

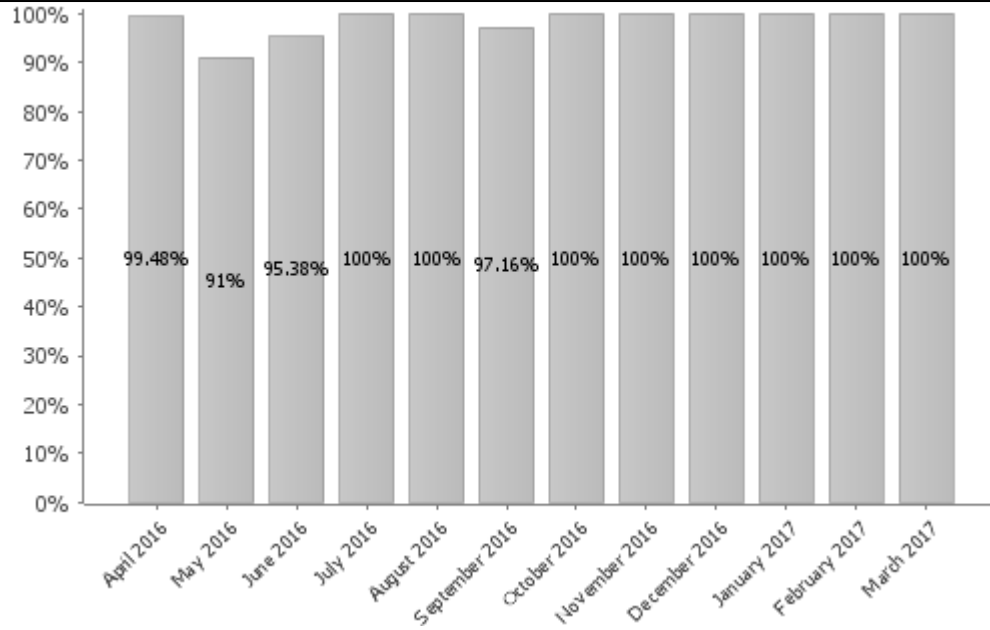
Appendix 1

Quarter 4 Key Performance Indicators



Performance Indicator	Performance	Notes																										
<p>Building Control - Number of full plan applications checked within 15 days from receiving a valid application</p>	<p>■ Months — Target (Months)</p> <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr><td>April 2016</td><td>77%</td></tr> <tr><td>May 2016</td><td>93%</td></tr> <tr><td>June 2016</td><td>81%</td></tr> <tr><td>July 2016</td><td>75%</td></tr> <tr><td>August 2016</td><td>82%</td></tr> <tr><td>September 2016</td><td>82%</td></tr> <tr><td>October 2016</td><td>87%</td></tr> <tr><td>November 2016</td><td>86%</td></tr> <tr><td>December 2016</td><td>82%</td></tr> <tr><td>January 2017</td><td>84%</td></tr> <tr><td>February 2017</td><td>74%</td></tr> <tr><td>March 2017</td><td>81%</td></tr> </tbody> </table>	Month	Performance (%)	April 2016	77%	May 2016	93%	June 2016	81%	July 2016	75%	August 2016	82%	September 2016	82%	October 2016	87%	November 2016	86%	December 2016	82%	January 2017	84%	February 2017	74%	March 2017	81%	<p>Target is 100%</p> <p>Quarter 1 April – 43 checked May – 28 checked June – 36 checked</p> <p>Quarter 2 July – 40 checked August – 45 checked September – 22 checked</p> <p>Quarter 3 October – 31 checked November – 21 checked December – 27 checked</p> <p>Quarter 4 January – 25 checked February – 31 checked March – 36 checked</p>
Month	Performance (%)																											
April 2016	77%																											
May 2016	93%																											
June 2016	81%																											
July 2016	75%																											
August 2016	82%																											
September 2016	82%																											
October 2016	87%																											
November 2016	86%																											
December 2016	82%																											
January 2017	84%																											
February 2017	74%																											
March 2017	81%																											

Business Support - LLC searches responded to within 10 working days



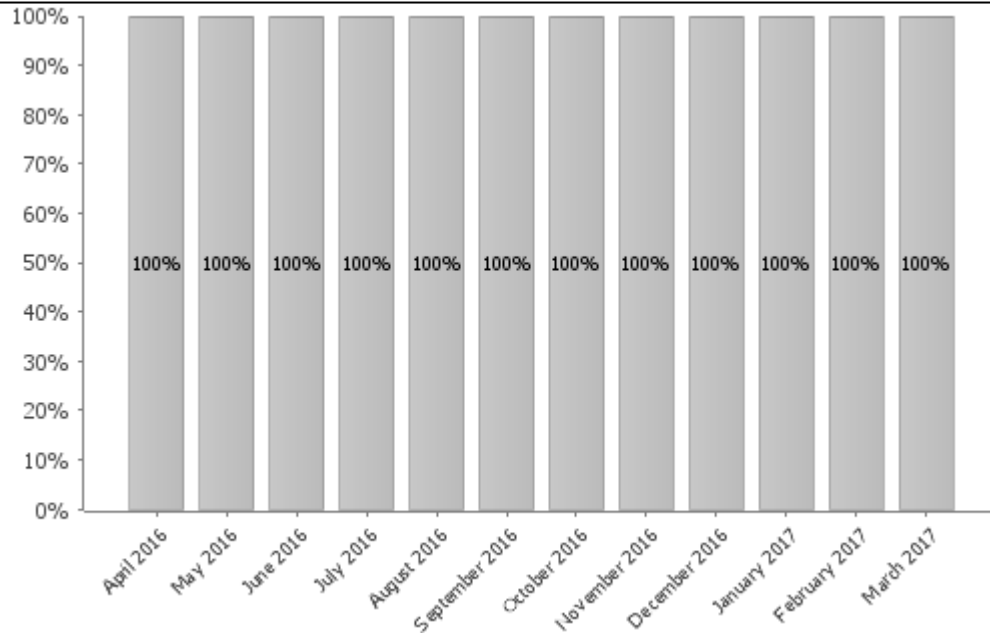
Quarter 1
 April – 226 searches
 May – 252 searches
 June – 241 searches

Quarter 2
 July – 245 searches
 August – 209 searches
 September – 211 searches

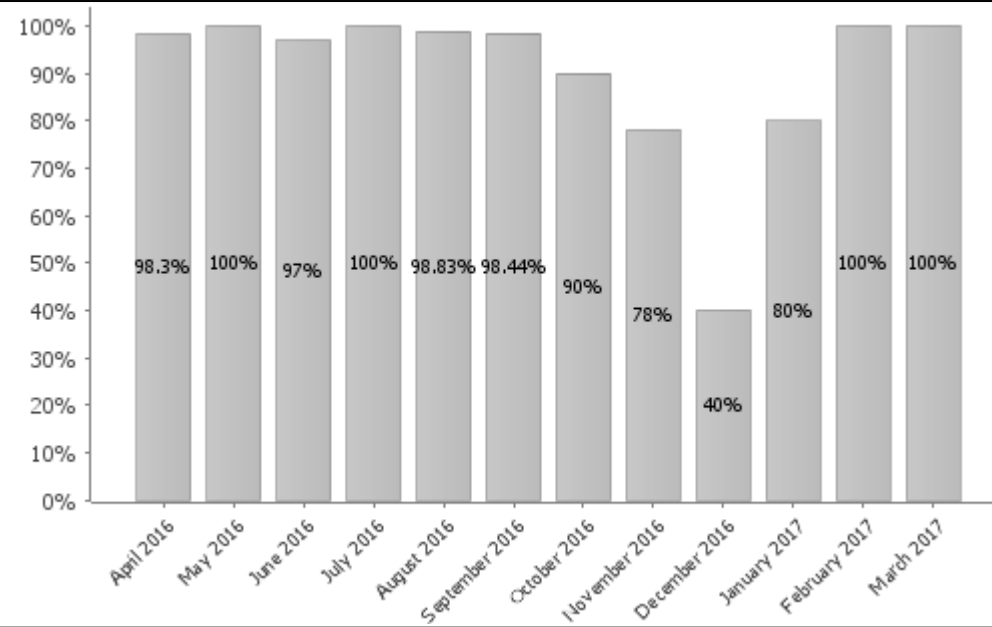
Quarter 3
 October – 260 searches
 November – 279 searches
 December – 169 searches

Quarter 4
 January – 177 searches
 February – 235 searches
 March – 221 searches

Business Support - All LLC queries responded to within 20 working days

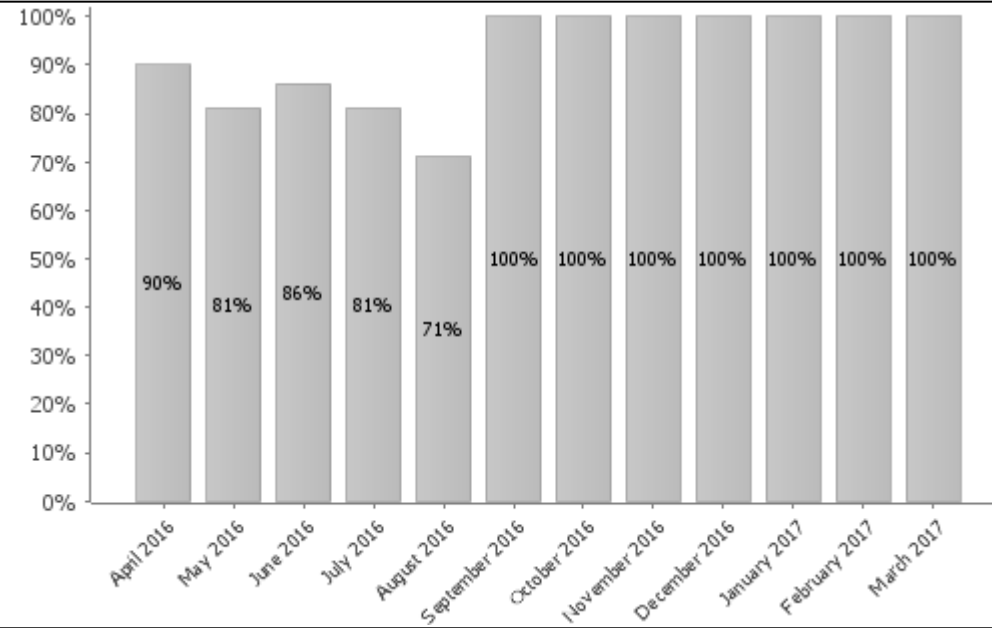


Business Support – Fixed Penalty Notice challenges responded to within 20 working days



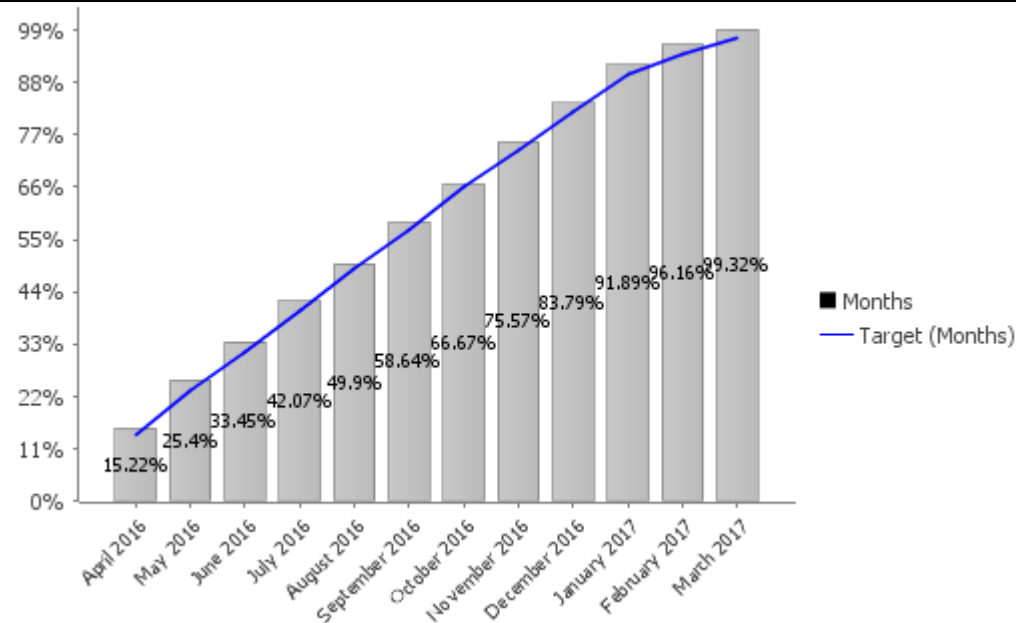
January – 254 challenges
February – 267 challenges
March – 246 challenges

