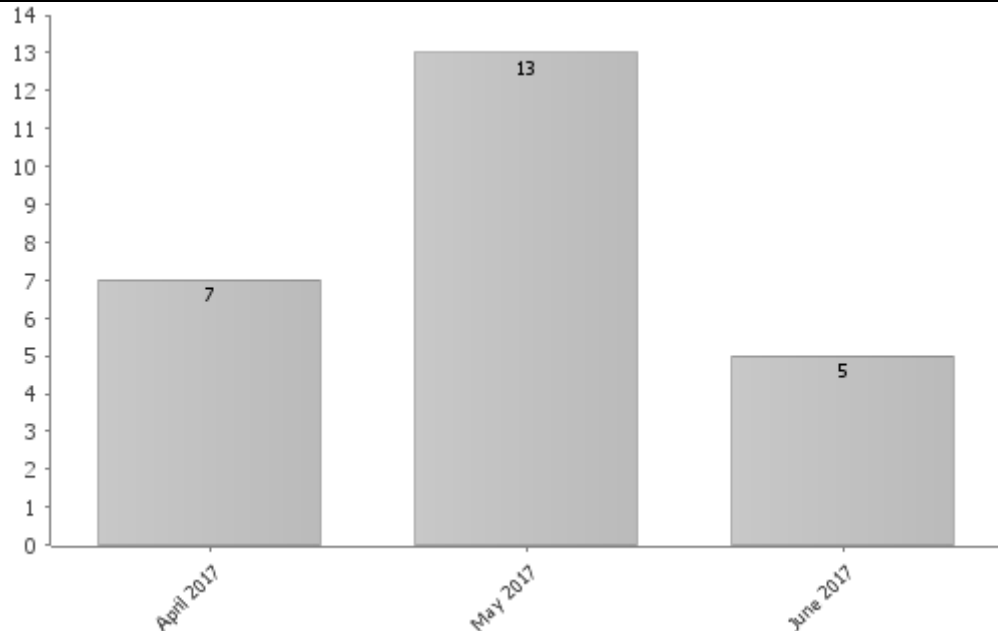
Environmental  
Health - % of  
premises rated 3 or  
above



Premises rated 3 or above are broadly compliant, meaning that they meet the majority of the food safety legislation.

This allows the team resources to concentrate education and information on the poor performers who score 2 or less.

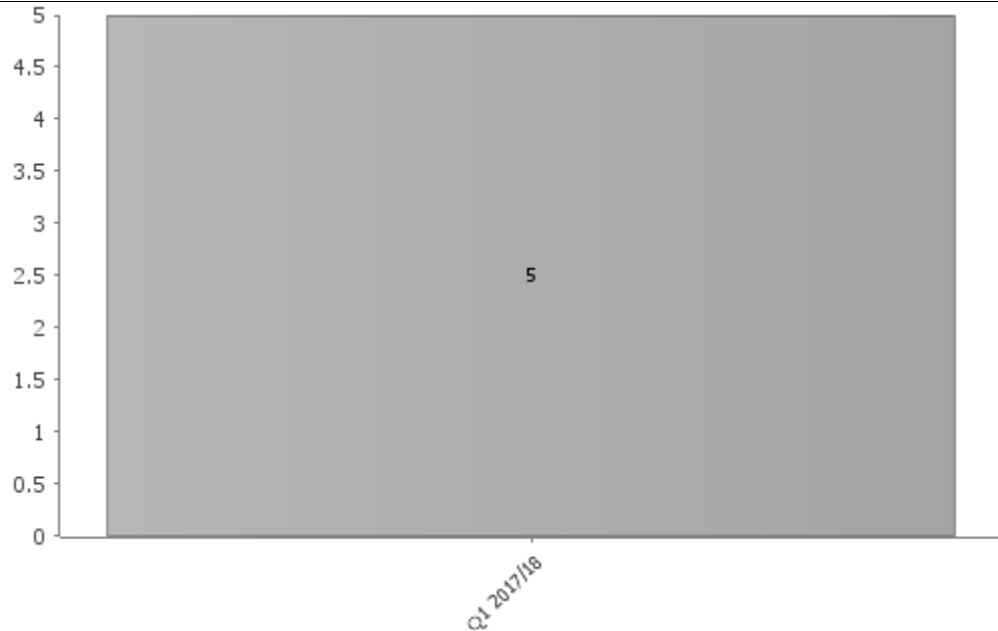
Environmental Health - Number of licensed premises inspected



The Licensing team undertakes a programme of targeted licensed premise inspections during the year based on risk assessments.

25 premises licence inspections have been undertaken to date, the majority of which are undertaken during the evening when premises are in operation.

Environmental Health - Number of caravan sites inspected

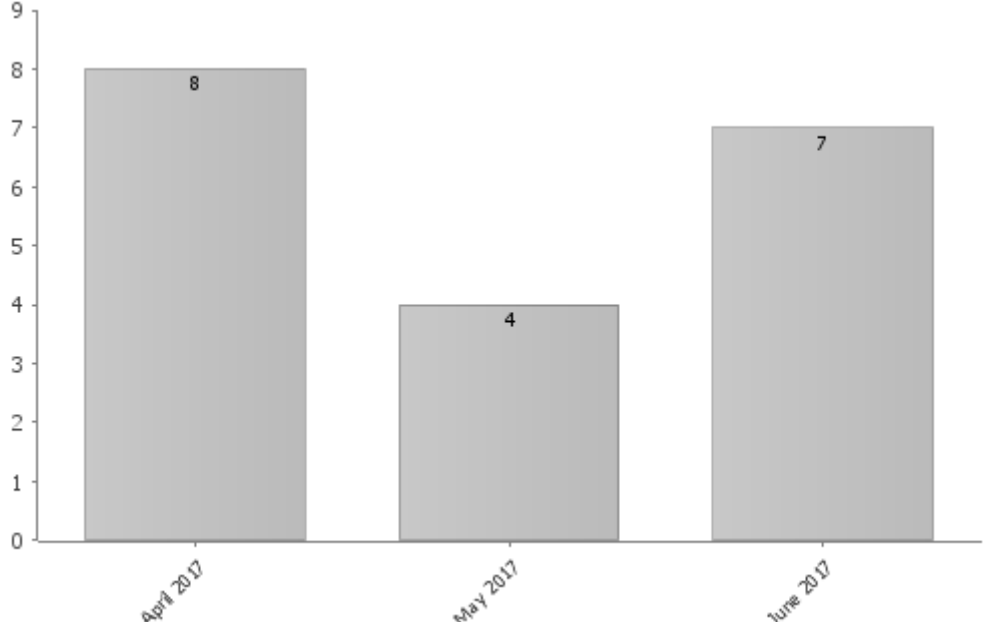
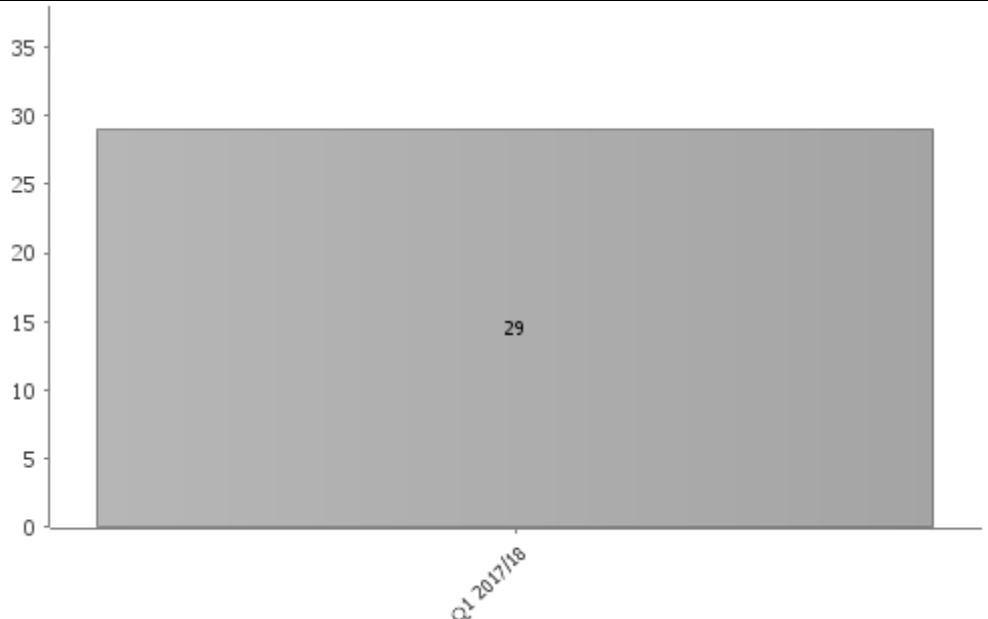


**Quarter 1**

April - 3  
May - 2  
June - 0

Inspections are undertaken to monitor and ensure site licence conditions are being met. The team has been focusing on holiday caravan sites that should be closed for periods in the winter.

The Licensing Officer (Caravan sites) works in partnership with sites to provide education support and ensure compliance.

<p>Environmental Health – Number of licensing complaints investigated</p>	 <p>A bar chart with a vertical axis from 0 to 9 and a horizontal axis with three categories: April 2017, May 2017, and June 2017. The bars are grey and have their values labeled on top: 8 for April, 4 for May, and 7 for June.</p> <table border="1"> <thead> <tr> <th>Month</th> <th>Number of complaints</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>8</td> </tr> <tr> <td>May 2017</td> <td>4</td> </tr> <tr> <td>June 2017</td> <td>7</td> </tr> </tbody> </table>	Month	Number of complaints	April 2017	8	May 2017	4	June 2017	7	<p>The team receives a number of complaints regarding licensing issues (including licensed premises, caravan sites, taxi drivers, animal welfare etc.). As these are of a reactive nature, rather than planned, they can have a resource implication on the team. The performance demonstrates the number received, but also clearly shows that every complaint is duly investigated and resolved as appropriate.</p>
Month	Number of complaints									
April 2017	8									
May 2017	4									
June 2017	7									
<p>Environmental Health - Number of complaints about food premises investigated</p>	 <p>A bar chart with a vertical axis from 0 to 35 and a horizontal axis with one category: Q1 2017/18. The bar is grey and has its value labeled in the center: 29.</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Number of complaints</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>29</td> </tr> </tbody> </table>	Period	Number of complaints	Q1 2017/18	29	<p>The team ensures all complaints are investigated to ensure health and safety requirements are being adhered to, providing advice, education or enforcement as appropriate.</p>				
Period	Number of complaints									
Q1 2017/18	29									

Community Safety -  
CPN notices served



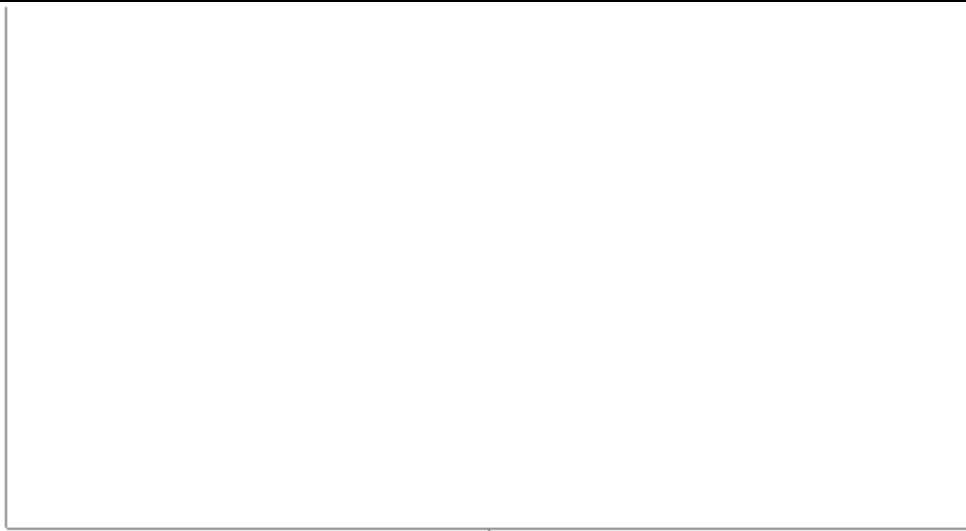
Q1 2017/18

Up to 30 June 2017, the CPN work relates to CPNs served by the Environmental Protection team and is showing under community safety due to the ASB legislative function that was led by the Community Safety team at the time the PIs were introduced.

More than 15 separate incidents of unauthorised encampments were reported directly to the Council during Q1 (and 5 reported from private landowners). The overwhelming staffing resource required to support and enforce this, created a lack of staffing resilience to execute CPNs.

However, new CPN ticket books and processes were introduced in late June. CPN training was delivered to 24 staff (17 SDC including CSU, Housing, Licensing and Environmental Health as well as 7 Kent Police neighbourhood officers.) Further training to be delivered in September to more officers. This will enable more teams to issue CPNS.

Community Safety -  
PSPO breaches



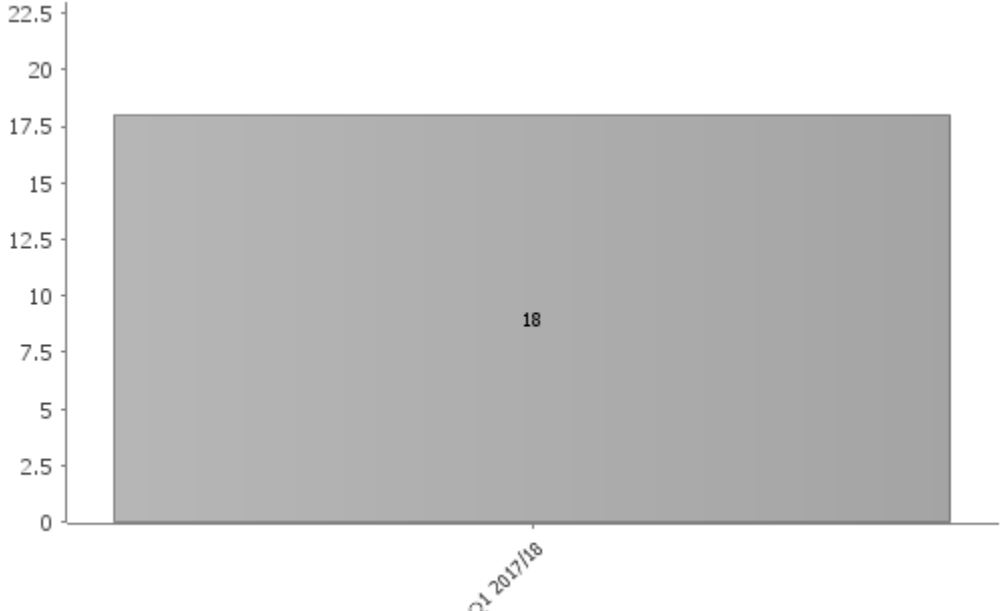
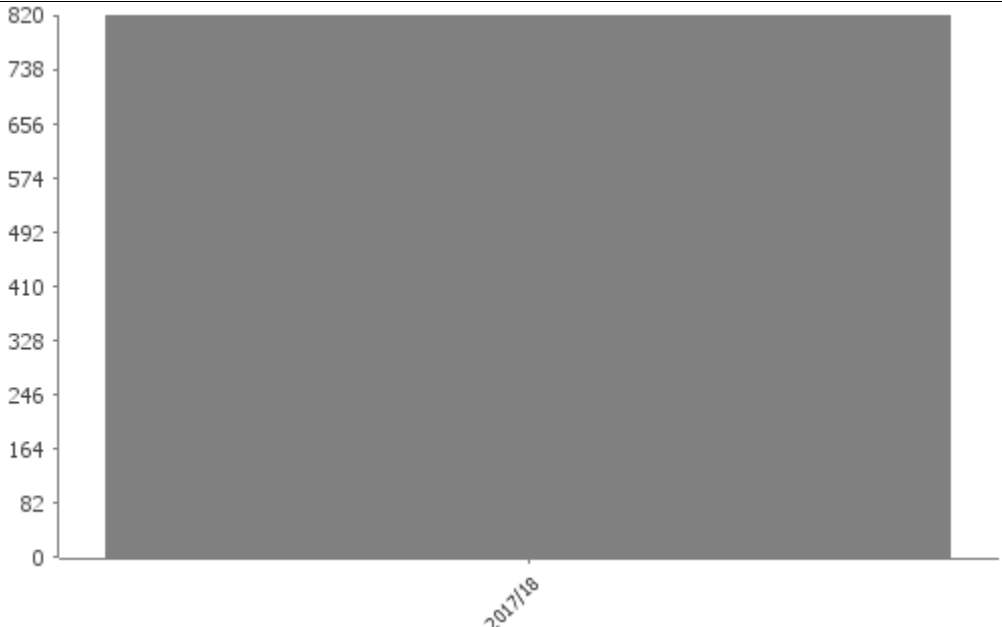
No notices have been issued in Quarter 1, however a number of warnings have been issued.