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



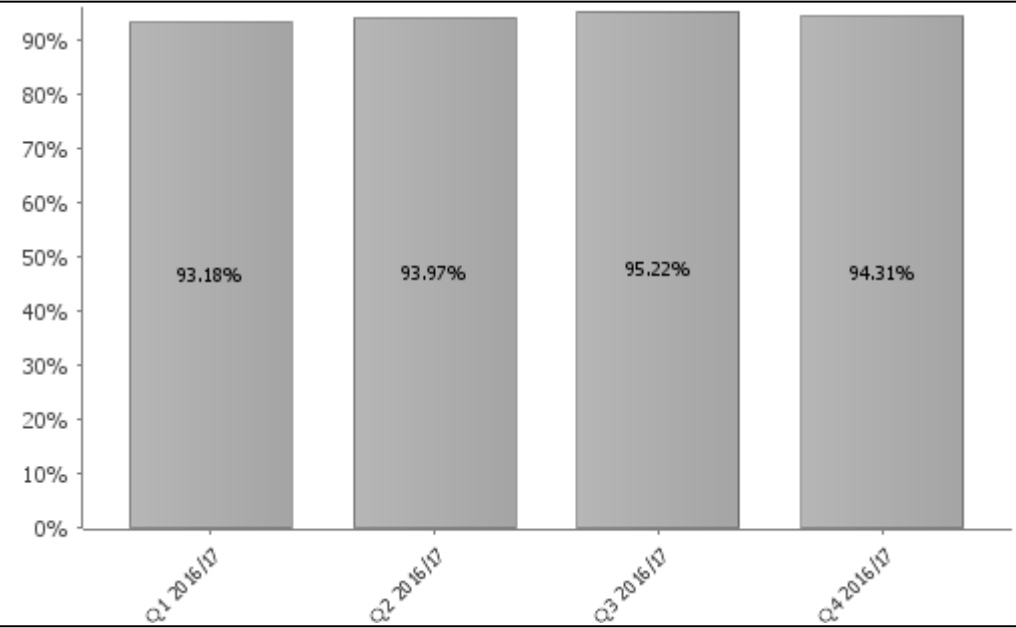
January – 112 applications
February – 152 applications
March – 35 applications

Corporate Debt - Business rates collection



The total amount collected is 99.32% against an annual collection target of 97.5%.

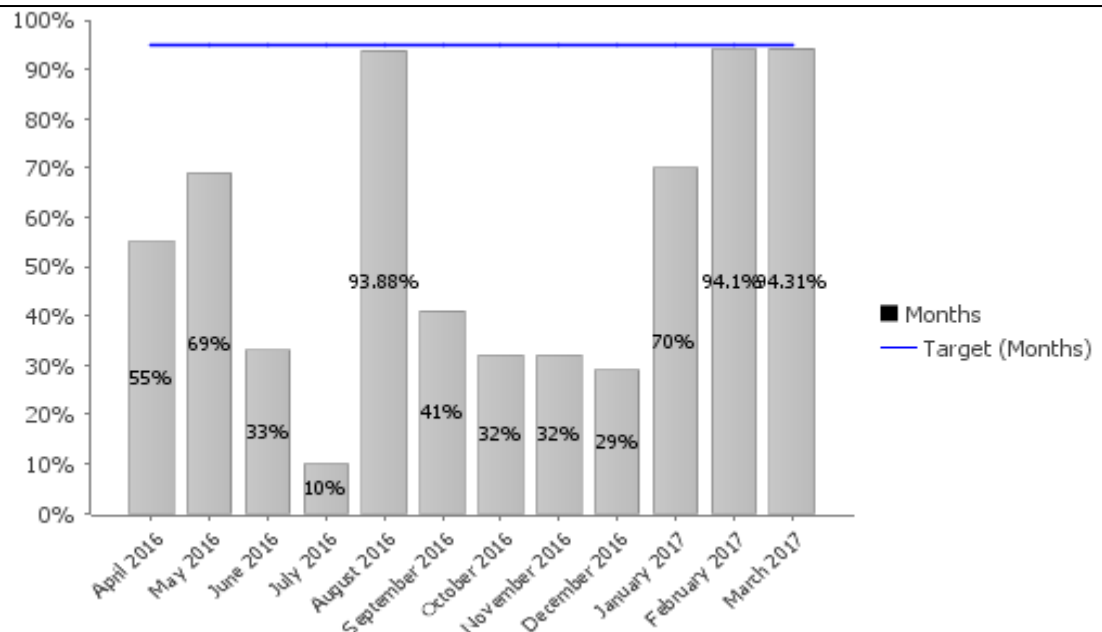
Environmental Health - % of premises rated 3 or above



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.

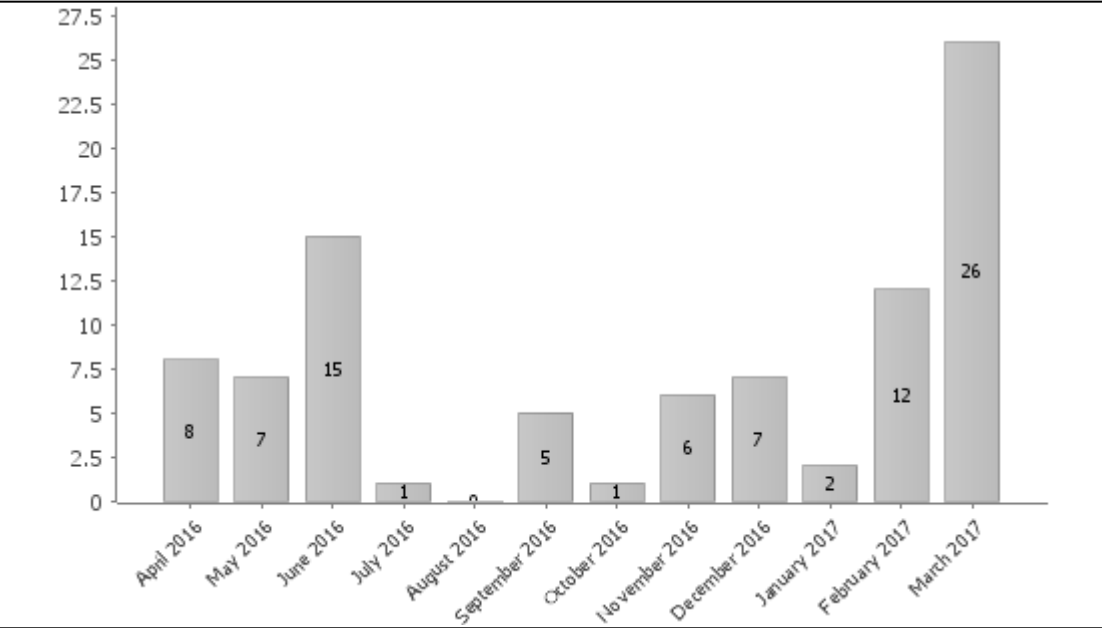
Environmental Health - % of premises due for inspection, which are completed



The annual target is 95%, the actual achieved was 94.31%

As 95% of premises are broadly compliant, it allows the team to target resource at poor performers, e.g. premises rated at 0, 1 and 2.

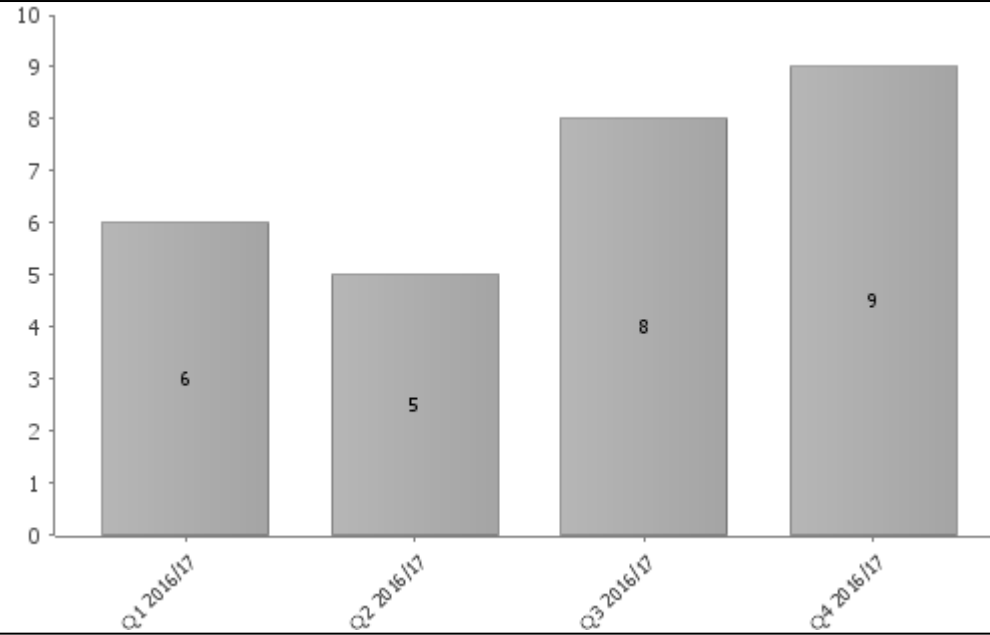
Environmental Health - No of licensed premises inspected



The Licensing Team undertake a programme of targeted licensed premises inspections during the year based on risk assessments from the premises to ascertain where staff resources should be allocated for inspections.

90 premise license inspections have been undertaken to date, the majority of which are undertaken during the evening when premises are in operation.

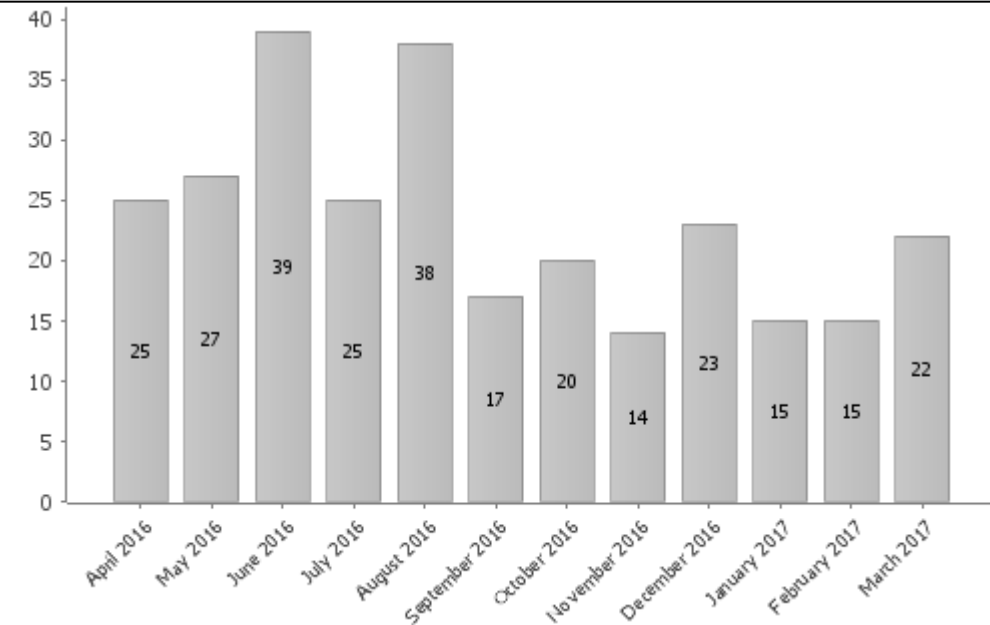
Environmental Health - No of caravan sites inspected



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

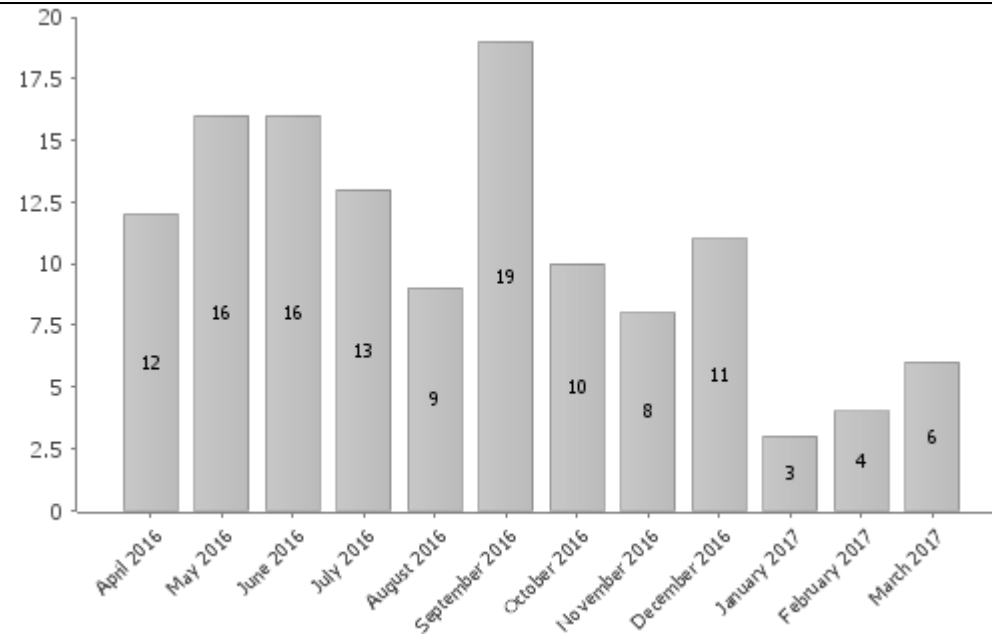
The Licensing Officer (Caravan sites) works in partnership with sites to provide education support and ensure compliance.

Environmental Health - No of Temporary Event Notices issued



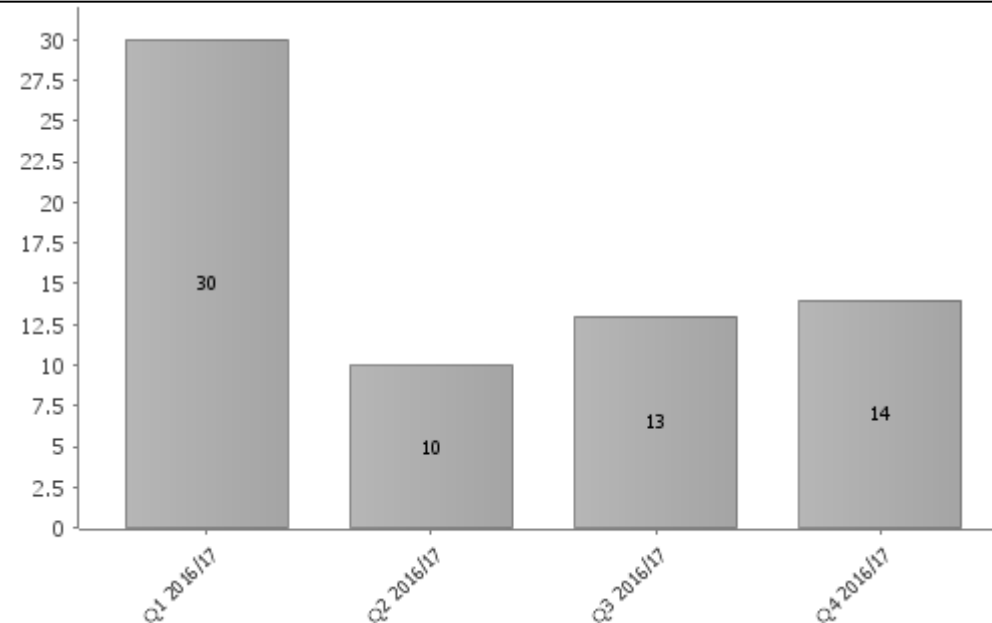
Over the past year, more than 250 TENs have been issued, demonstrating that the district is a popular location for local events and supports our corporate objectives to support and attractive and vibrant place to live.

Environmental Health - No of licensing complaints investigated



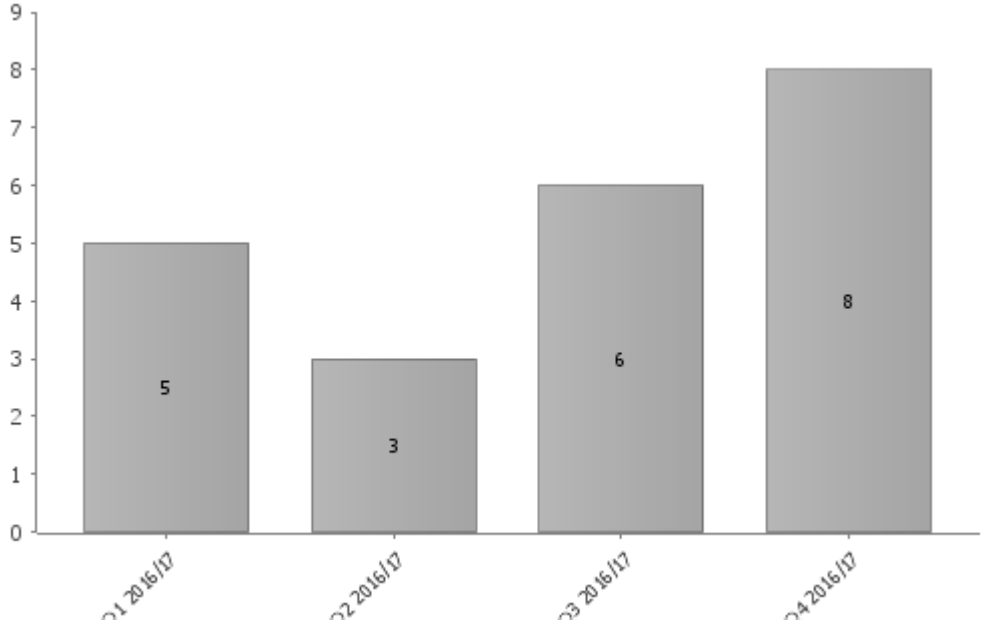
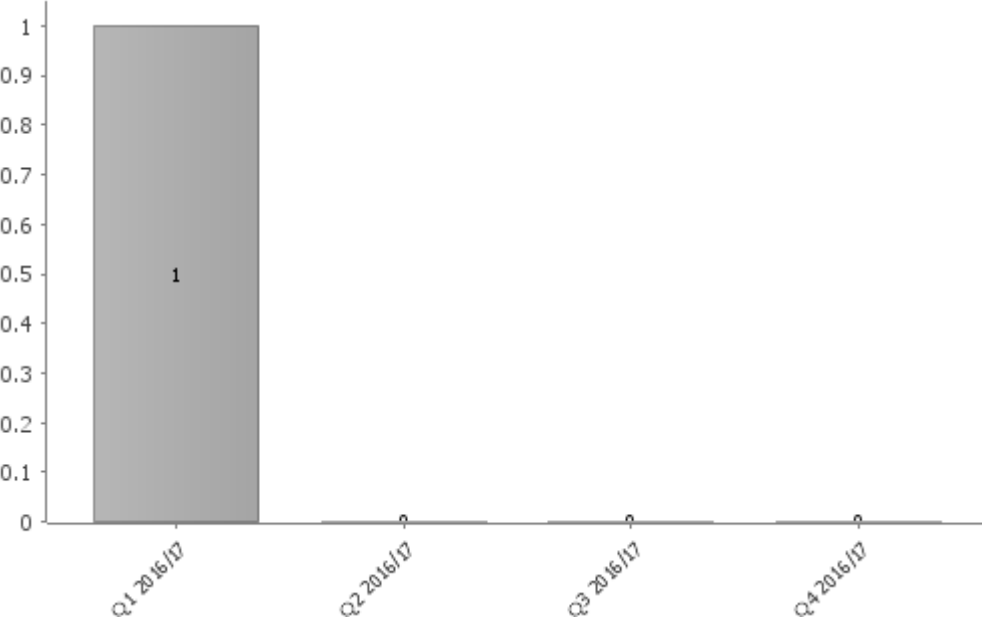
The team receives a number of complaints regarding licensing issues (including licensed premises, caravan sites, taxi drivers, animal welfare etc.). As these are of a reactive nature, rather than planned, they can have a resource implication on the team. The performance demonstrates the number received, but also clearly shows that every complaint is duly investigated and resolved as appropriate.

Community Safety - Number of community litter picks

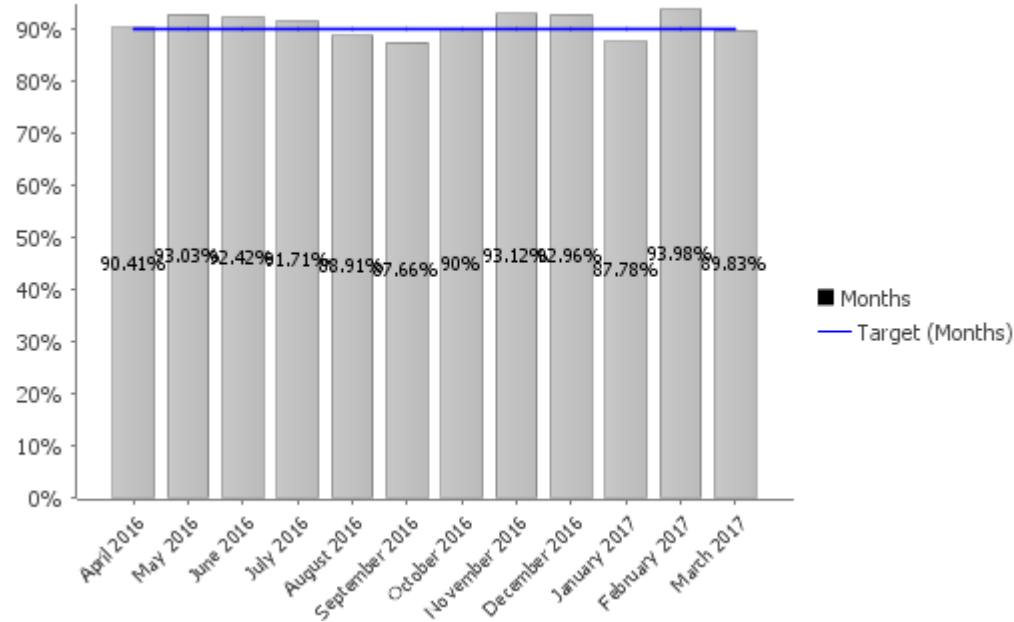


Community litter picks have been carried out all over the district, some examples this quarter are:-
 07.01.17 – 67 bags of litter collected around Hythe Green
 04.03.17 – 43 bags of litter collected in Lydd
 18.03.17 – 14 bags of litter was collected and the stream was cleaned in Lyminge
 25.03.17 – a church yard clean up was undertaken in Horn Street

In addition over 70 'Lone Ranger' sets of equipment have been issued.

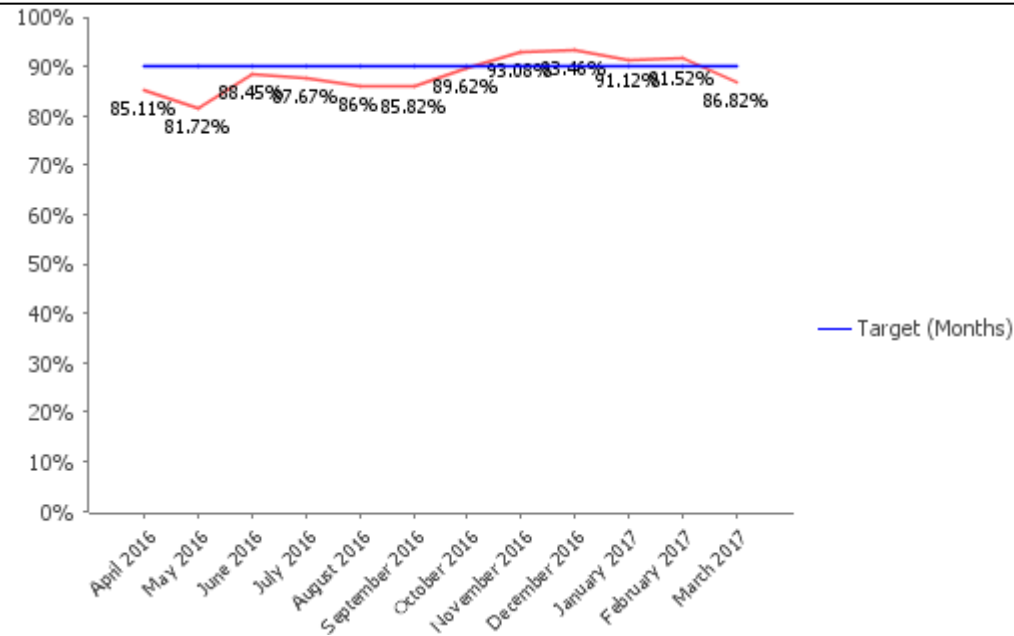
<p>Community Safety - CPN notices served</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>CPN notices served</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>5</td> </tr> <tr> <td>Q2 2016/17</td> <td>3</td> </tr> <tr> <td>Q3 2016/17</td> <td>6</td> </tr> <tr> <td>Q4 2016/17</td> <td>8</td> </tr> </tbody> </table>	Quarter	CPN notices served	Q1 2016/17	5	Q2 2016/17	3	Q3 2016/17	6	Q4 2016/17	8	<p>The CPN work relates to CPNs served by the EP team and are showing under community safety due to the ASB legislative function that was led by the CS team at the time the PIs were introduced.</p> <p>In Quarter 4 all 8 CPNs were for discarded material on private land.</p> <p>No CPNs were issued by the Community Safety Team.</p>
Quarter	CPN notices served											
Q1 2016/17	5											
Q2 2016/17	3											
Q3 2016/17	6											
Q4 2016/17	8											
<p>Community Safety - PSPO breaches</p>	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>PSPO breaches</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>1</td> </tr> <tr> <td>Q2 2016/17</td> <td>0</td> </tr> <tr> <td>Q3 2016/17</td> <td>0</td> </tr> <tr> <td>Q4 2016/17</td> <td>0</td> </tr> </tbody> </table>	Quarter	PSPO breaches	Q1 2016/17	1	Q2 2016/17	0	Q3 2016/17	0	Q4 2016/17	0	<p>There have been none issued in Qtr 4.</p> <p>Due to 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.</p> <p>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.</p> <p>Once the new dog PSPO comes into effect (replaces the Dog Control Order) this may also see an increase in PSPO breaches.</p>
Quarter	PSPO breaches											
Q1 2016/17	1											
Q2 2016/17	0											
Q3 2016/17	0											
Q4 2016/17	0											