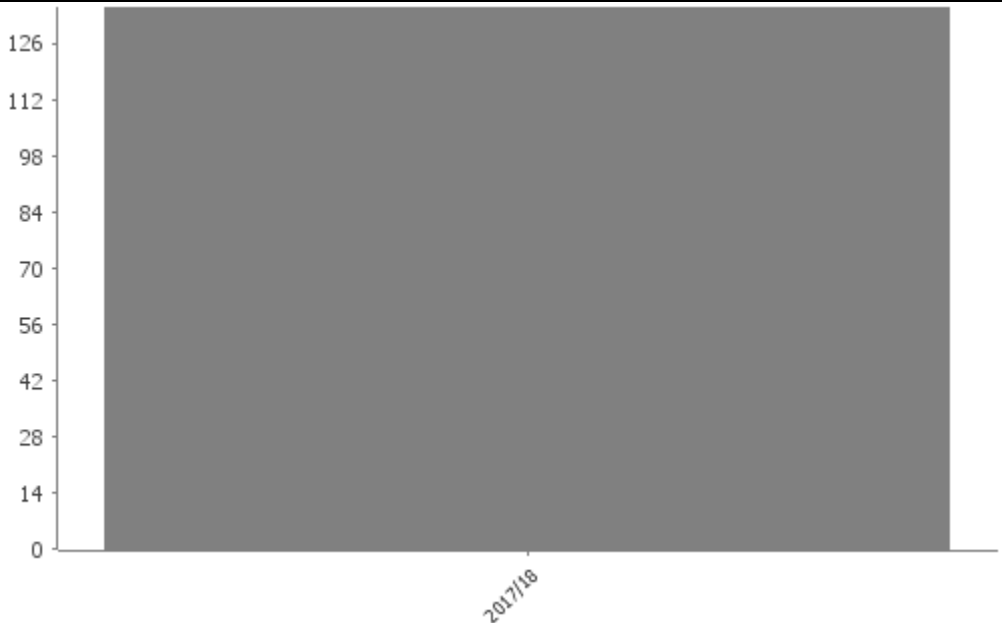
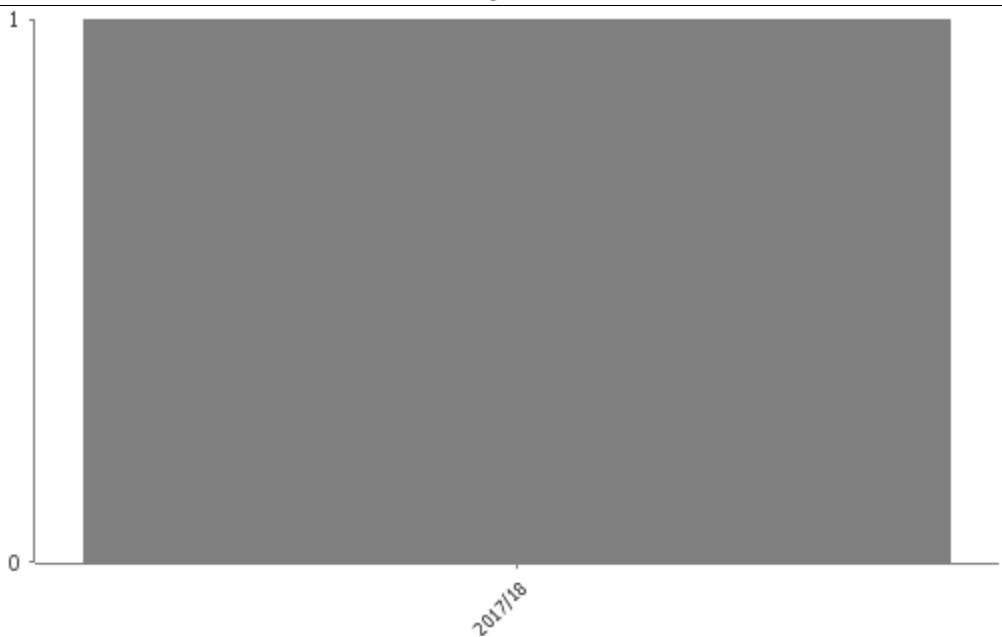
Due to the positive engagement the Council and partners have undertaken with the street homeless, professional beggars and street drinkers, we have ensured people are accessing the right support services. This has reduced issues arising, numbers on the street and hence the low rate of breaches.

However, additional training is being undertaken with PSPOs, SDC staff and other partners to ensure opportunities for issuing FPNs and CPNs as necessary, where education/signposting is not effective.

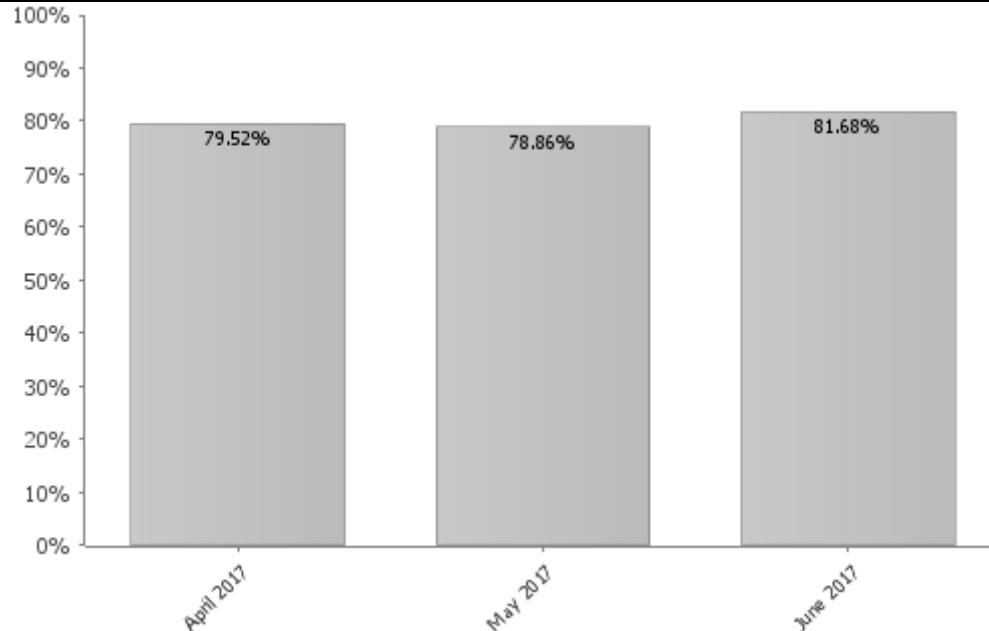
Once the new dog PSPO comes into effect (replaces the Dog Control Order) this may also see an increase in PSPO breaches.



<p>Community Safety - Number of supported community litter picks</p>	 <table border="1"> <thead> <tr> <th>Period</th> <th>Number of supported community litter picks</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>18</td> </tr> </tbody> </table>	Period	Number of supported community litter picks	Q1 2017/18	18	<p>Community litter picks have been carried out all over the district, some examples this quarter are:-</p> <p>01.04.17 – 48 residents participated in collecting approx. 90 bags of litter at Twiss Road, Hythe.</p> <p>23.04.17 – 18 volunteers participated in collecting 40 bags of litter and some larger items in Brenzett.</p> <p>13.05.17 – 16 volunteers participated in collecting 60 bags of litter from around Lyminge.</p> <p>11.06.17 – 48 volunteers from the Nepali community collected over 100 bags of litter in the Cheriton Ward.</p> <p>24.06.17 – 8 volunteers took park in cleaning up and painting in the Harbour Ward.</p>
Period	Number of supported community litter picks					
Q1 2017/18	18					
<p>Community Safety - Number of community volunteer hours</p>	 <table border="1"> <thead> <tr> <th>Period</th> <th>Number of community volunteer hours</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>820</td> </tr> </tbody> </table>	Period	Number of community volunteer hours	2017/18	820	<p>820 volunteer hours were recorded in Quarter 1 for people assisting in the supported community litter picks.</p>
Period	Number of community volunteer hours					
2017/18	820					

<p>Community Safety - Number of corporate social responsibility business volunteer hours</p>	 <p>A bar chart with a vertical y-axis labeled from 0 to 126 in increments of 14. A single dark grey bar represents the data for 2017/18, reaching a value of 135. The x-axis is labeled '2017/18'.</p>	<p>In addition to the 820 volunteer hours, 135 business volunteer hours were undertaken in Quarter 1.</p>
<p>Community Safety - CPNWs issued for ASB related issues</p>	 <p>A bar chart with a vertical y-axis labeled from 0 to 1. A single dark grey bar represents the data for 2017/18, reaching a value of 1. The x-axis is labeled '2017/18'.</p>	<p>Only 1 warning has been issued during quarter 1, this was for a neighbour nuisance complaint.</p>

Customer Services -  
Calls served (versus  
number of calls  
received)

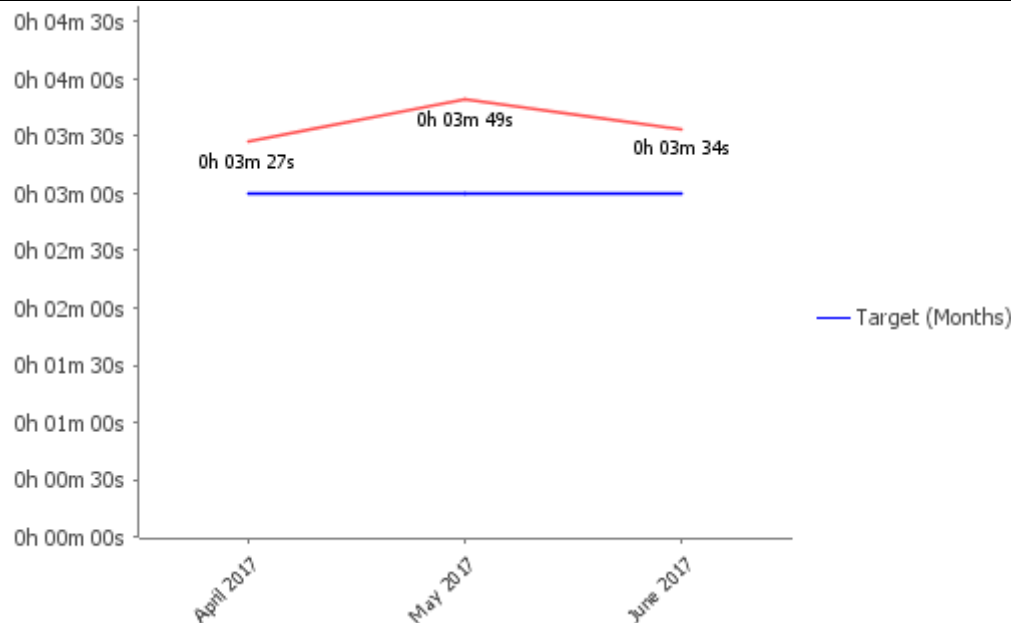


April – 11,143 calls were received and of these 8,861 were served

May – 11,732 calls were received and of these 9,252 were served

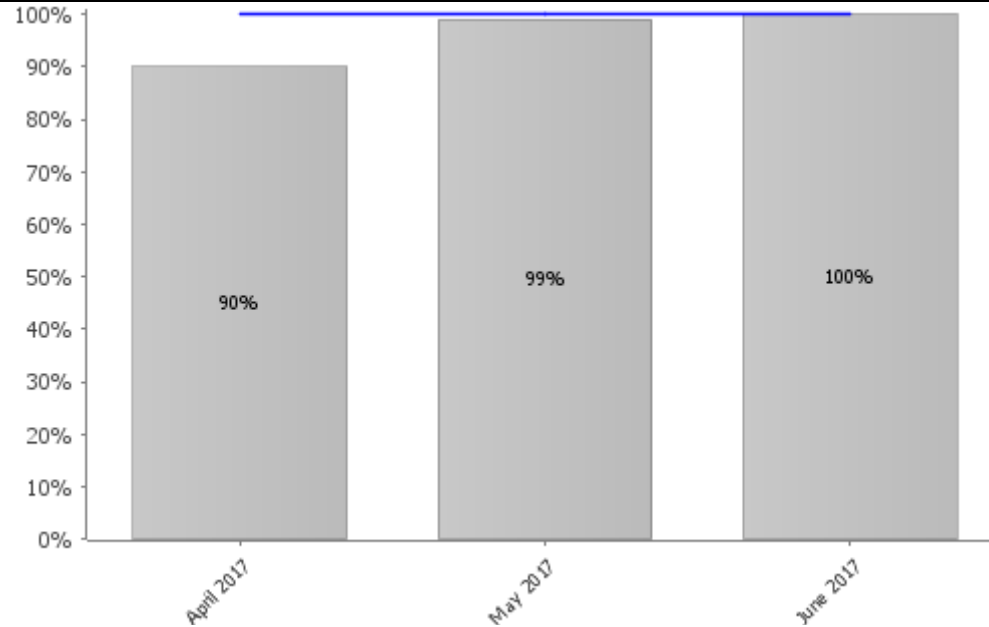
June – 10,737 calls were received and of these 8,770 were served

Customer Services -  
Average wait time  
for calls (at peak  
times)



Due to the volume of calls received in Quarter 1 and resource issues the target of 3 minutes was not achieved.

Customer Services -  
Customers seen  
within 10 minutes of  
an appointment

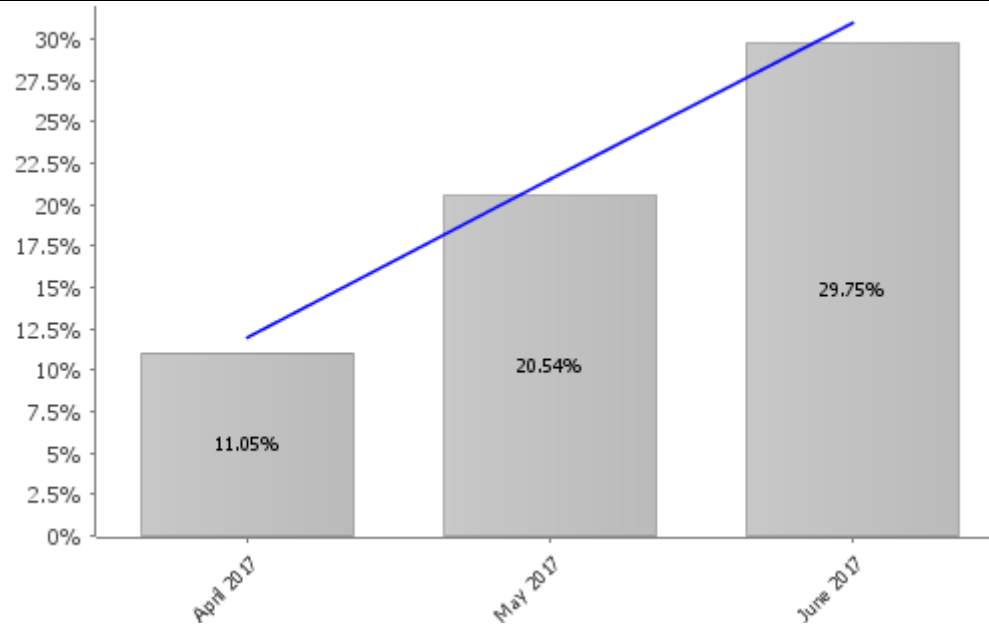


April – 80 appointments, all customers were seen within 20 minutes

May – 122 appointments, all customers were seen within 20 minutes

June – 40 appointments

Revenues - Council  
Tax Collection

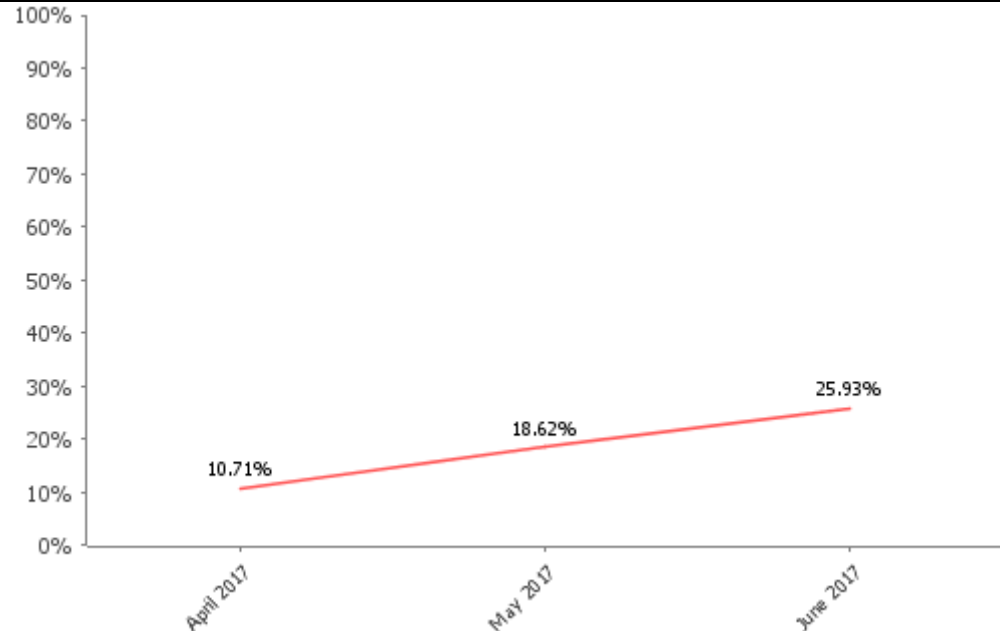


April target was 12% and 11.05% was collected

May target was 21.5% and 20.54% was collected

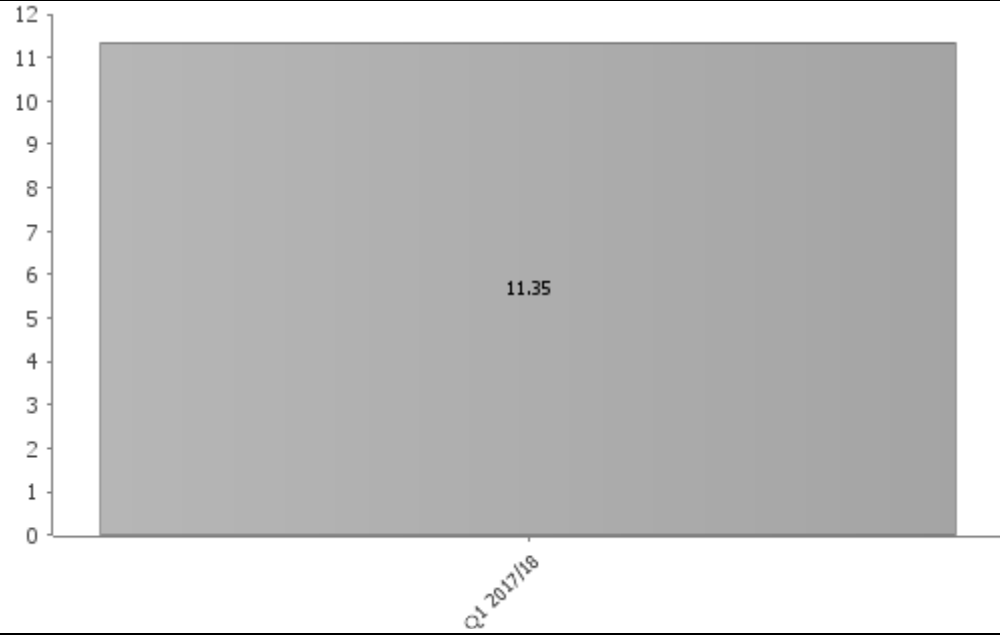
June target was 31% and 29.75% was collected

Revenues - Council tax reduction collection rate



The annual target is 85% collection rate

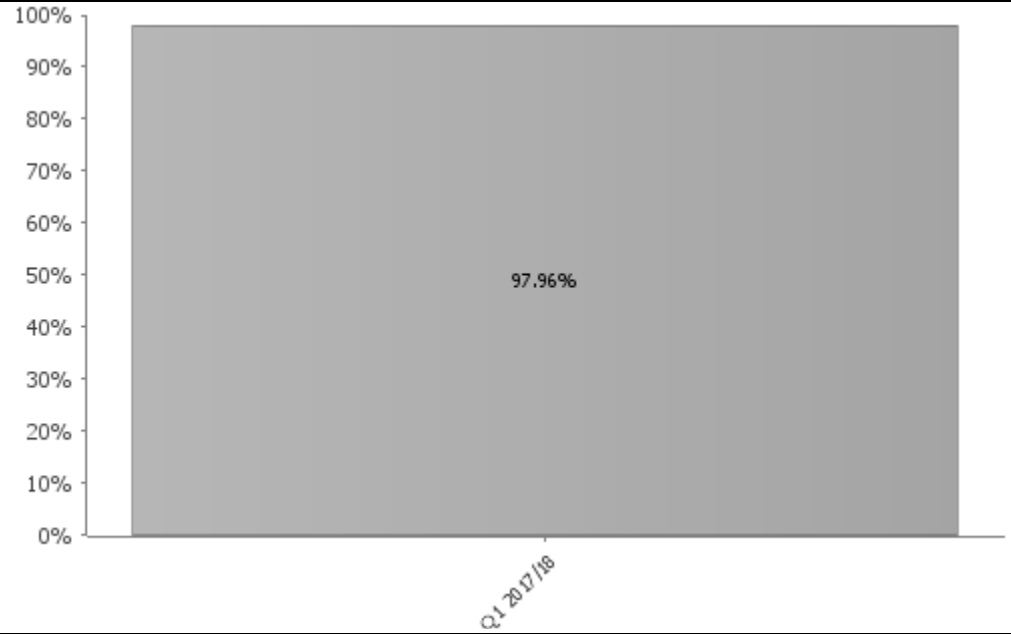
Commercial Unit (EKH) - Average number of days taken to re-let council dwellings exc major works



Target is less than 19 days

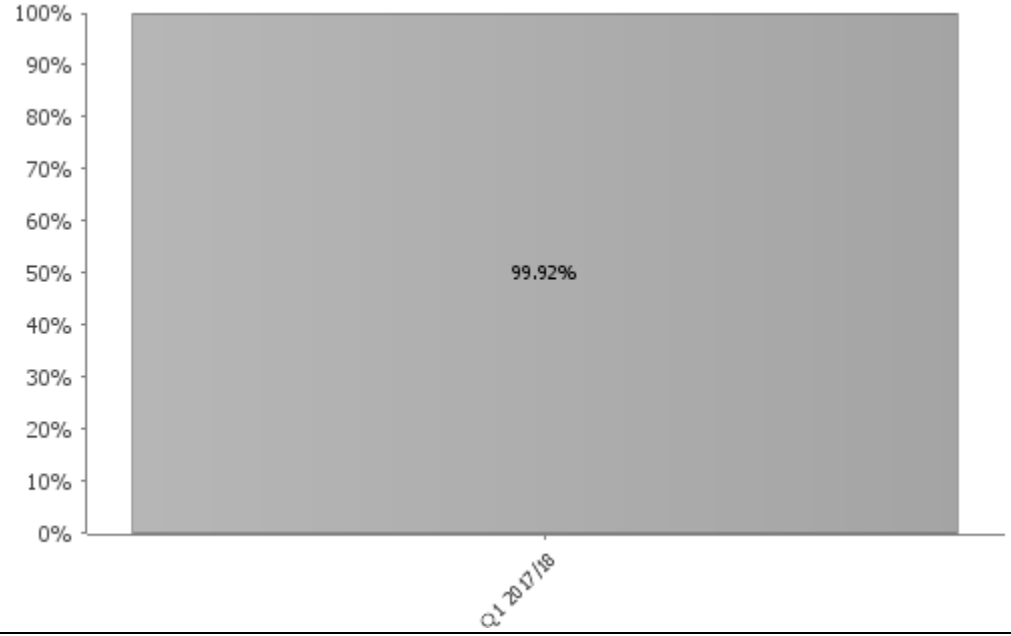
The actual for Quarter 1 in 2016 was 15.2 days.

Commercial Unit (EKH) - % of emergency repairs completed on time



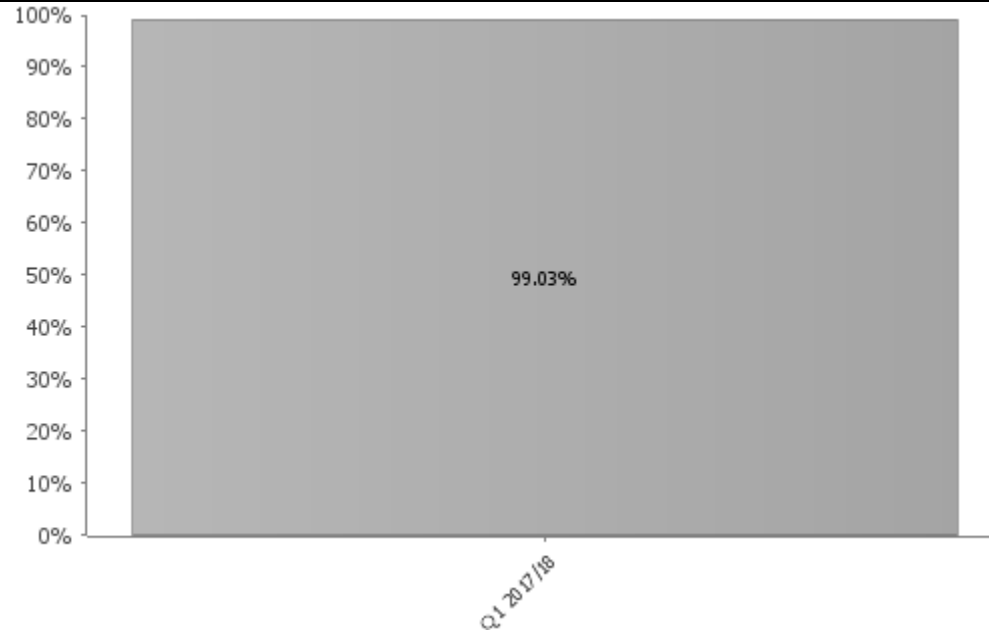
Target is 98%  
The actual for Quarter 1 in 2016 was 98.57%

Commercial Unit (EKH) - % of routine repairs completed on time



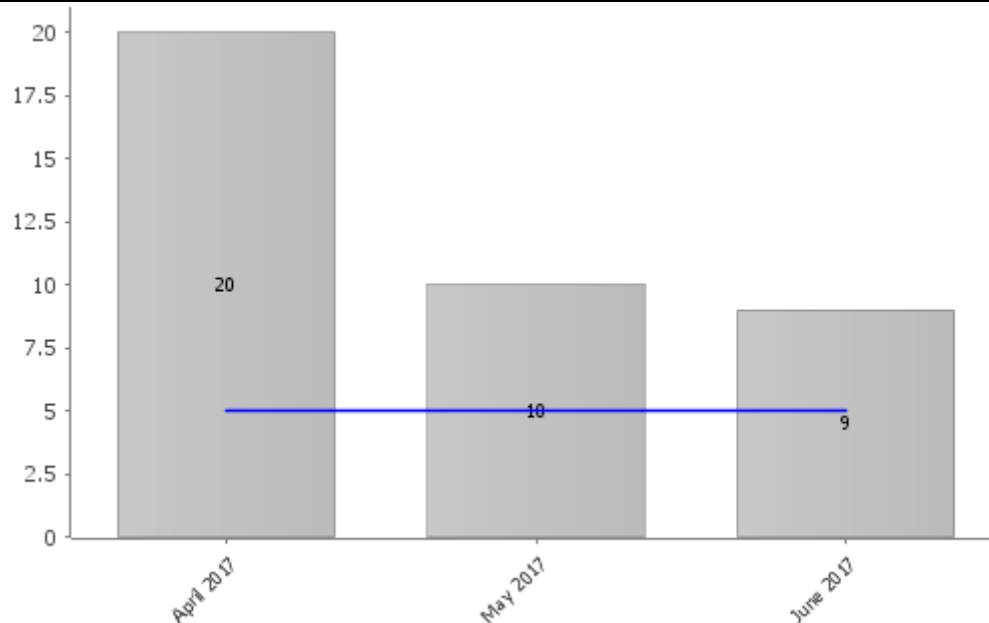
Target is 98%  
The actual for Quarter 1 in 2016 was 98.55%

Commercial Unit - % of invoices paid within the agreed timescales



Department	On Time
Charities	100%
Communications	91.67%
Communities	100%
Commercial & Technical Services	99.19%
Democratic Services & Law	100%
Director – Strategic Operations	100%
Director – Strategic Development	100%
Economic Development	100%
East Kent Housing	99.12%
Finance	98.55%
Human Resources	100%
Leadership Support	100%
Planning	85.71%
Strategic Development Projects	100%

Environmental Health (Pollution) - Number of enforcement notices served

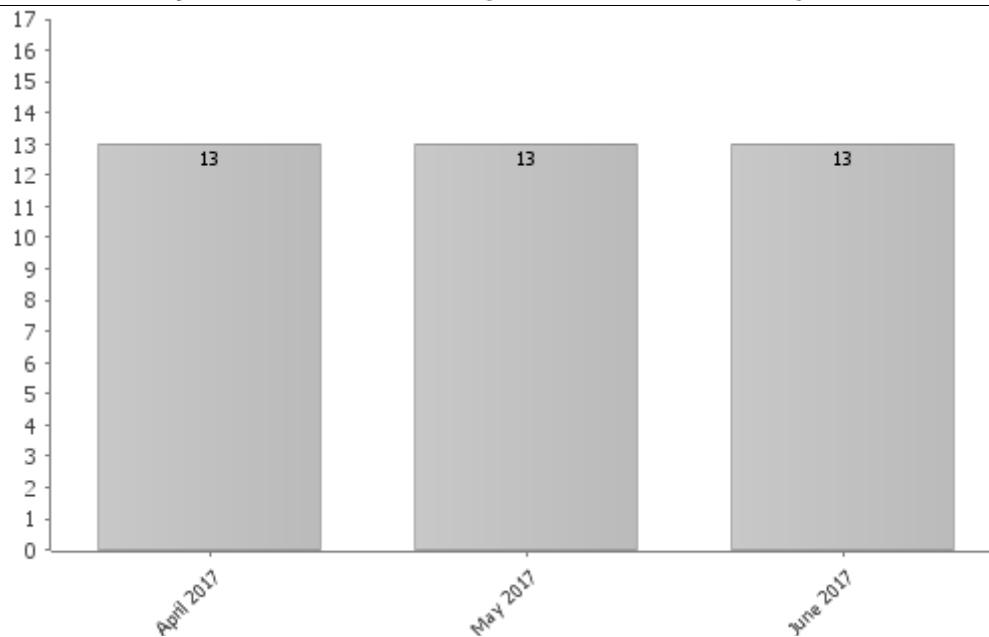


Enforcement Notices have been served for a number of offences including noise abatement, fly tipping and waste offences. On some occasions warning letters and visits are enough for people to comply with action that is needed instead of a notice being issued.