Customer Services -
Customers seen within 20
minutes as a customer
service desk



January – 2078 customers were seen
February – 2102 customers were seen
March – 2203 customers were seen

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



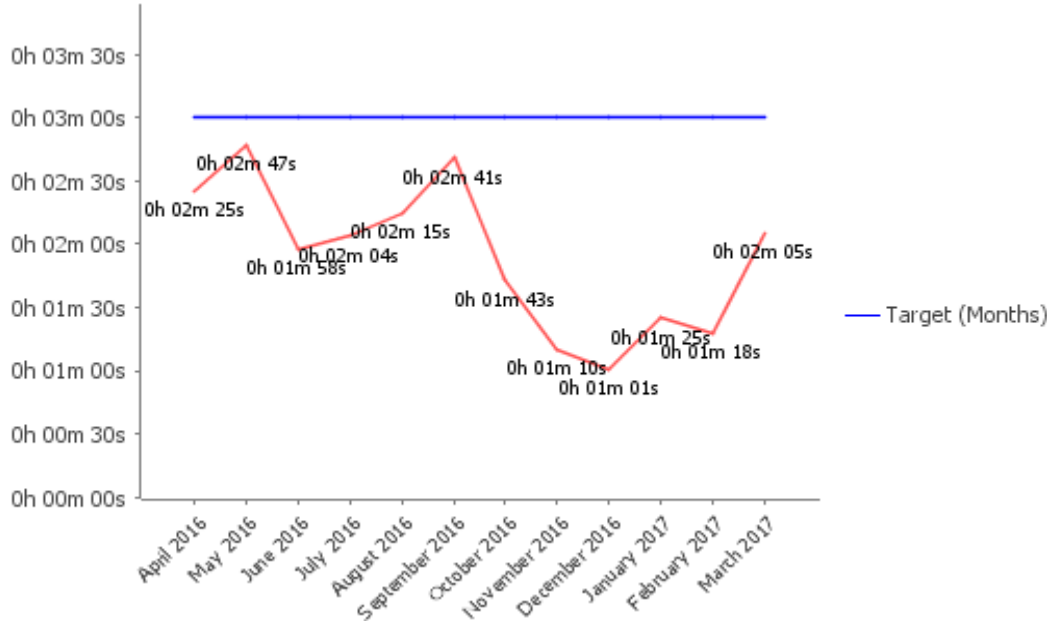
January 10,151 calls were received:-
9,250 were served
856 abandoned
45 dissuaded

February 10,077 calls were received:-
9,222 were served
824 abandoned
31 dissuaded

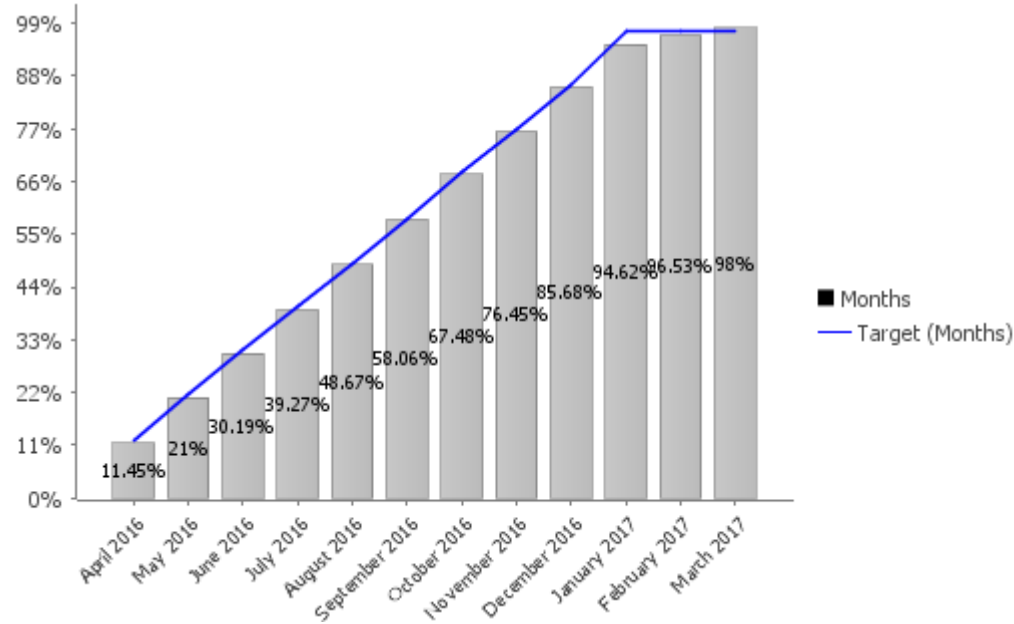
March 13,452 calls were received:-
11,679 were served
1,697 abandoned
75 dissuaded

<p>Customer Services - Reduce abandoned calls</p>	<p>2016/17</p>	<p>15/16 13,222 = 10.18% 16/17 14,382 = 10.88%</p> <p>Target not achieved due to an increase in calls regarding Housing Benefit, Council Tax Reduction, Recycling and Waste calls</p>
<p>Customer Services - Reduce dissuaded calls</p>	<p>2016/17</p>	<p>The number of dissuaded calls has reduced by 66% from 1,185 in 2015/16 to only 714 in 2016/17.</p>

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

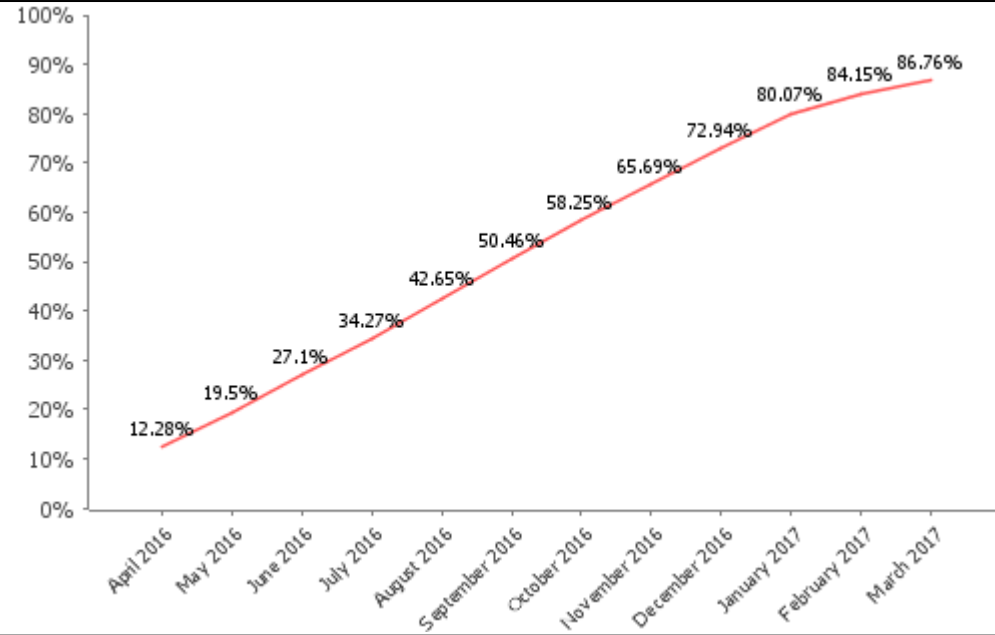


Revenues - Council Tax
Collection



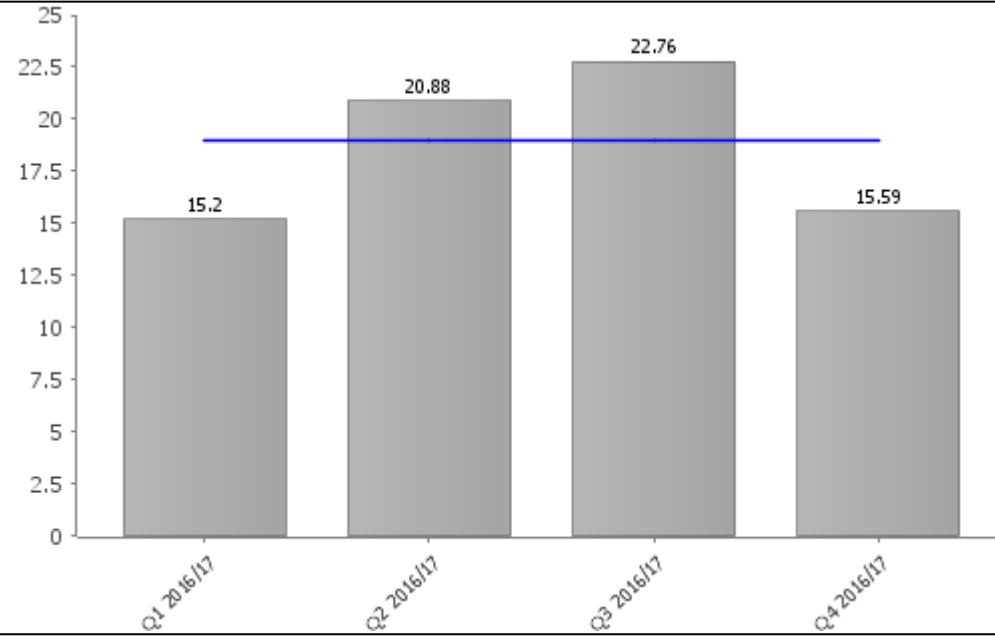
The total amount collected is 98% against an annual collection target of 97.3%.

Revenues - Council tax reduction collection rate



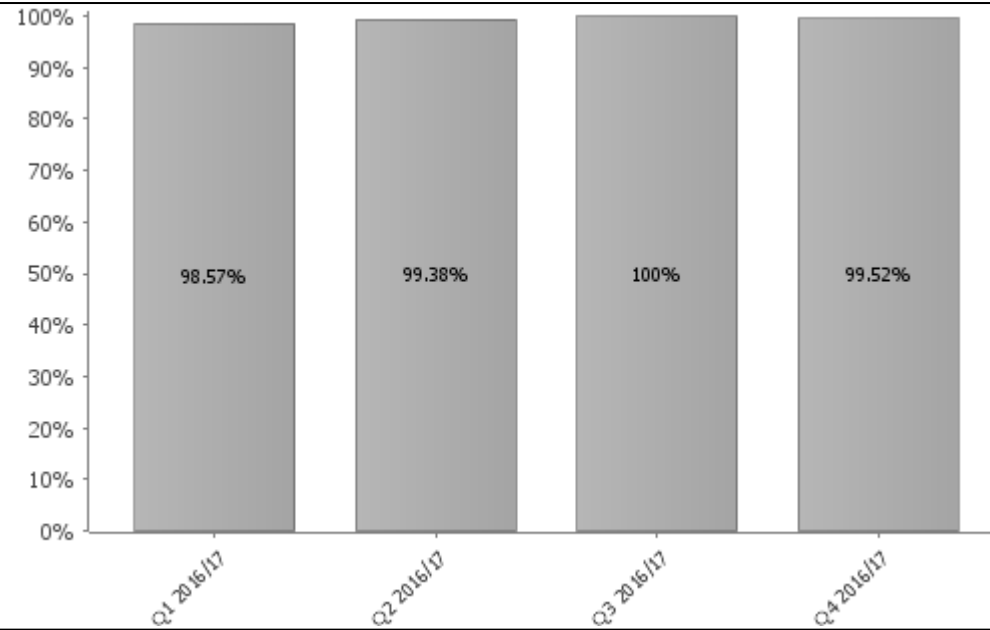
The annual target of 85% has been exceeded.

Commercial Unit (EKH) - Average no of days taken to re-let council dwellings exc major works



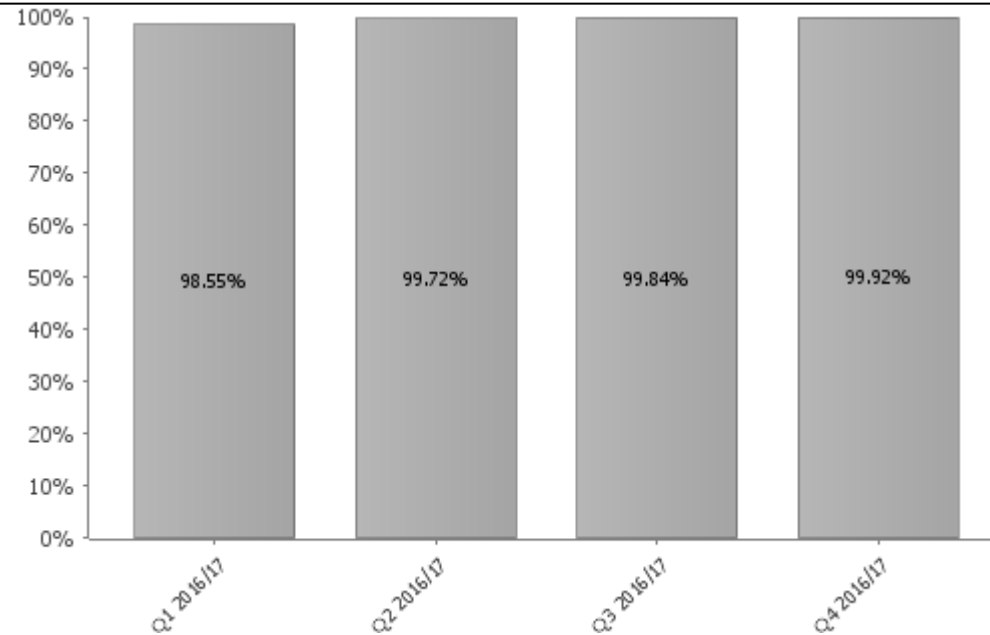
Target is less than 19 days

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



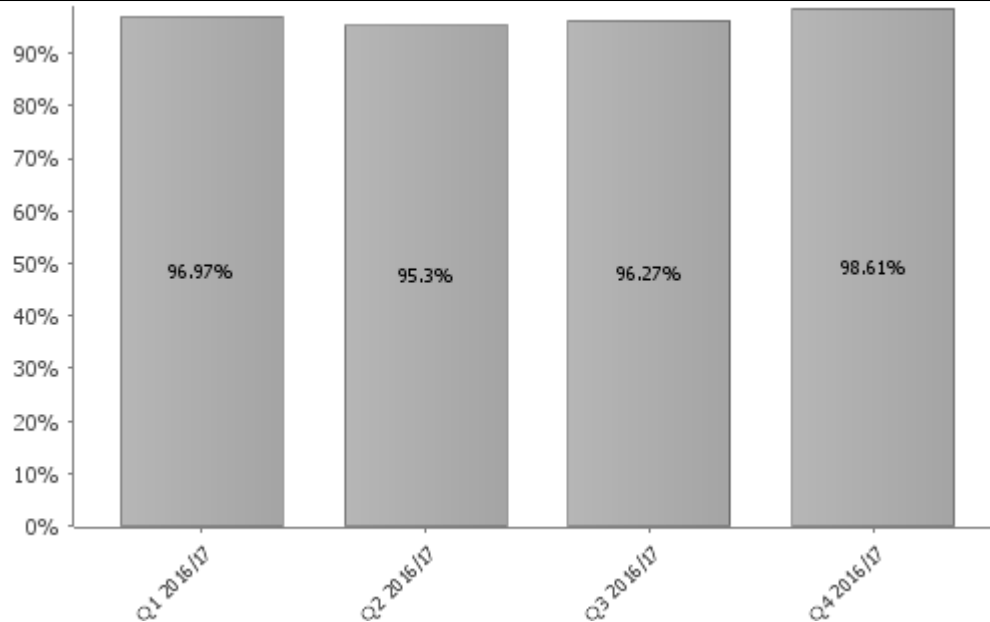
Target is 98%

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



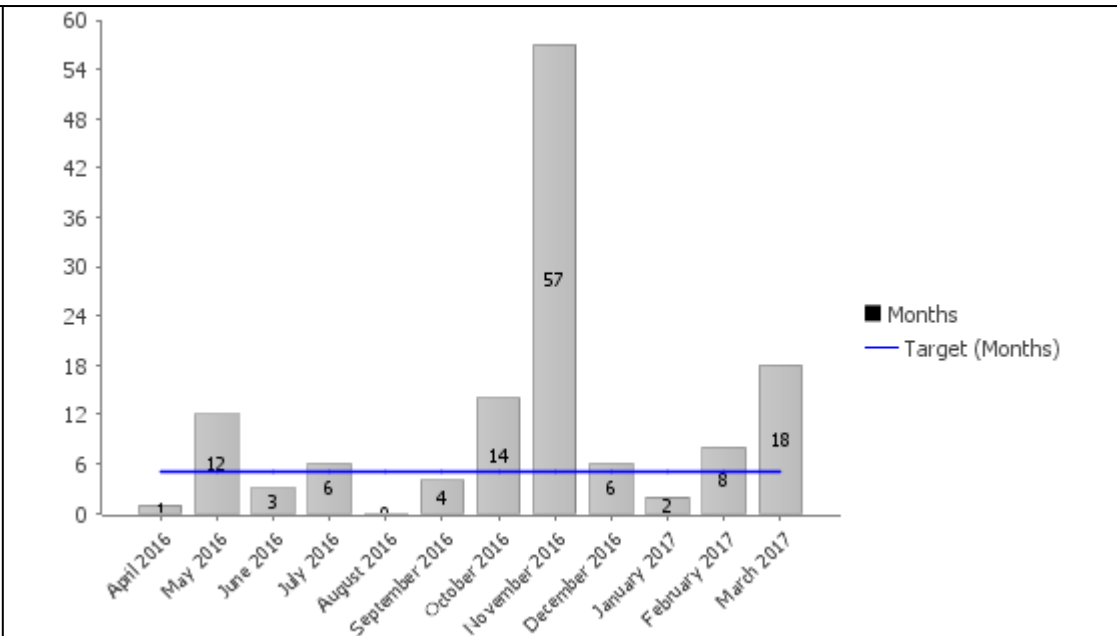
Target is 98%

Commercial Unit - % of invoices paid within the agreed timescales



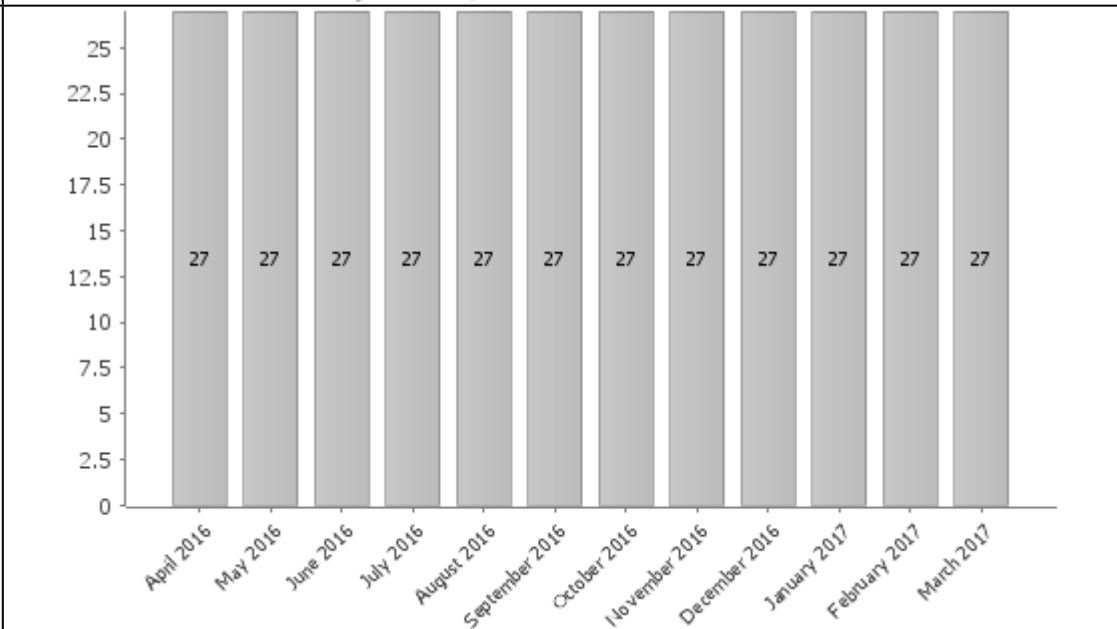
Department	On Time
Charities	90%
Communications	94.59%
Communities	99.68%
Commercial & Technical Services	98.95%
Democratic Services & Law	97.84%
Director – Strategic Operations	100%
Director – Strategic Development	100%
Economic Development	100%
East Kent Housing	97.85%
Finance	99.17%
Human Resources	100%
Leadership Support	100%
Planning	100%
Strategic Development Projects	90.48%

Environmental Health (Pollution) - Number of enforcement notices served



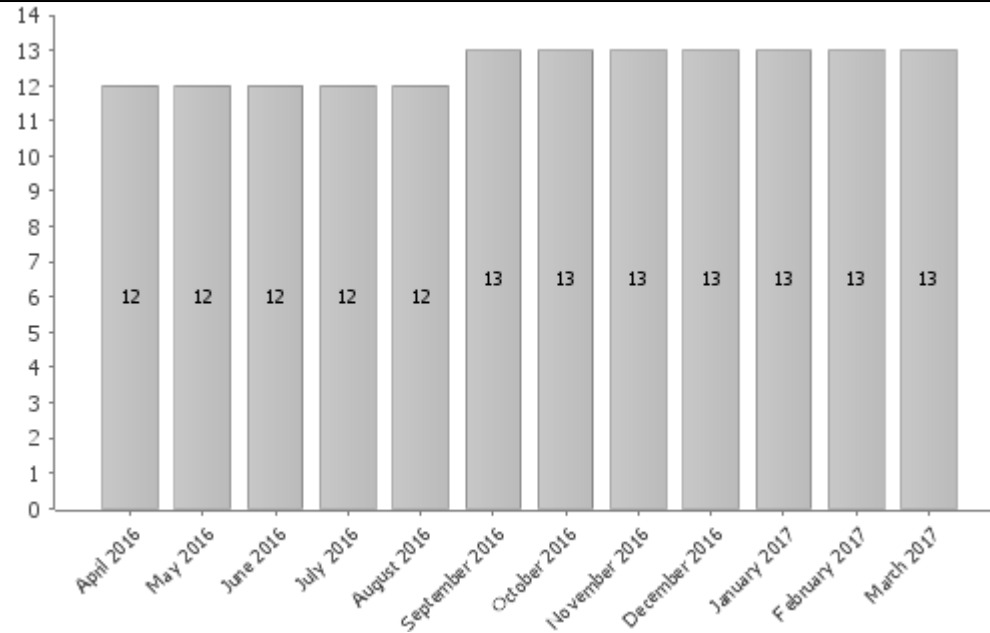
Enforcement Notices were served for a number of offences including noise abatement, fly tipping and waste offences. Whereas in some months warning letters and visits etc are enough for people to comply with actions needed, in March the procedure got to a point where 18 enforcement notices needed to be served due to non compliance with requests to stop nuisance.