In comparison during 2016 the following notices were issued:-

- April – 1
- May – 12
- June – 3

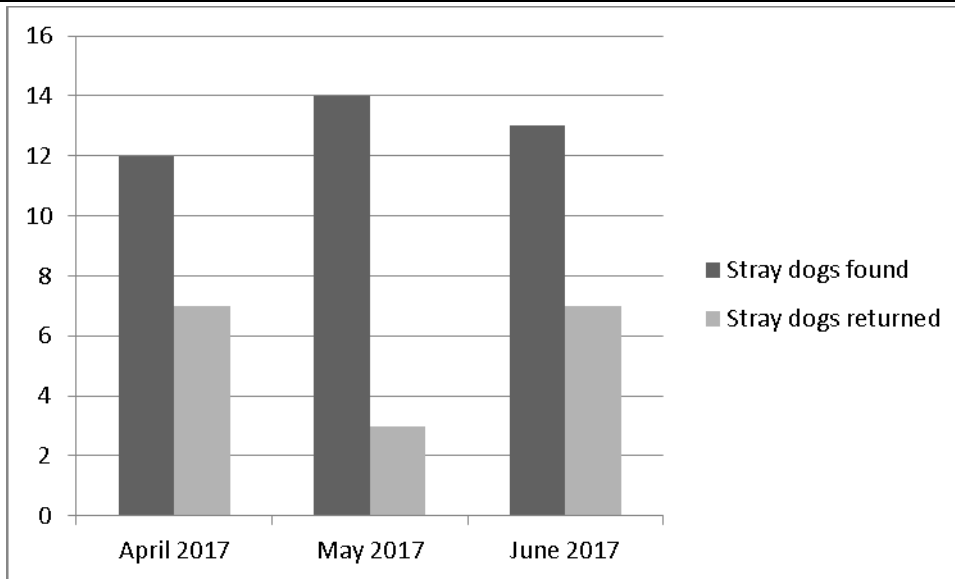
Environmental Health (Pollution) - Compliant air quality monitoring sites



There are 13 air quality monitoring sites in the district.



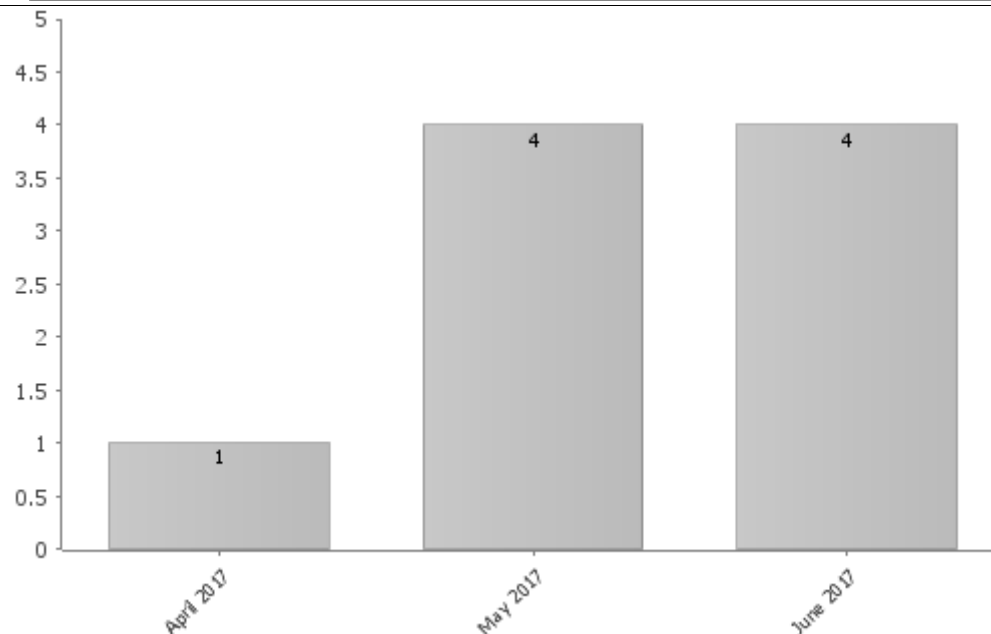
Environmental Health (Dog Control) - Stray dogs found/returned



April – 12 found, 7 returned  
May – 14 found, 3 returned  
June – 13 found, 7 returned

The returned figure is direct returns by SDC.

Environmental Health (Enforcement) - fixed penalty notices issued

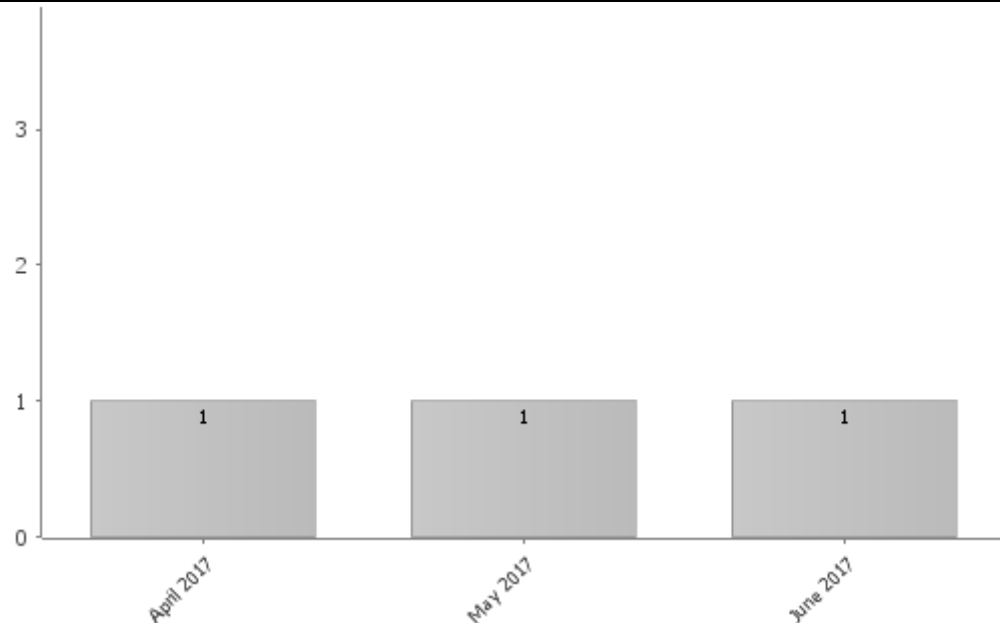


FPN output has fallen in Quarter 1 due to officer resources being allocated to dealing with unauthorised encampments.

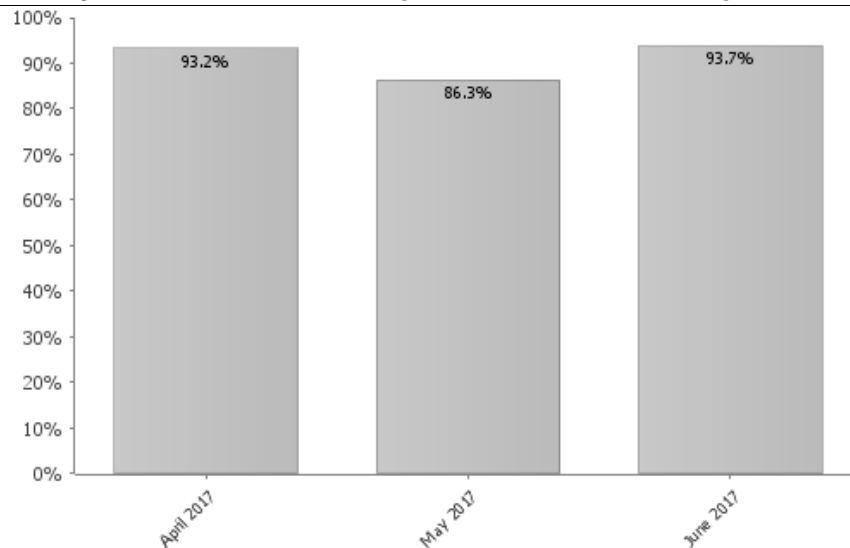
More than 15 separate incidents of unauthorised encampments were reported directly to the Council during quarter 1 (and 5 reported from private landowners). The overwhelming staffing resource required to support and enforce this, created a lack of staffing resilience to execute FPNs.

<p>Environmental Health (Enforcement) - number of hours spent on environmental crime patrol</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>157</td> </tr> <tr> <td>May 2017</td> <td>117</td> </tr> <tr> <td>June 2017</td> <td>114</td> </tr> </tbody> </table>	Month	Hours	April 2017	157	May 2017	117	June 2017	114	<p>The team continues to work smarter and more effectively to ensure our patrol hours are proactively targeting key areas of the district and to ensure opportunities for Enforcement Notices are being maximised.</p> <p>However, more than 15 separate incidents of unauthorised encampments were reported directly to the Council during quarter 1 (5 reported from private landowners). The overwhelming staffing resource required to support and enforce this, created a lack of staffing resilience to undertake patrols.</p>
Month	Hours									
April 2017	157									
May 2017	117									
June 2017	114									
<p>Environmental Health (Enforcement) - % of successful legal prosecutions against number of prosecution files passed to Legal</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>% of successful legal prosecutions</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>0%</td> </tr> <tr> <td>May 2017</td> <td>100%</td> </tr> <tr> <td>June 2017</td> <td>0%</td> </tr> </tbody> </table>	Month	% of successful legal prosecutions	April 2017	0%	May 2017	100%	June 2017	0%	<p>In April and June, there were no prosecutions, however in May there were 5 and the Council was successful with them all.</p>
Month	% of successful legal prosecutions									
April 2017	0%									
May 2017	100%									
June 2017	0%									

Environmental Health (Enforcement) - Number of warning letters issued



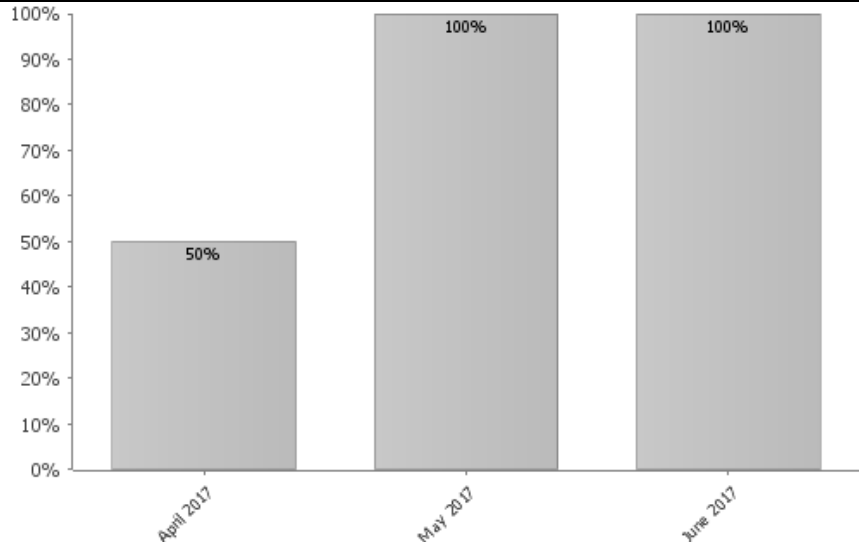
Complaints & FOI - Standard FOI requests will be satisfactorily replied to within stat timeframe of 20 working days



**Quarter 1**

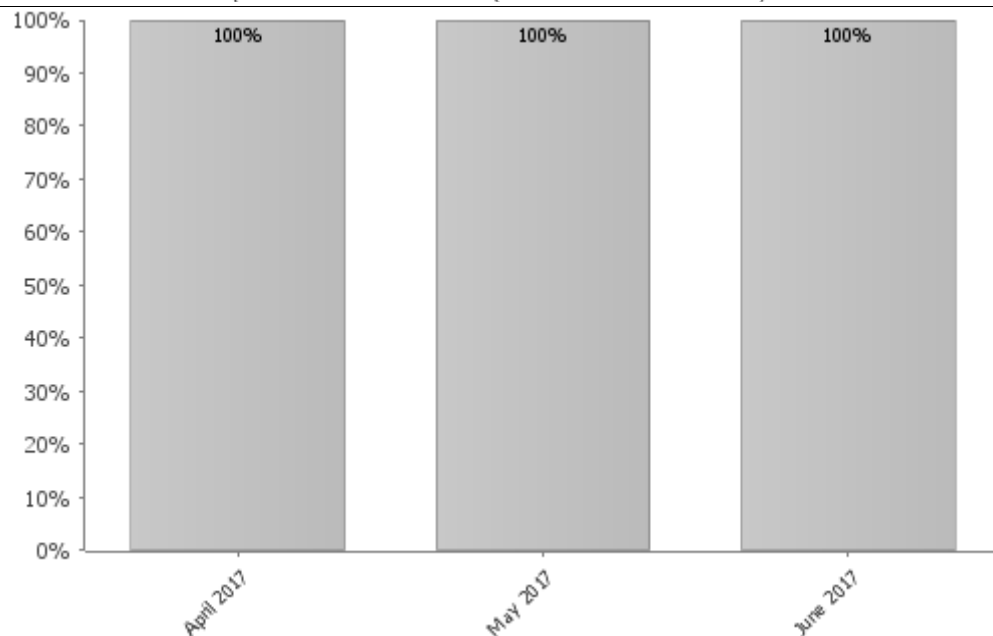
April – 88 received, 6 requests answered outside of the time limit  
May - 95 received, 13 requests answered outside of the time limit  
June – 111 received, 7 requests answered outside of the time limit

Complaints & FOI -  
All subject access  
requests will be  
satisfactorily replied  
to within the stat  
timeframe of 40  
days



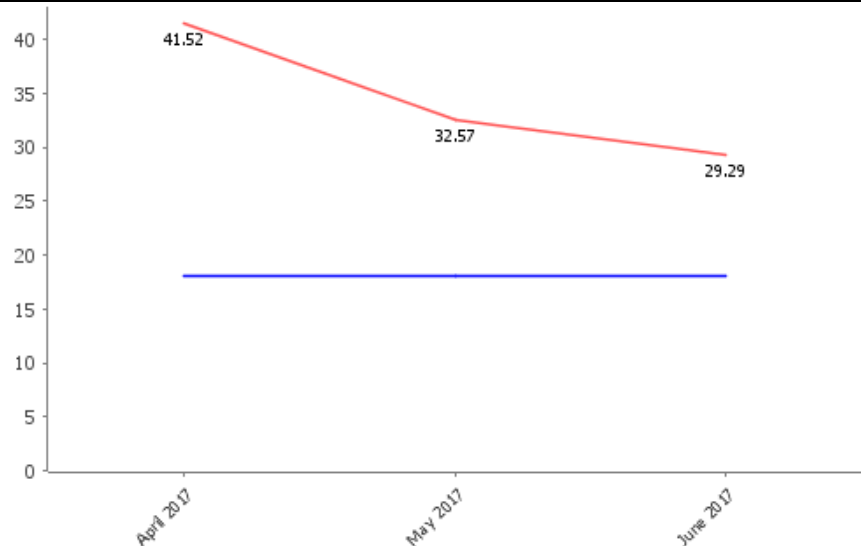
**Quarter 1**  
April – 2 requests received, 1 answered  
out of the timeframe  
May – no requests were received  
June – 2 requests were received, both  
were answered in time.