Environmental Health (Pollution) - Compliant part A & part B environmental permits



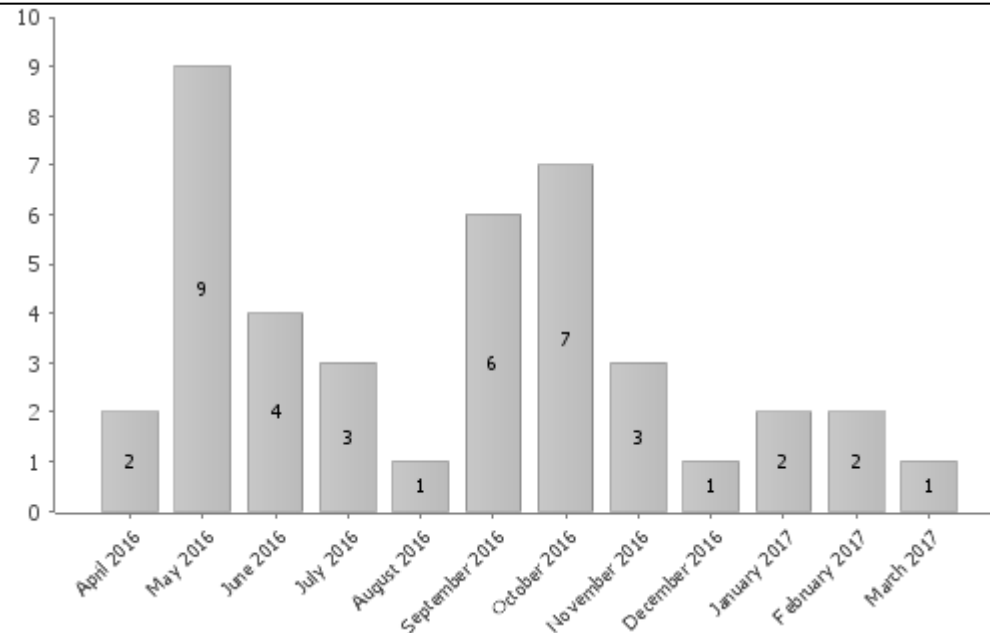
There are 27 businesses that are regulated in the Shepway area for pollution.

Environmental Health
(Pollution) - Compliant air
quality monitoring sites

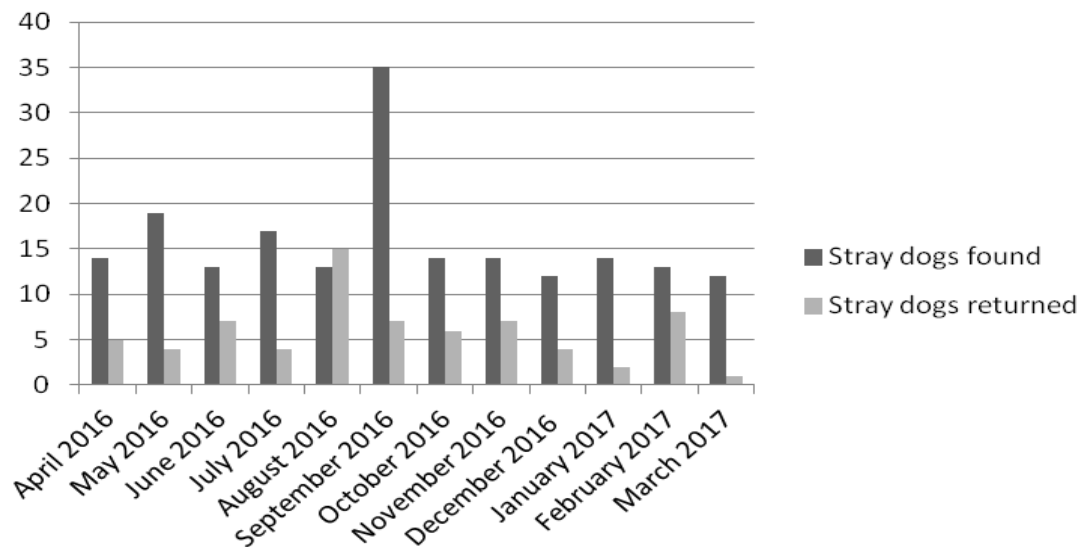


There are 13 monitoring sites over the Shepway district. In September a new air quality monitoring site was added to the monitoring network, this is in Kerrett Lane, Stanford.

Environmental Health
(Pollution) - Number of
contaminated land
enquiries received



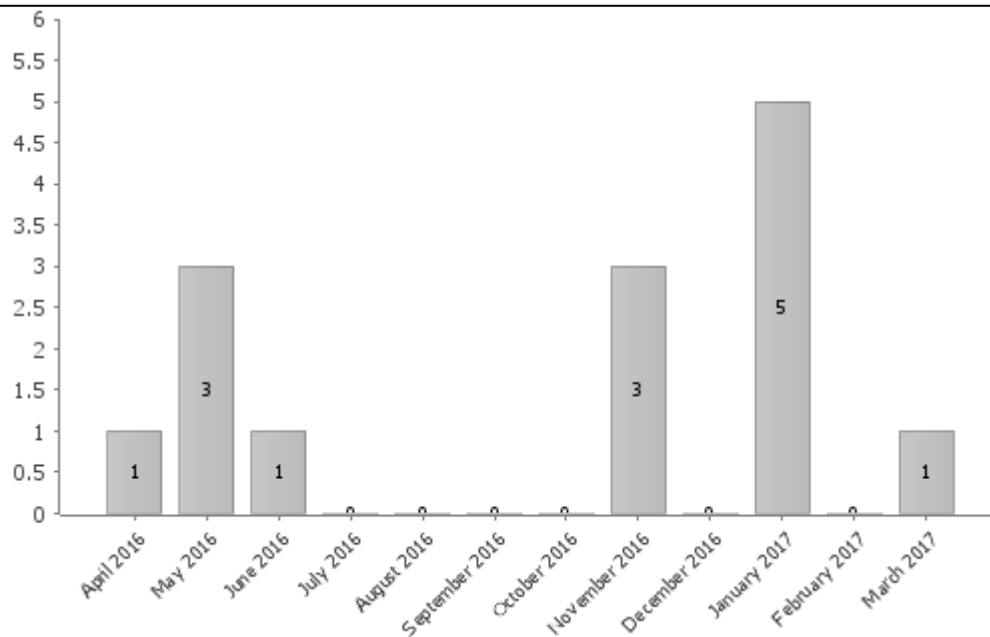
Environmental Health
(Dog Control) - Stray dogs
found/returned



April – 14 found, 5 returned
 May – 19 found, 4 returned
 June – 13 found, 7 returned
 July – 17 found, 4 returned
 August – 13 found, 15 returned
 September – 35 found, 7 returned
 October – 14 found, 6 returned
 November – 14 found, 7 returned
 December – 12 found, 4 returned
 January – 14 found, 2 returned
 February – 13 found, 8 returned
 March – 12 found, 1 returned

The returned figure is direct returns by SDC. Dogs that are not reclaimed after 7 days, become the responsibility of the kennels who try to find the dogs a new home.

Environmental Health
(Enforcement) -
successful prosecutions

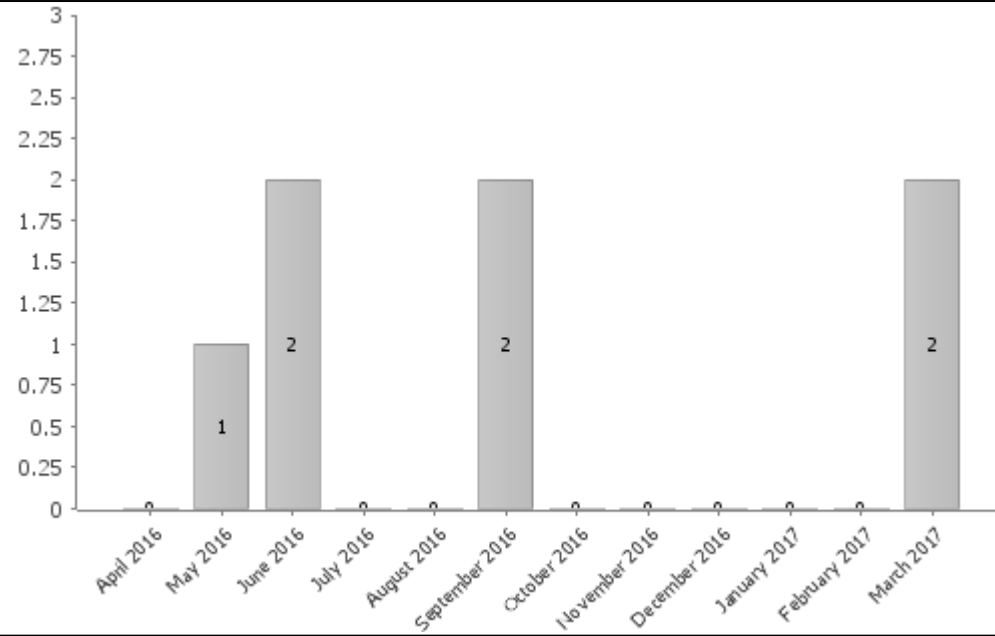


The team is expected to meet 5 successful prosecutions per annum, which the team has exceeded.

Quarter 4 delivered six successful prosecutions:

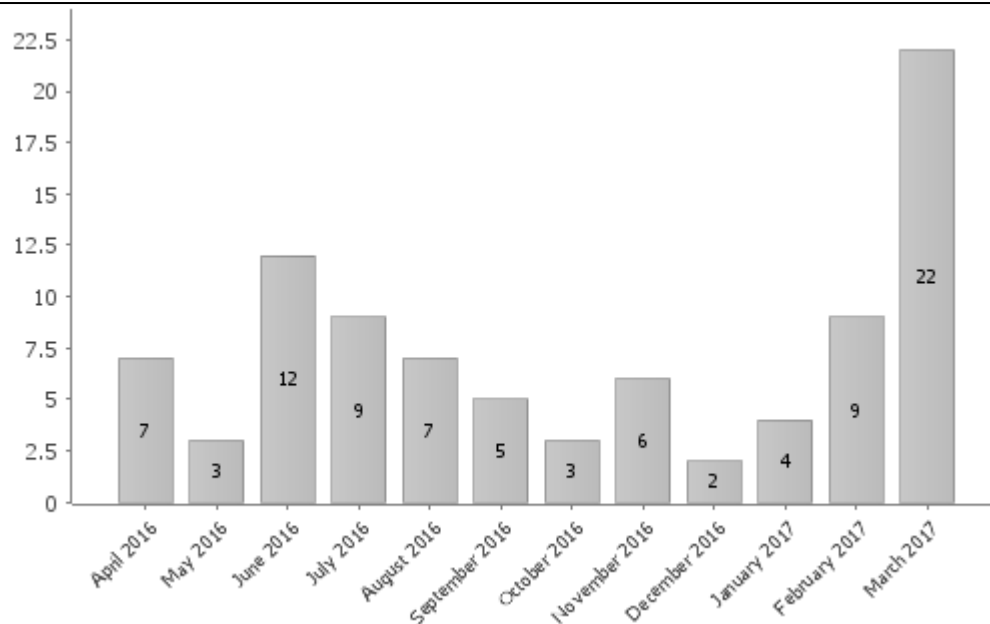
- Dog Fouling (x2)
- Dog off lead (x1)
- Dog in excluded zone (x2)
- Community Protection – appearance of the district (x1)

Environmental Health
(Enforcement) - formal
cautions issued



Cautions are generally low as the team generally move towards prosecution and not formal warnings.

Environmental Health
(Enforcement) - fixed
penalty notices issued



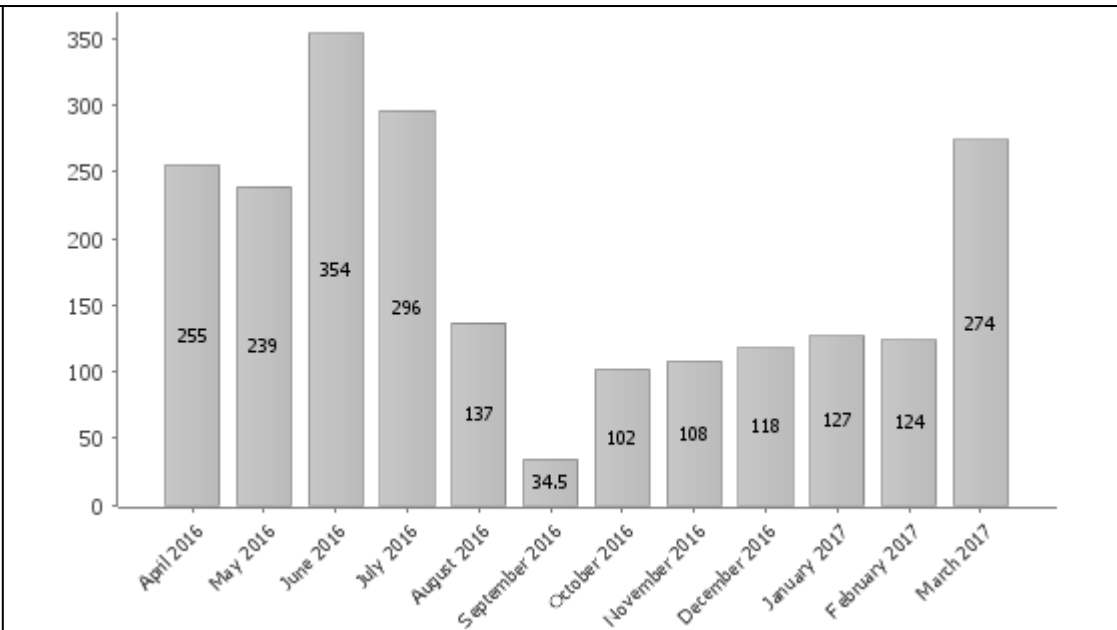
The year has been a busy and productive one, with a record 89 FPNs issued in total for 2016/17, compared to 33 in the previous year – an increase of 162%.

A concerted effort to ensure all opportunities for enforcement were taken resulted in a record high of 22 FPNs in one month alone (March 17). For the final quarter, the Environmental Enforcement Officers issued 35 FPNs - 4 for litter, 6 for failure to remove dog faeces, 6 for dogs off leads in designated areas, 2 for dogs in excluded zone, 12 for failure to produce waste documents, 2 for fly tipping, 1 for packaging and 2 for domestic waste.

Income for 16/17 is therefore up from £1,700 to £5,160 – an increase of 203%.

This has been a real success story for the team and has provided a great platform to build on for the future.

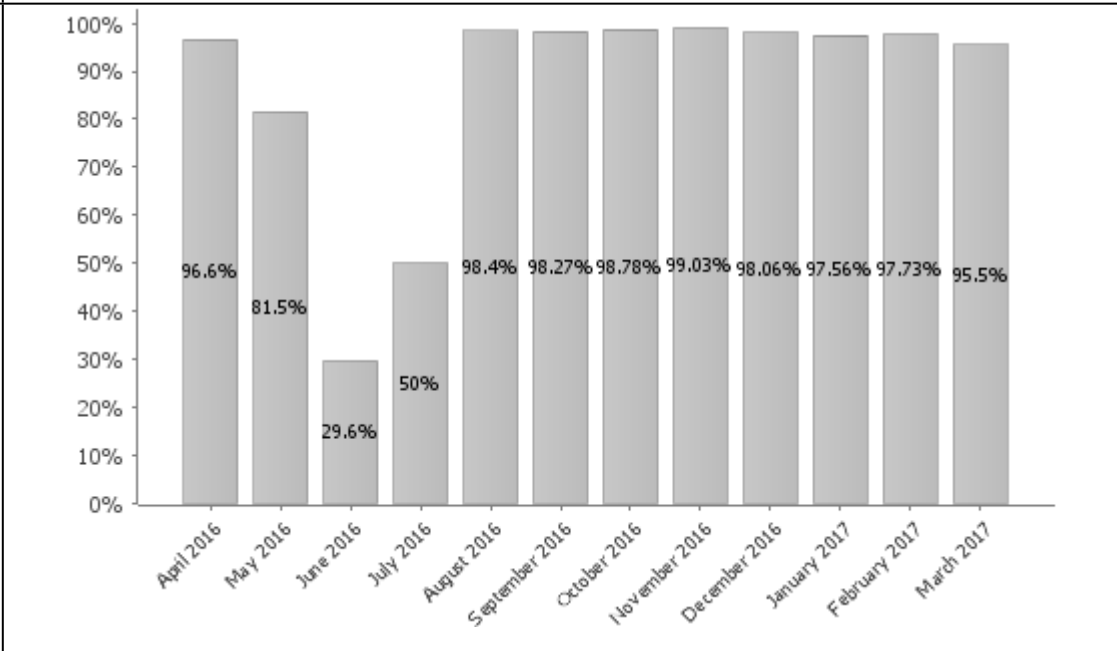
Environmental Health (Enforcement) - number of hours spent on environmental crime patrol



The team has managed to regain its focus on a proactive approach towards enforcement. Patrol hours for Q4 have concentrated on hot spot areas reported by customers.

The team continues to work smarter and more effectively to ensure our patrol hours are proactively targeting key areas of the district, to ensure opportunities for Enforcement Notices and FPNs being issued is maximised.

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



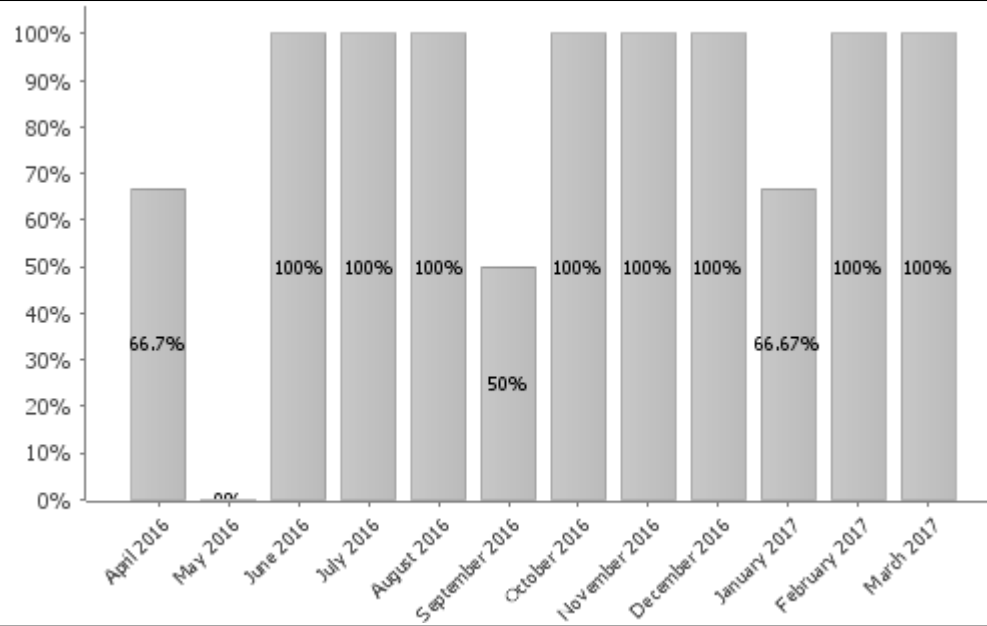
Quarter 1
 April – 58 received
 May - 65 received
 June – 54 received

Quarter 2
 July – 64 received
 August – 63 received
 September – 58 received

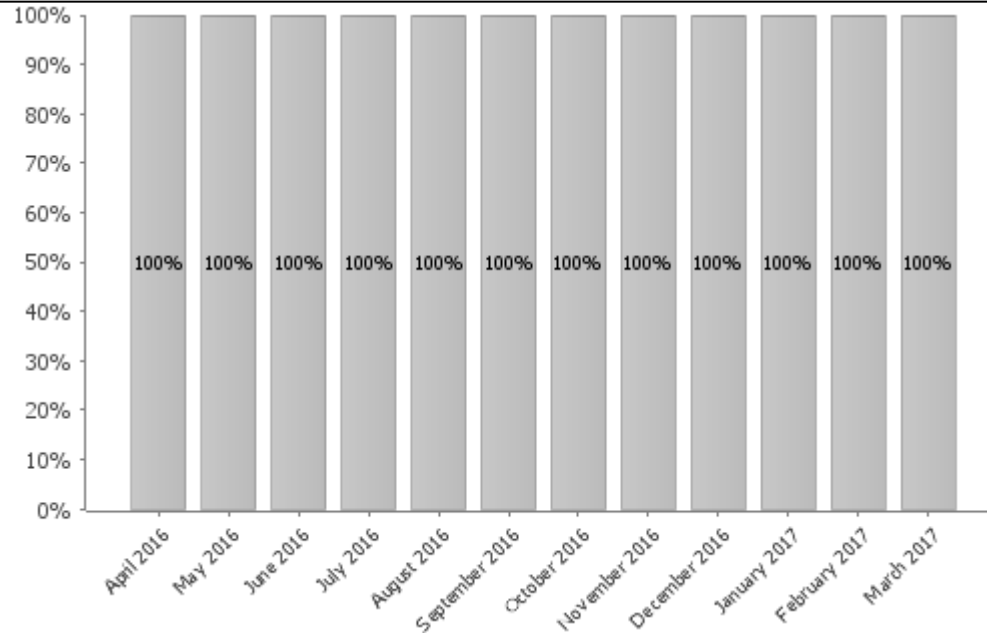
Quarter 3
 October – 82 received
 November – 103 received
 December – 103 received

Quarter 4
 January – 123 received
 February – 132 received
 March – 111 received

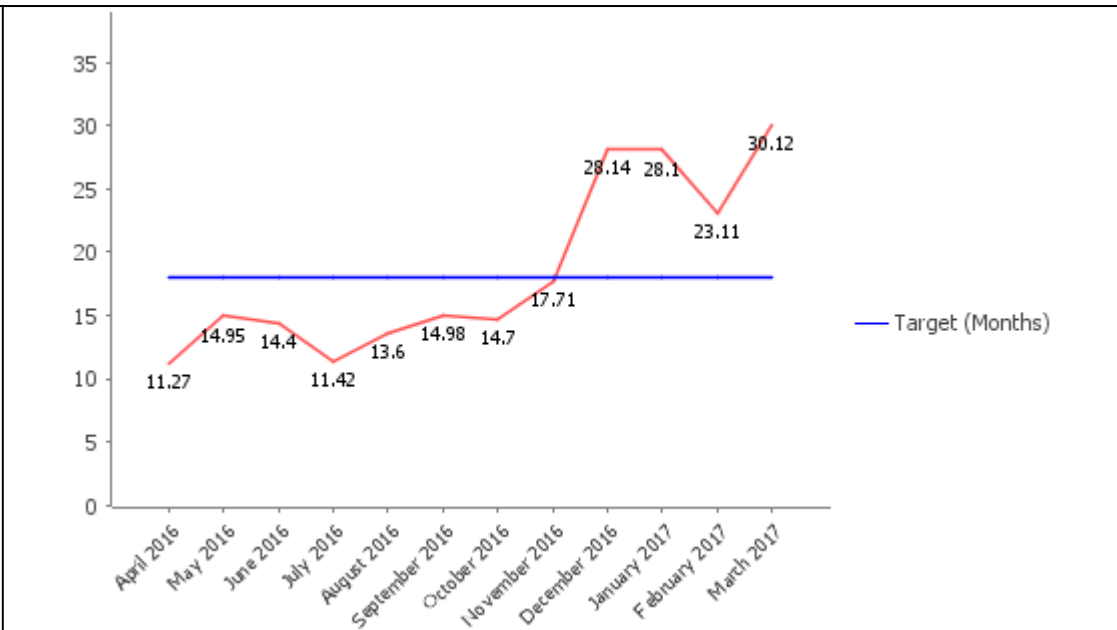
Complaints & FOI - All subject access requests will be satisfactorily replied to within the stat timeframe of 40 days



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



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

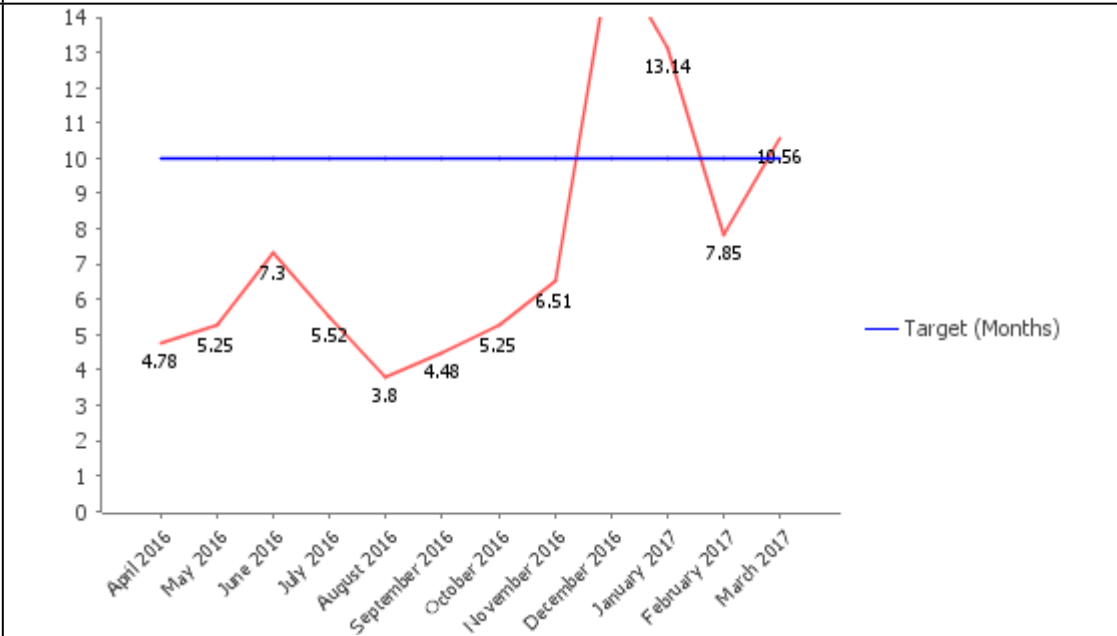


Target - to process within 18 days.