Complaints & FOI -  
All complaints will  
be acknowledged  
within 5 days



**Quarter 1**  
April – 24 complaints received  
May – 44 complaints received  
June – 34 complaints received

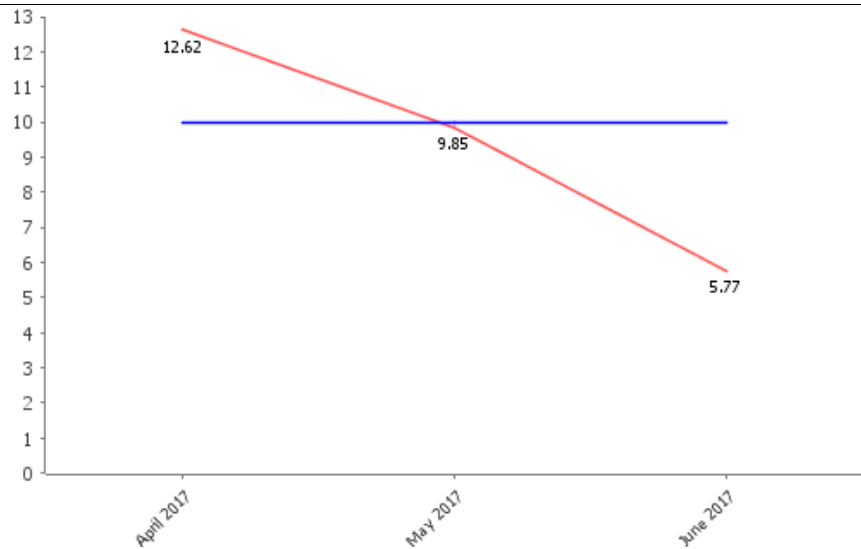
Benefits - Average number of days taken to process new claims for Housing Benefit



Target – to process within 18 days.

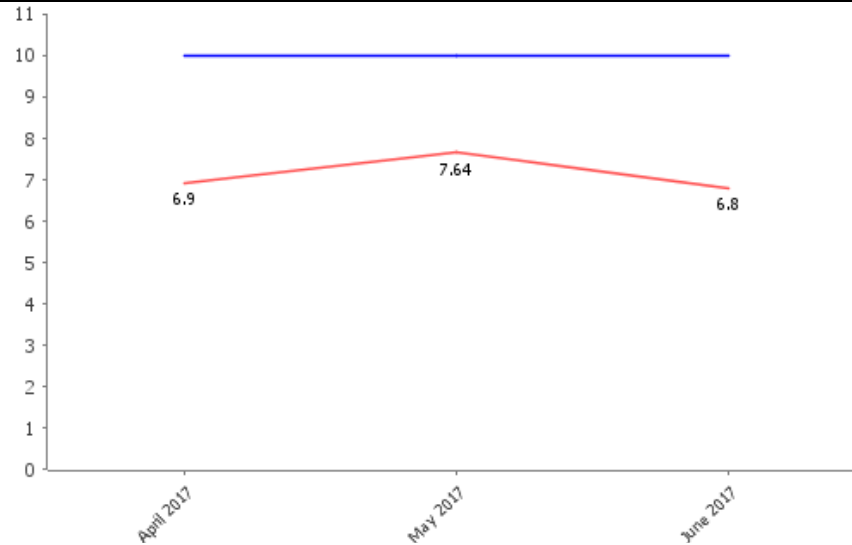
Outstanding workloads are being cleared and therefore the number of days has reduced since April. However customers are not providing information in a timely manner and this is having an effect on the processing time.

Benefits - Average number of days to process new claims for Housing Benefit from the date the complete evidence is received.



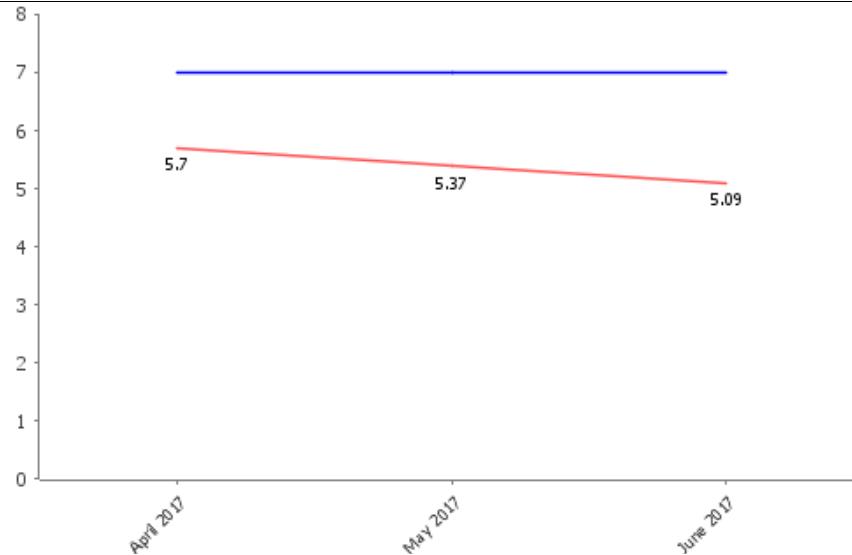
Target - to process within 10 days.

Benefits - Average number of days taken to process change of circumstances for Housing Benefit



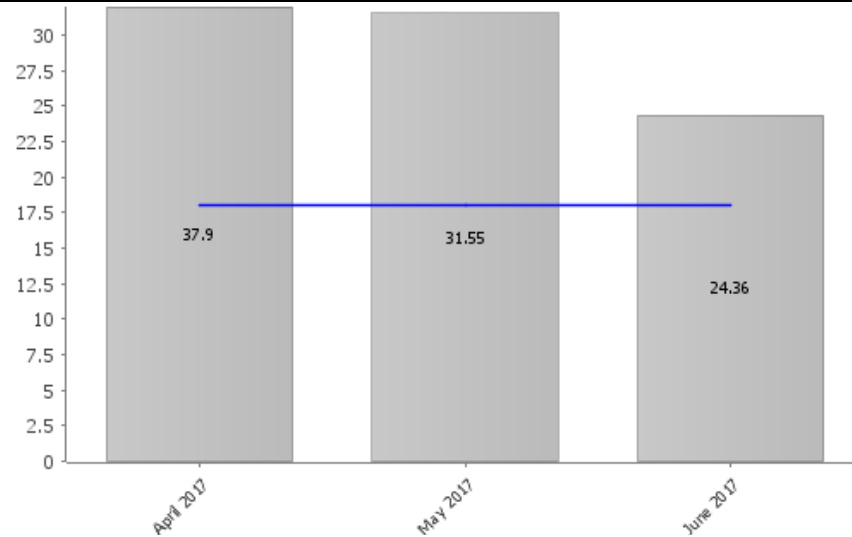
Target – to process within 10 days

Benefits - Average number of days to process change of circumstances for Housing Benefit from the date complete evidence is received.



Target – to process within 7 days.

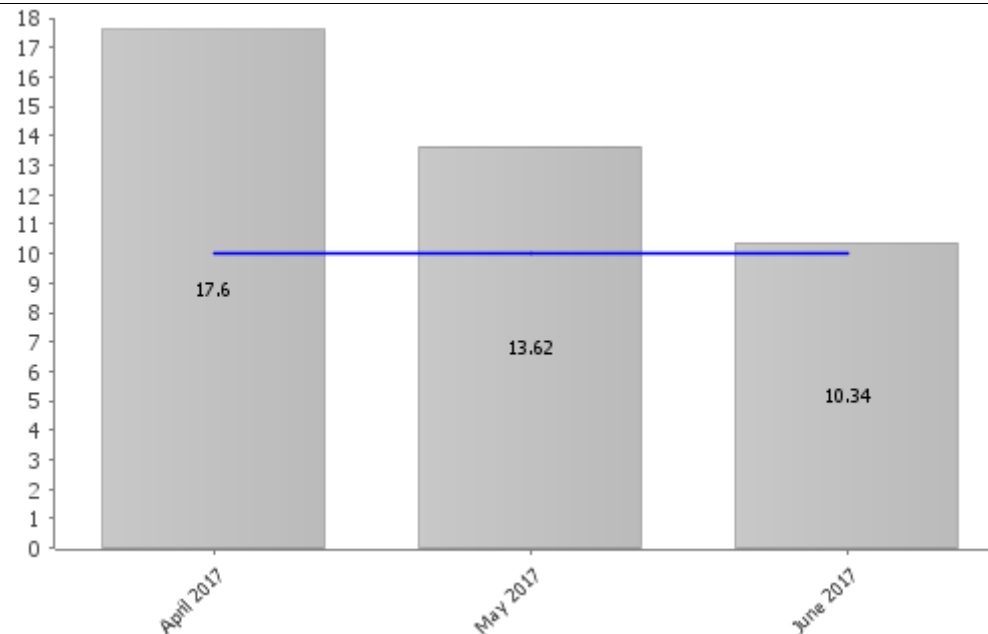
Benefits - Average number of days taken to process new claims for Council Tax Reduction



Target – to process within 18 days

Outstanding workloads are being cleared and therefore the number of days has reduced since April. However customers are not providing information in a timely manner and this is having an effect on the processing time.

Benefits - Average number of days taken to process change of circumstances for Council Tax Reduction



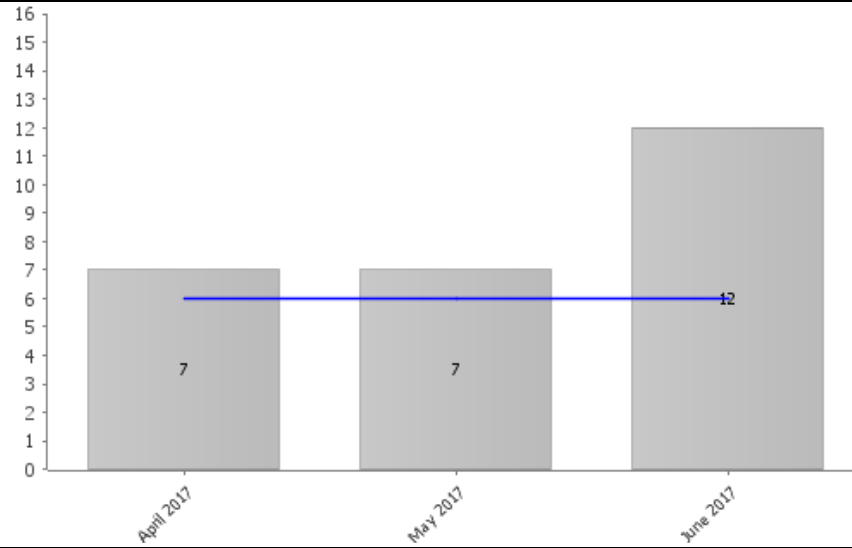
Target – to process within 10 days

A combination of the delay from customers providing required information which adds days to the figures (as identified in HB performance), clearing older outstanding work that had built up over year end, new working practices and fewer staff than required according to the organisational structure has resulted in the target still not being met. However the number of days is reducing due to employing additional temporary staff to assist in clearing older work.

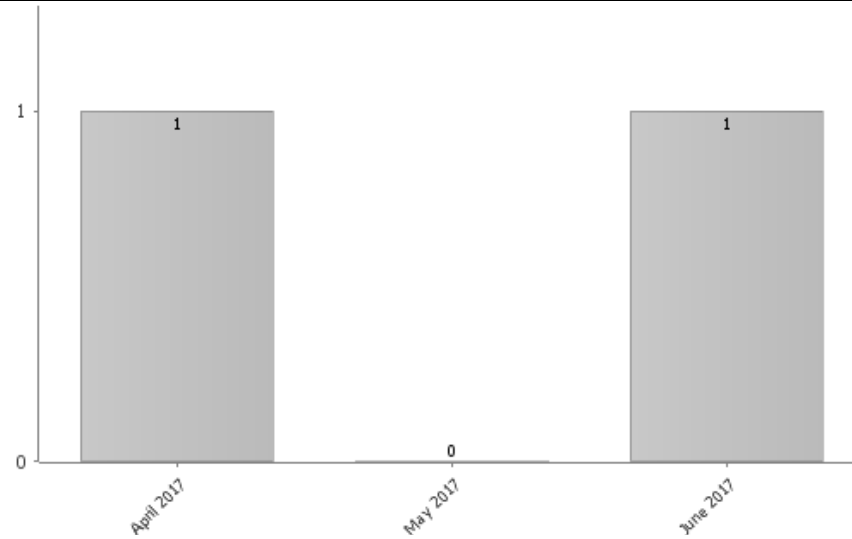
<p>Housing Options - Number of homeless decisions made</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Number of decisions made</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>27</td> </tr> <tr> <td>May 2017</td> <td>14</td> </tr> <tr> <td>June 2017</td> <td>28</td> </tr> </tbody> </table>	Month	Number of decisions made	April 2017	27	May 2017	14	June 2017	28	<p>Decisions dropped in May due to lack of resilience because of staff absence/sickness.</p> <p>Making quicker decisions ensures we can either end our duty to accommodate in temporary accommodation or ensure that households who are accepted are assisted into the necessary accommodation or support.</p>
Month	Number of decisions made									
April 2017	27									
May 2017	14									
June 2017	28									
<p>Housing Options - Number of households in temporary accommodation</p>	<table border="1"> <thead> <tr> <th>Month</th> <th>Number of households in temporary accommodation</th> </tr> </thead> <tbody> <tr> <td>April 2017</td> <td>69</td> </tr> <tr> <td>May 2017</td> <td>82</td> </tr> <tr> <td>June 2017</td> <td>96</td> </tr> </tbody> </table>	Month	Number of households in temporary accommodation	April 2017	69	May 2017	82	June 2017	96	<p>Homelessness approaches have significantly increased over the past 6 months due to the impact of welfare reform and will continue to increase, particularly with the Homelessness Reduction Act. Whilst we investigate cases, we are bound to provide temporary accommodation placements.</p>
Month	Number of households in temporary accommodation									
April 2017	69									
May 2017	82									
June 2017	96									



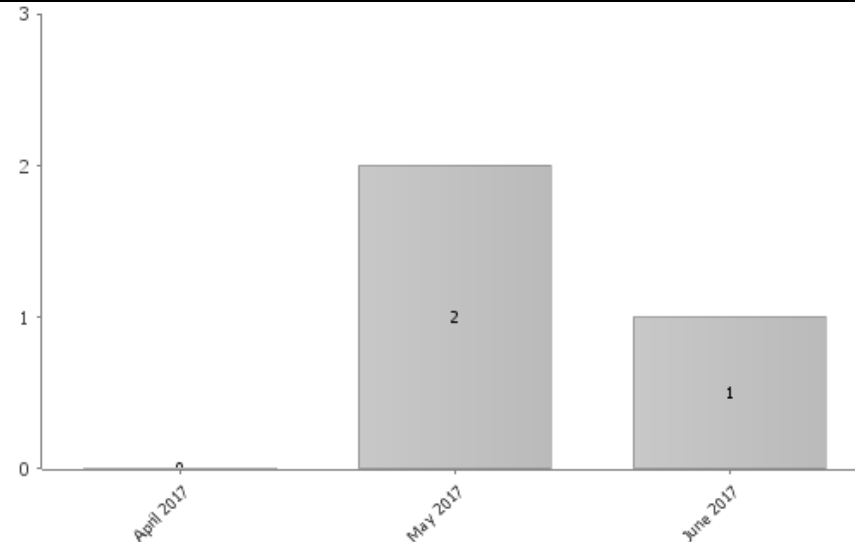
Housing Options -  
Number of families  
in temporary (B & B)  
accommodation



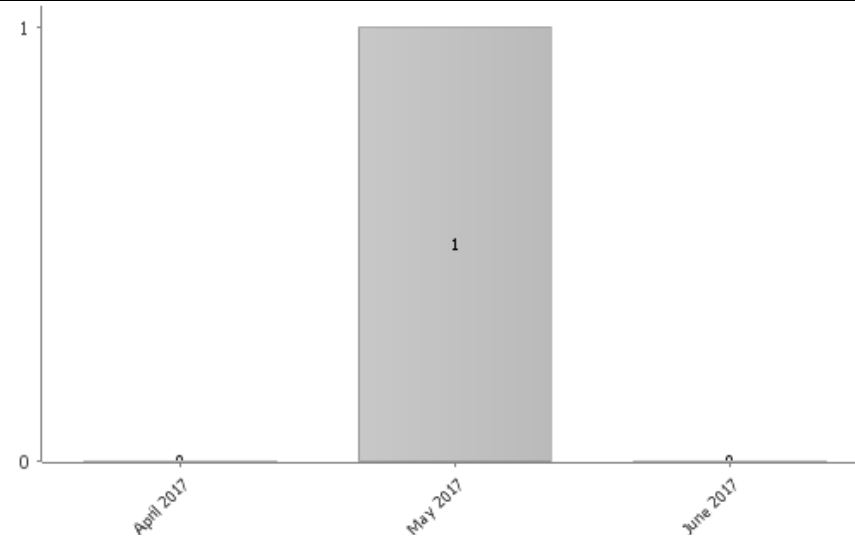
Housing Options -  
Number of families  
in temporary (B & B)  
accommodation  
over 6 weeks



Housing Options -  
Number of 16/17  
year olds in  
temporary (B & B)  
accommodation

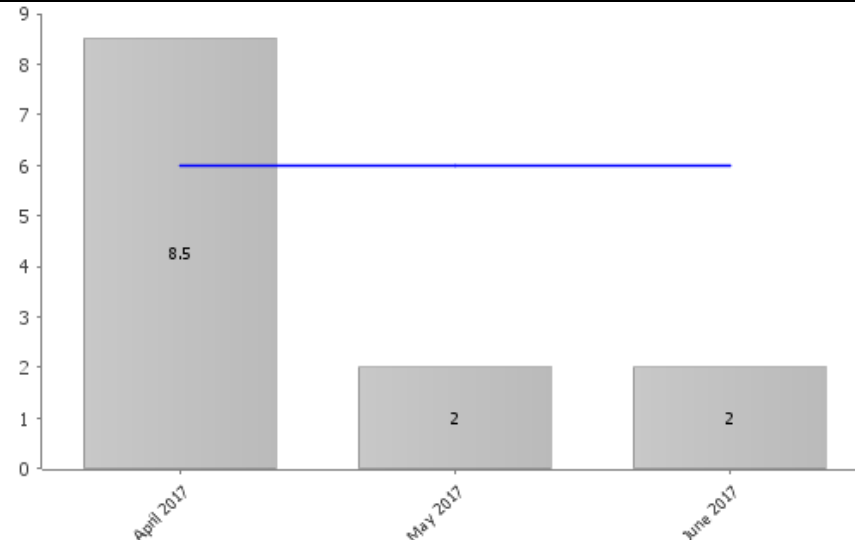


Housing Options -  
Number of 16/17  
year olds in  
temporary  
accommodation (B  
& B) over 6 weeks



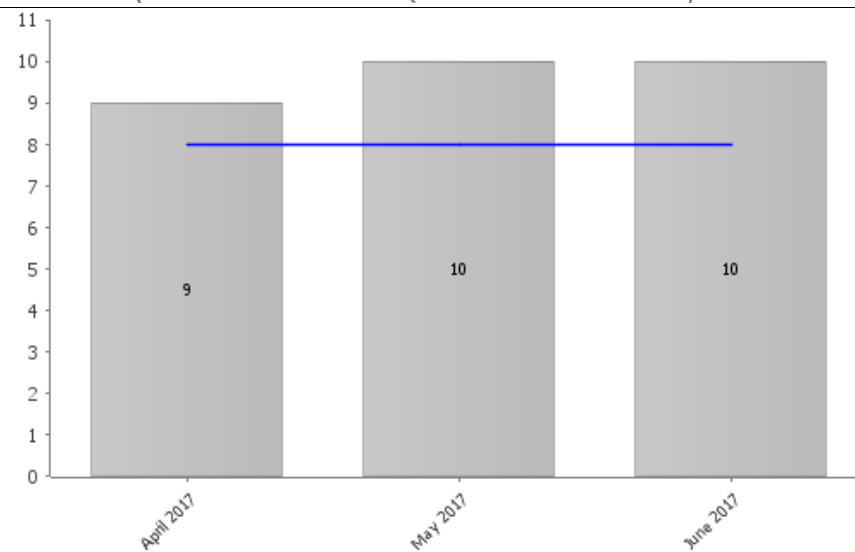
Cases are referred to Social Services,  
where the homeless person is under 18  
years old.

Housing Options - Average number of weeks families are staying in Bed & Breakfast



Target – 6 weeks or less

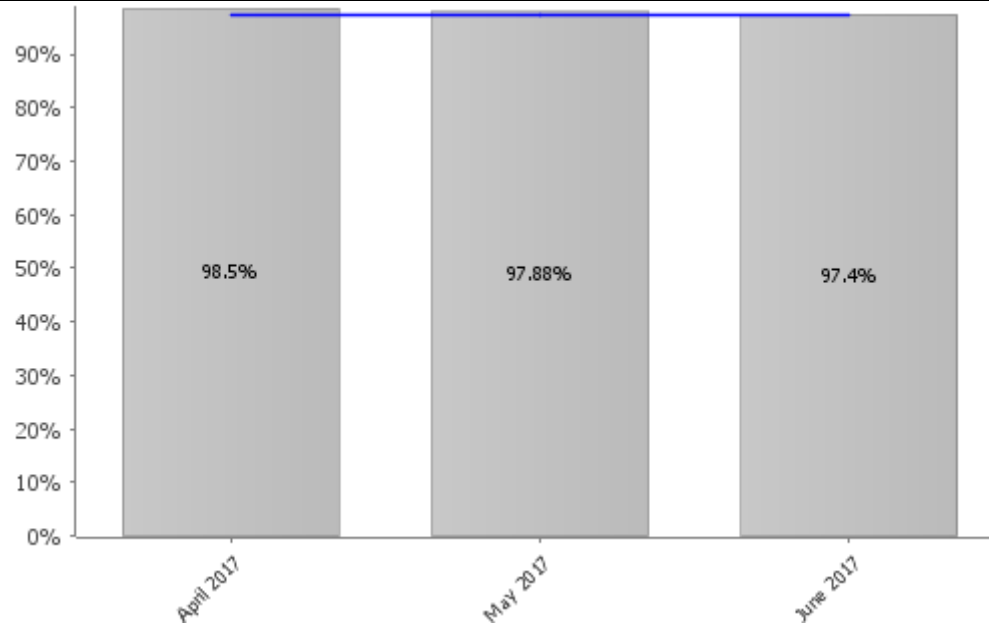
Housing Options - Average number of weeks single persons are staying in Bed & Breakfast



Target – 8 weeks or less

The Council is struggling to find suitable and affordable 'move on' accommodation.

Lifeline - Number of calls answered within 60 seconds



The new Thanet Out of Hour's contract went live at the end of May. June was the first month the operators were answering calls for this area. The procedures for Thanet are not engrained with the operators at the moment so time is spent checking the manual which elongates calling times and call wait times.

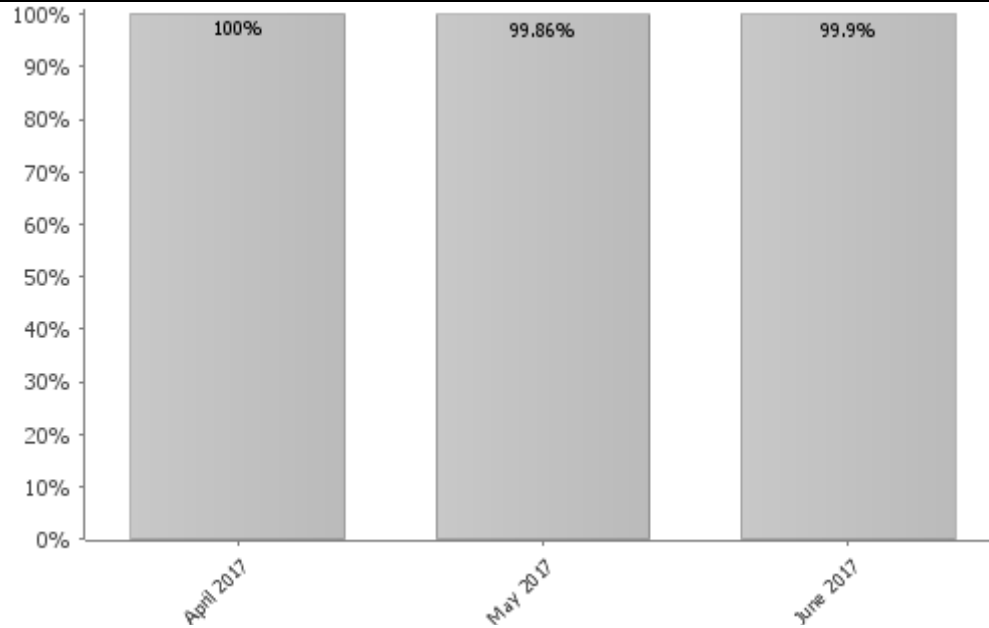
Number of calls:-

April – 5,903  
May – 6,110  
June – 5,848

The figures for the same period in 2016 are

April – 6105 calls  
May – 6011 calls  
June – 5900 calls

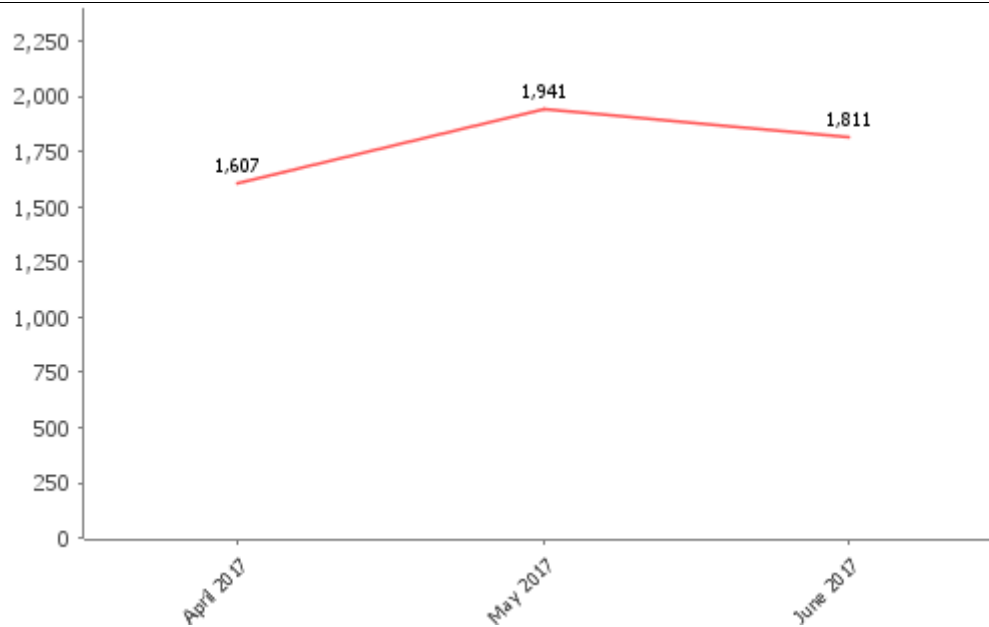
Lifeline - Number of calls answered within 180 seconds



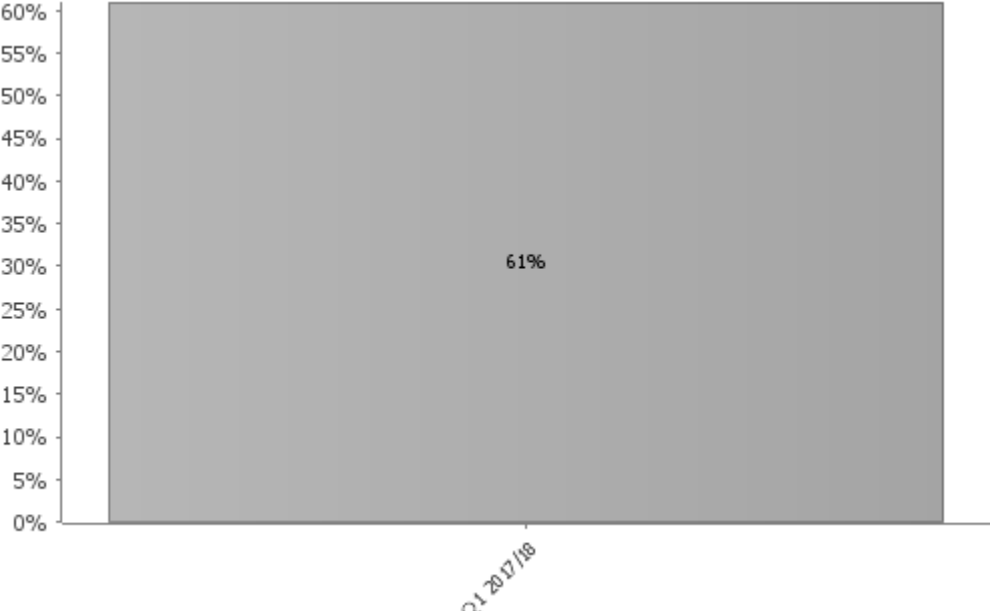
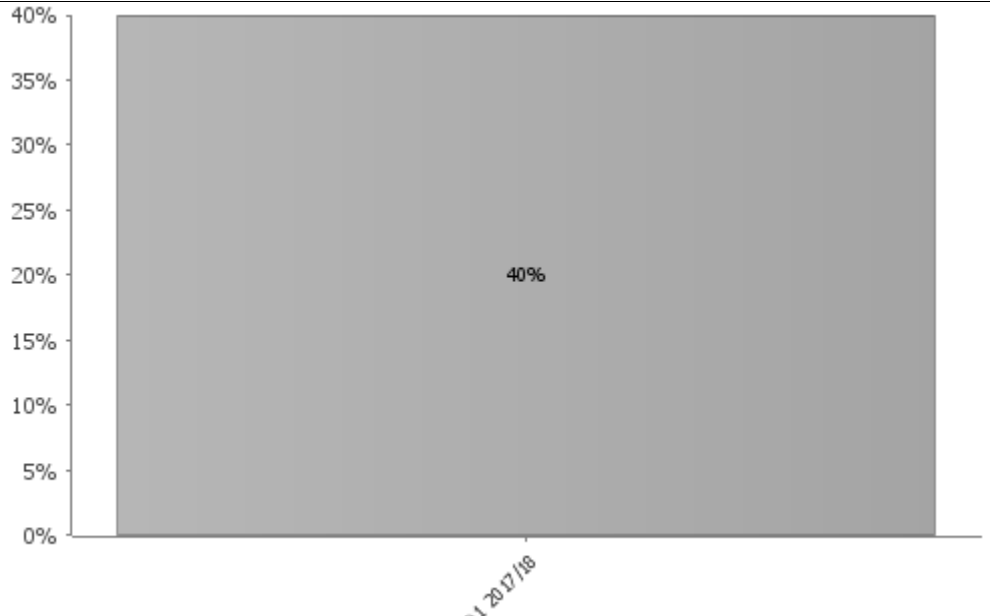
Number of calls:-

April – 5,933  
May – 6,135  
June – 5,877

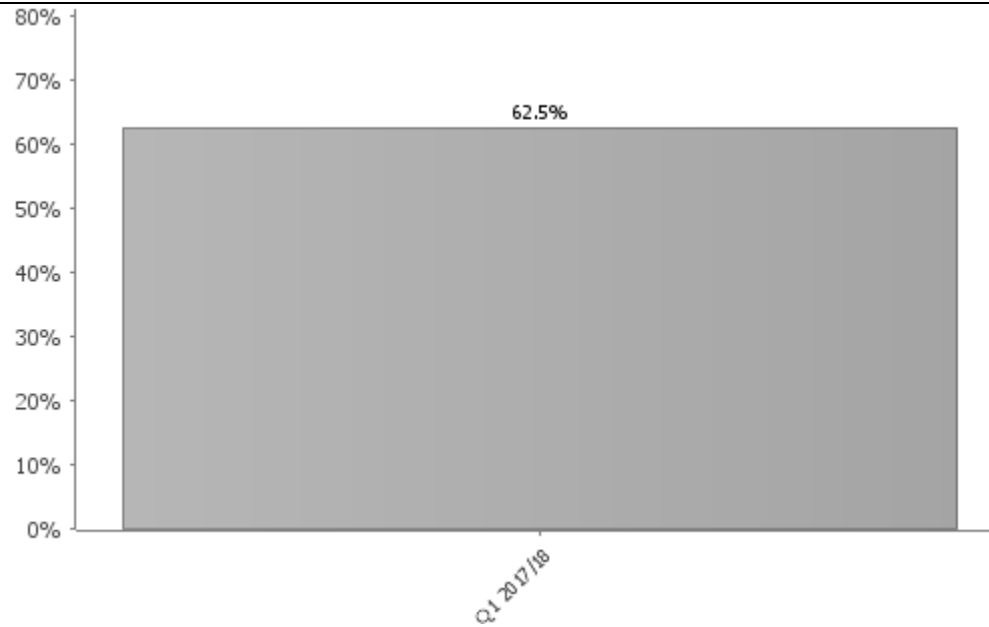
Parking - Number of PCN's issued



The number of notices issued is monitored by the Transportation Manager.

<p>Parking - British vehicle PCN recovery rate</p>	 <p>A bar chart with a vertical y-axis ranging from 0% to 60% in 5% increments. A single grey bar represents the recovery rate for Q1 2017/18, which is labeled as 61%.</p> <table border="1"><thead><tr><th>Period</th><th>Recovery Rate</th></tr></thead><tbody><tr><td>Q1 2017/18</td><td>61%</td></tr></tbody></table>	Period	Recovery Rate	Q1 2017/18	61%	<p>Annual target is 70%</p>
Period	Recovery Rate					
Q1 2017/18	61%					
<p>Parking - Foreign vehicle PCN recovery rate</p>	 <p>A bar chart with a vertical y-axis ranging from 0% to 40% in 5% increments. A single grey bar represents the recovery rate for Q1 2017/18, which is labeled as 40%.</p> <table border="1"><thead><tr><th>Period</th><th>Recovery Rate</th></tr></thead><tbody><tr><td>Q1 2017/18</td><td>40%</td></tr></tbody></table>	Period	Recovery Rate	Q1 2017/18	40%	<p>Recovery procedures are in place; however it is difficult to recover monies from foreign drivers.</p>
Period	Recovery Rate					
Q1 2017/18	40%					

Planning - % of major planning applications to be determined within statutory period



Target is 50%

April: 0% - no applications were received

May: 66.67% - 6 applications were received, 4 were dealt with within the statutory period

June: 50% - 2 applications were received, 1 was dealt with within the statutory period

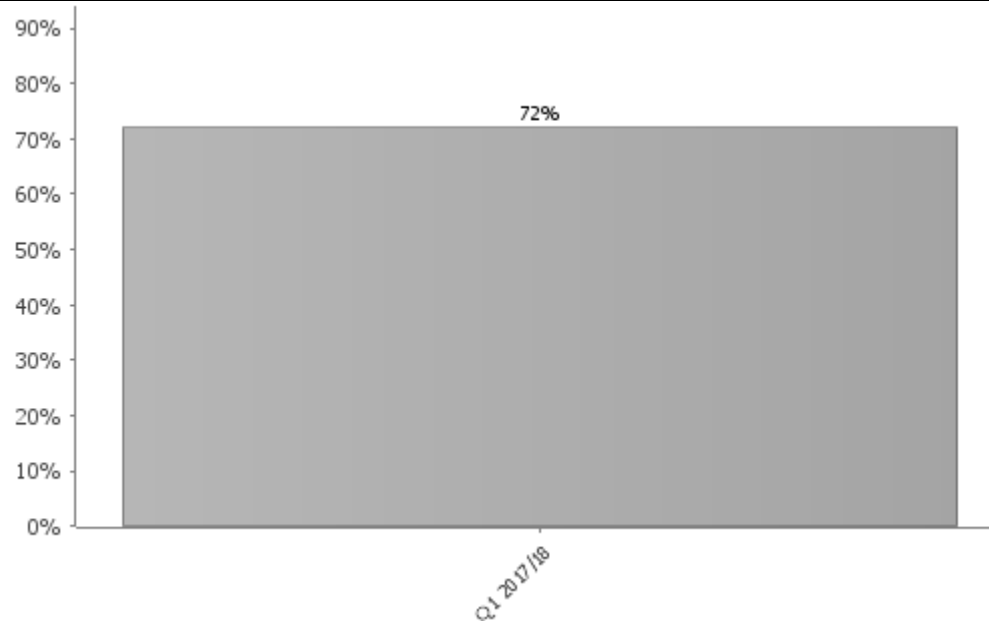
Major applications:

The number of applications received each month has no bearing on the number determined as applications are never determined in the same month that they are received. I am not sure of the purpose of providing the number of applications received each month as the monitoring figure is based on the percentage number of applications determined within the statutory time period out of all of those determined in that month.

No major applications were determined in April which is why the performance figure is 0%

In May and June the target was met. It is difficult to deal with all major applications within the statutory time period as they are due to their size and nature often very complex applications.

Planning - % of non-major planning applications to be determined within statutory period

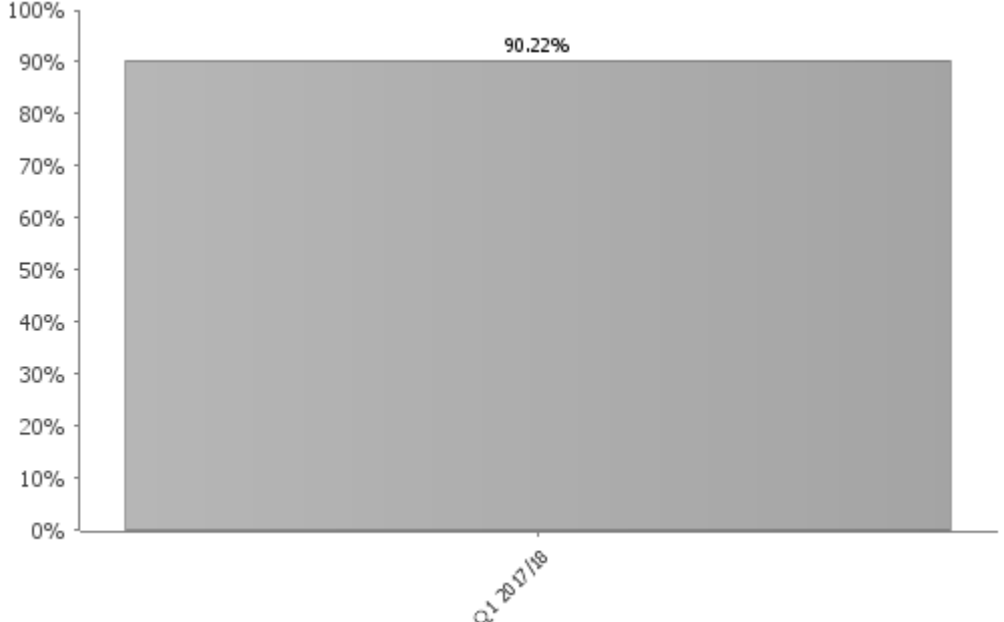
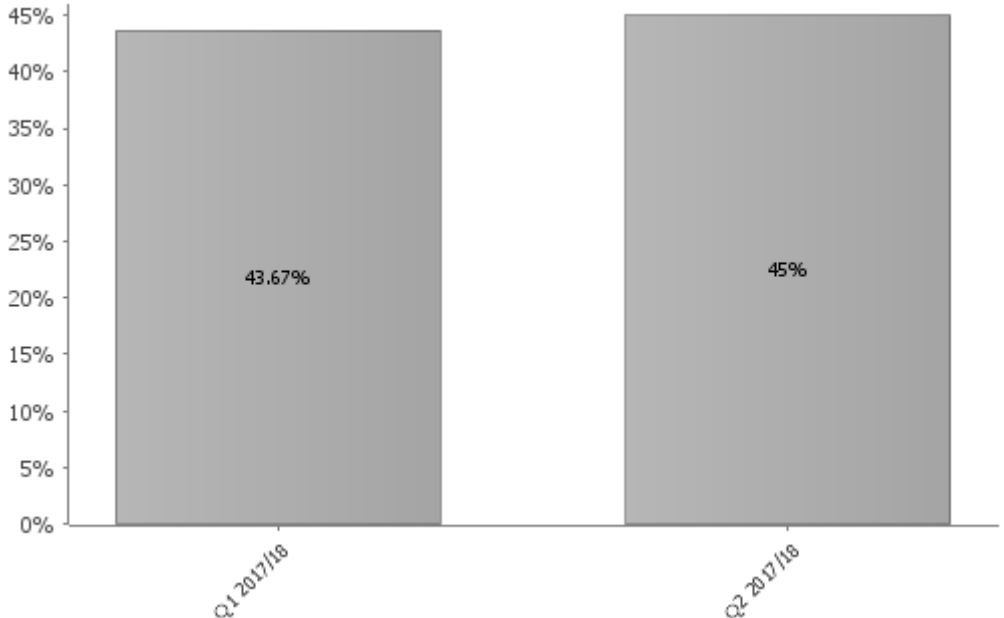


Target is 70%

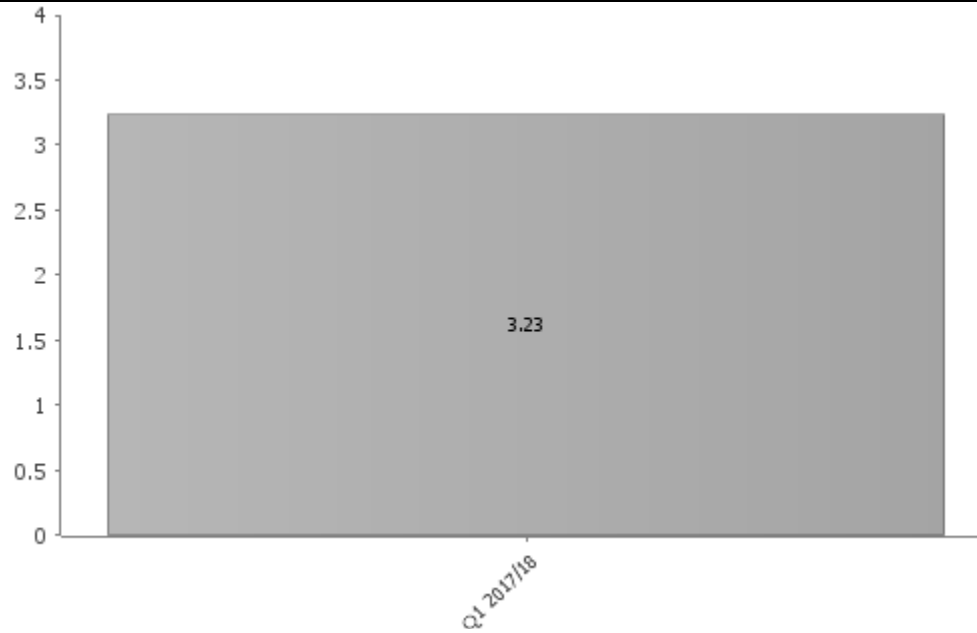
April: 100%  
May: 60.87%  
June: 70.59%

Due to a senior planning officer vacancy, the case load of the remaining officers has increased over time resulting in a reduction in performance. Following the return of the Development Manager and the appointment of an additional team leader, the managers are now able to focus more on monitoring performance and are working with planning officers to clear their backlog of out of time cases. This will impact negatively on performance figures for a few months while the out of time cases are cleared but officers are given the clear message that performance needs to improve as a result of this.



<p>Planning - % of other planning applications to be determined within statutory period</p>	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. A single grey bar represents the data for Q1 2017/18, reaching 90.22%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>90.22%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	90.22%	<p>Target is 85%</p> <p>April: 90.63%  May: 92.06%  June: 87.72%</p>		
Quarter	Percentage							
Q1 2017/18	90.22%							
<p>Waste - Percentage of household waste recycled</p>	 <p>A bar chart with a vertical axis from 0% to 45% in 5% increments. Two grey bars are shown: one for Q1 2017/18 at 43.67% and one for Q2 2017/18 at 45%.</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>43.67%</td> </tr> <tr> <td>Q2 2017/18</td> <td>45%</td> </tr> </tbody> </table>	Quarter	Percentage	Q1 2017/18	43.67%	Q2 2017/18	45%	<p>Target is 47%</p> <p>April – 43%  May – 44%  June – 44%</p> <p>For comparison Quarter 1 2016, the actual was 43.81%.</p>
Quarter	Percentage							
Q1 2017/18	43.67%							
Q2 2017/18	45%							

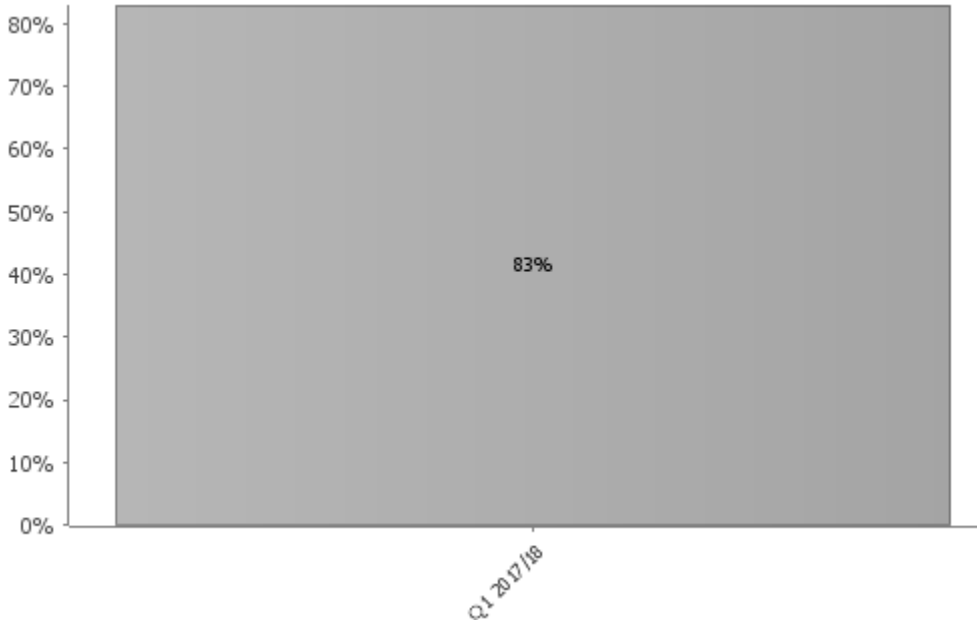
Waste - Number of missed collections per 100,000



Target is under 50 collections per 100,000

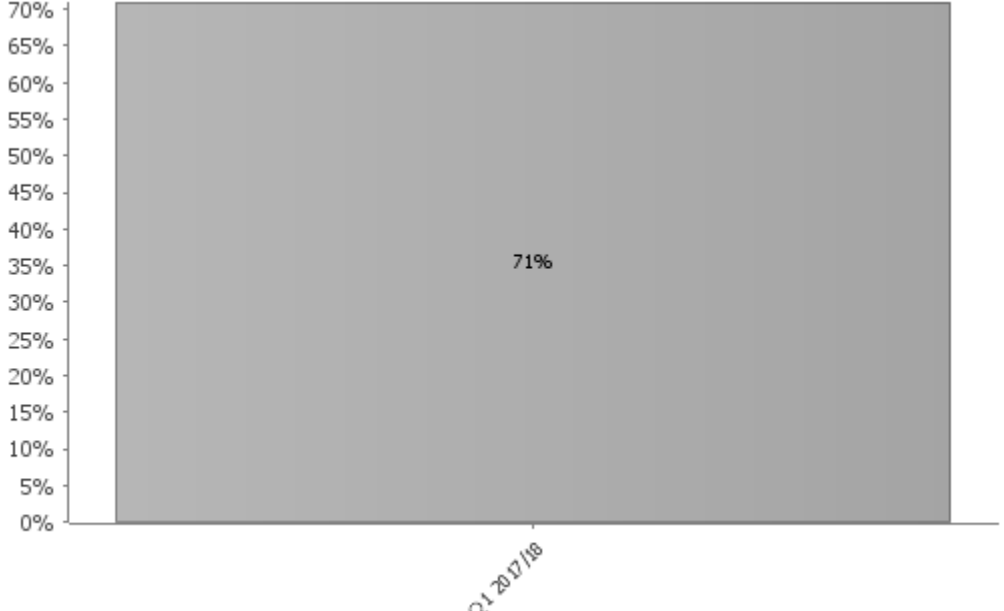
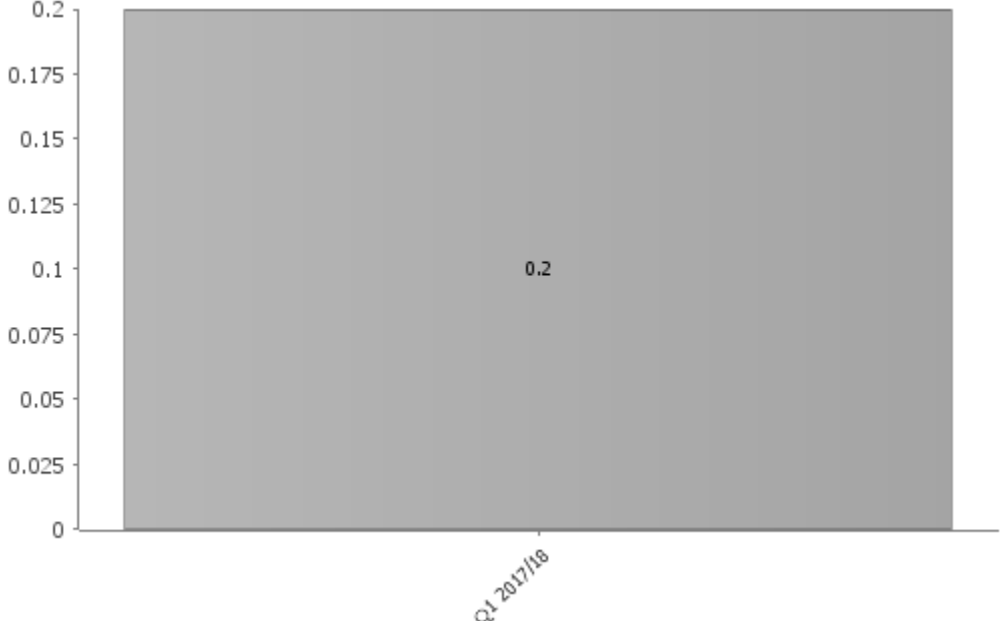
For comparison Quarter 1 2016, the actual was 5.24.

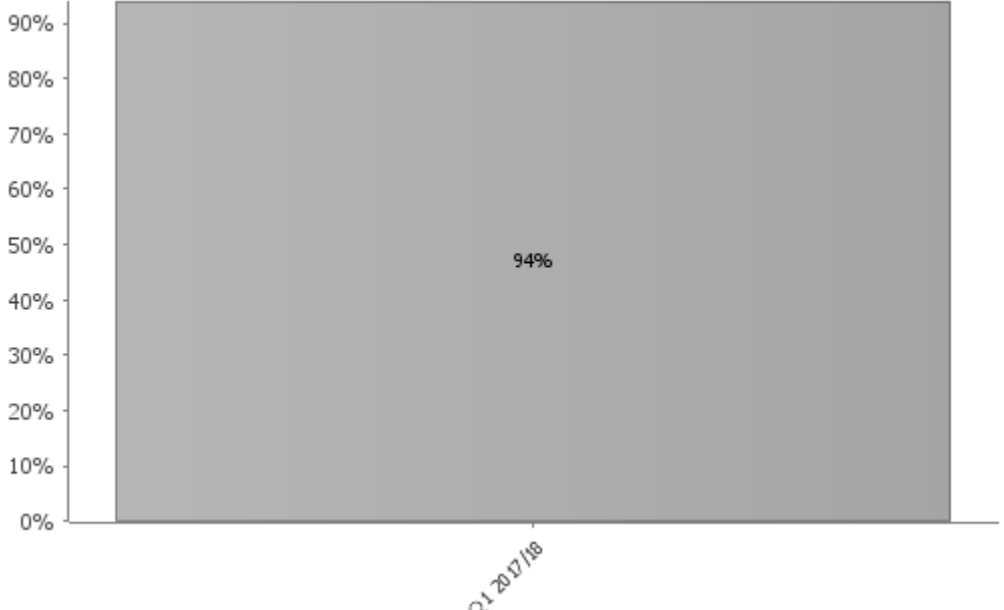
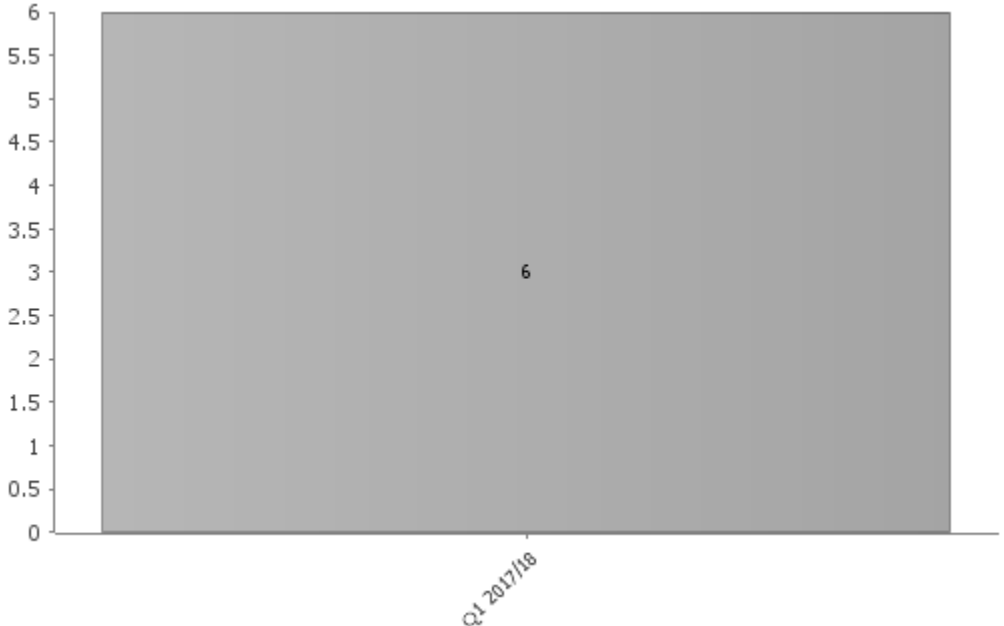
Waste - Percentage of streets surveyed clear of litter within the district



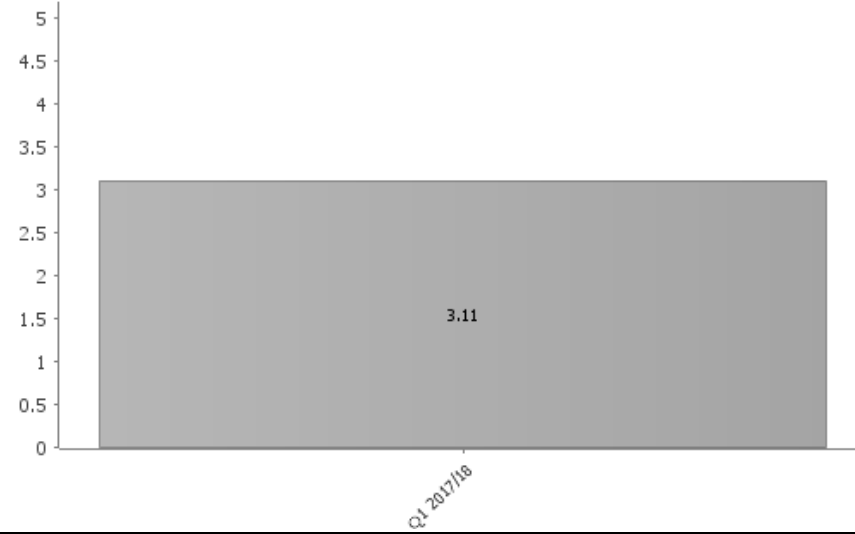
Target is 95%

For comparison Quarter 1 2016, the actual was 96%.

<p>Waste - Percentage of streets surveyed clear of detritus within the district</p>	 <p>A bar chart with a vertical y-axis labeled from 0% to 70% in 5% increments. A single grey bar represents the data for Q1 2017/18, reaching the 71% mark. The x-axis is labeled 'Q1 2017/18'.</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>71%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2017/18	71%	<p>Target is 90%</p> <p>For comparison Quarter 1 2016, the actual was 89%.</p>
Period	Percentage					
Q1 2017/18	71%					
<p>Waste - No of days to remove fly tipped waste on public land once reported</p>	 <p>A bar chart with a vertical y-axis labeled from 0 to 0.2 in 0.025 increments. A single grey bar represents the data for Q1 2017/18, reaching the 0.2 mark. The x-axis is labeled 'Q1 2017/18'.</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>0.2</td> </tr> </tbody> </table>	Period	Value	Q1 2017/18	0.2	<p>Target is 3 days.</p> <p>There were 199 instances of fly tipping this quarter, all dealt with within the target time.</p>
Period	Value					
Q1 2017/18	0.2					

<p>Waste - Percentage of returns to empty a missed bin by the end of the next working day if it is reported within 24 hours</p>	 <p>A bar chart with a vertical axis from 0% to 90% in 10% increments. A single grey bar represents the data for Q1 2017/18, reaching the 94% mark. The label '94%' is placed inside the bar. The x-axis is labeled 'Q1 2017/18'.</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>94%</td> </tr> </tbody> </table>	Period	Percentage	Q1 2017/18	94%	<p>Target is 100%</p> <p>For comparison Quarter 1 2016, the actual was 75%.</p>
Period	Percentage					
Q1 2017/18	94%					
<p>Waste - Average number of days to respond to requests for unwanted bulky waste collections</p>	 <p>A bar chart with a vertical axis from 0 to 6 in 0.5 increments. A single grey bar represents the data for Q1 2017/18, reaching the 6 mark. The label '6' is placed inside the bar. The x-axis is labeled 'Q1 2017/18'.</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Average number of days</th> </tr> </thead> <tbody> <tr> <td>Q1 2017/18</td> <td>6</td> </tr> </tbody> </table>	Period	Average number of days	Q1 2017/18	6	<p>Target is 5 days.</p> <p>There were 454 bulky collections this quarter.</p> <p>Bulky waste collection dates are selected by the resident when payment is made and not due to the contractor not collecting the item in time.</p>
Period	Average number of days					
Q1 2017/18	6					

Waste - Average number of hours to remove offensive graffiti in public places



Target is 4 hours

For comparison Quarter 1 2016, the actual was 5.327 hours.