This quarter's performance has been adversely impacted by the competing demands of the service's digital transformation programme that has been implemented over recent months. This quarter there are high demands on the service due to year-end processing.

A post-implementation recovery plan is now underway, including the deployment of extra staff resources to clear outstanding transactions and restore performance standards.

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

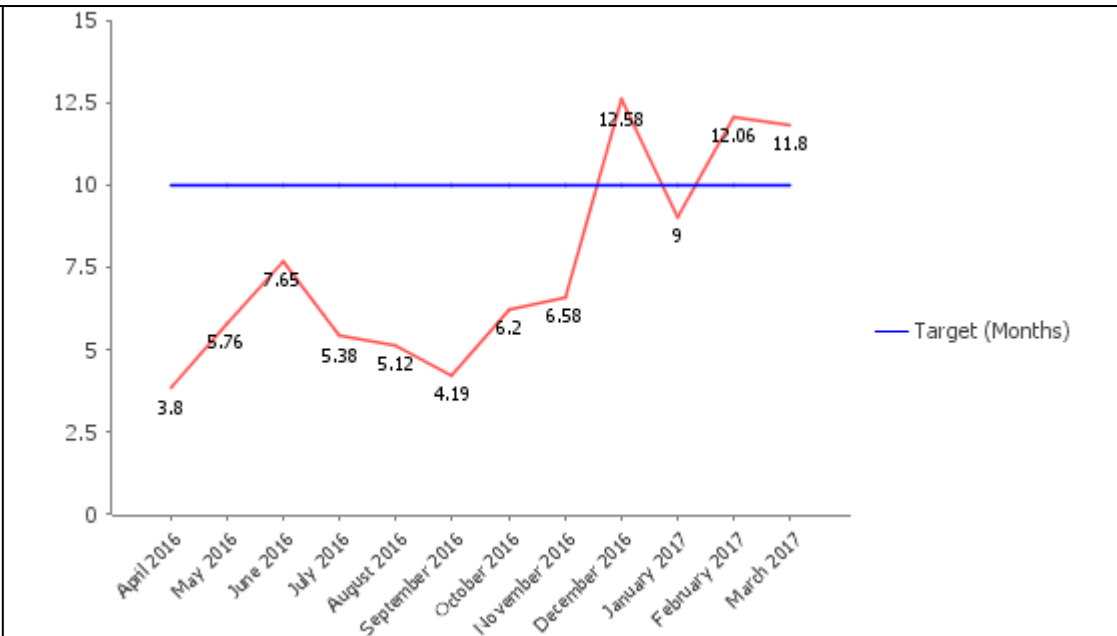


Target - to process within 10 days.

This quarter's performance has been adversely impacted by the competing demands of the service's digital transformation programme that has been implemented over recent months. This quarter there are high demands on the service due to year-end processing.

A post-implementation recovery plan is now underway, including the deployment of extra staff resources to clear outstanding transactions and restore performance standards.

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

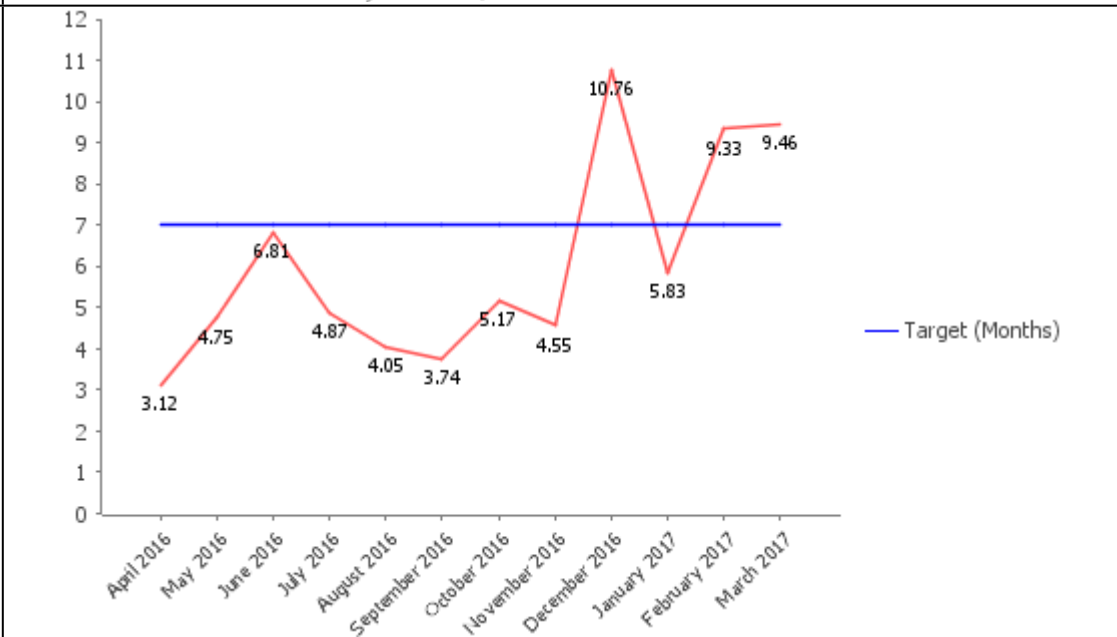


Target - to process within 10 days.

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

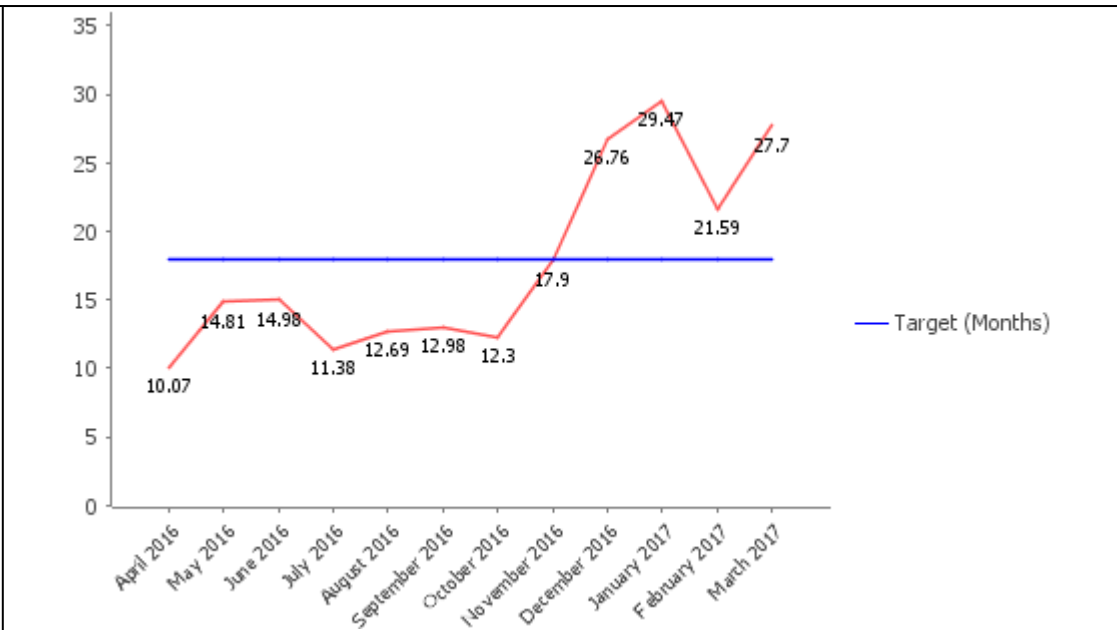


Target - to process within 7 days.

This quarter's performance has been adversely impacted by the competing demands of the service's digital transformation programme that has been implemented over recent months. This quarter there are high demands on the service due to year-end processing.

A post-implementation recovery plan is now underway, including the deployment of extra staff resources to clear outstanding transactions and restore performance standards.

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

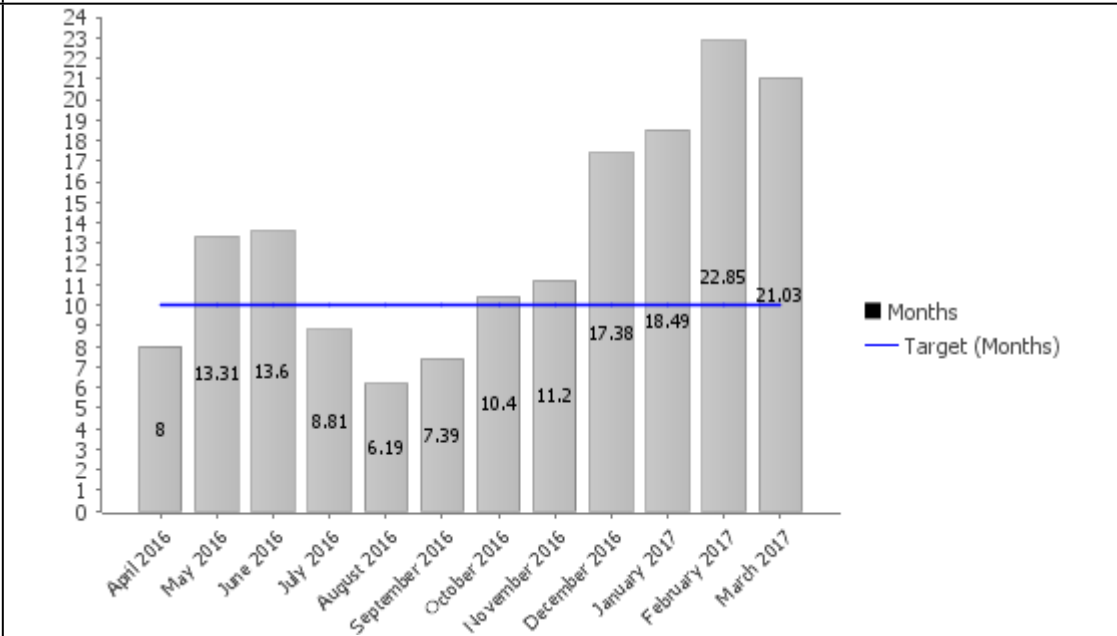


Target - to process within 18 days.

This quarter's performance has been adversely impacted by the competing demands of the service's digital transformation programme that has been implemented over recent months. This quarter there are high demands on the service due to year-end processing.

A post-implementation recovery plan is now underway, including the deployment of extra staff resources to clear outstanding transactions and restore performance standards.

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

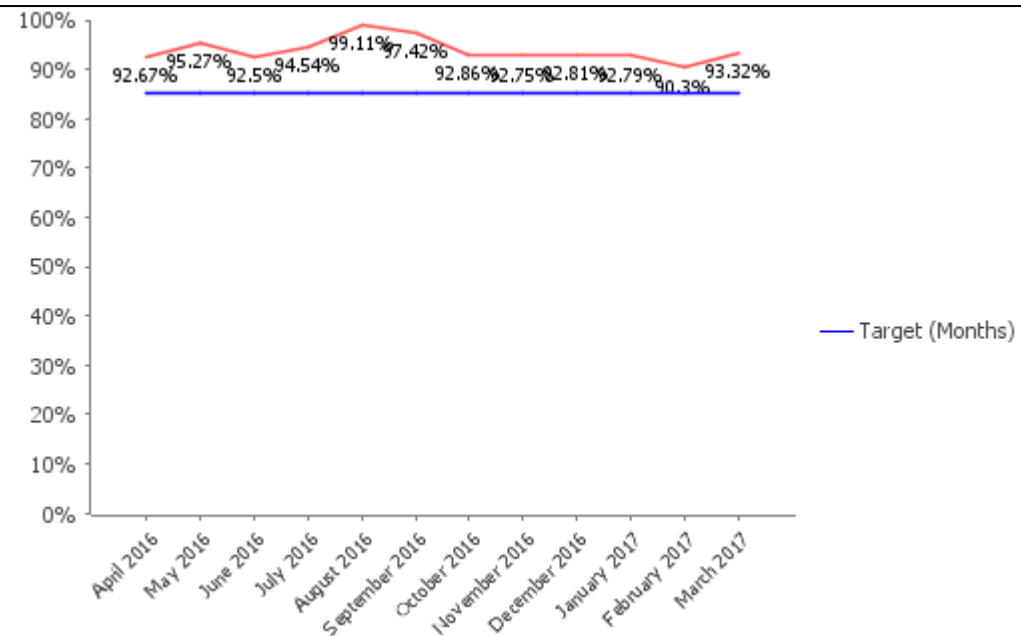


Target - to process within 10 days.

This quarter's performance has been adversely impacted by the competing demands of the service's digital transformation programme that has been implemented over recent months. This quarter there are high demands on the service due to year-end processing.

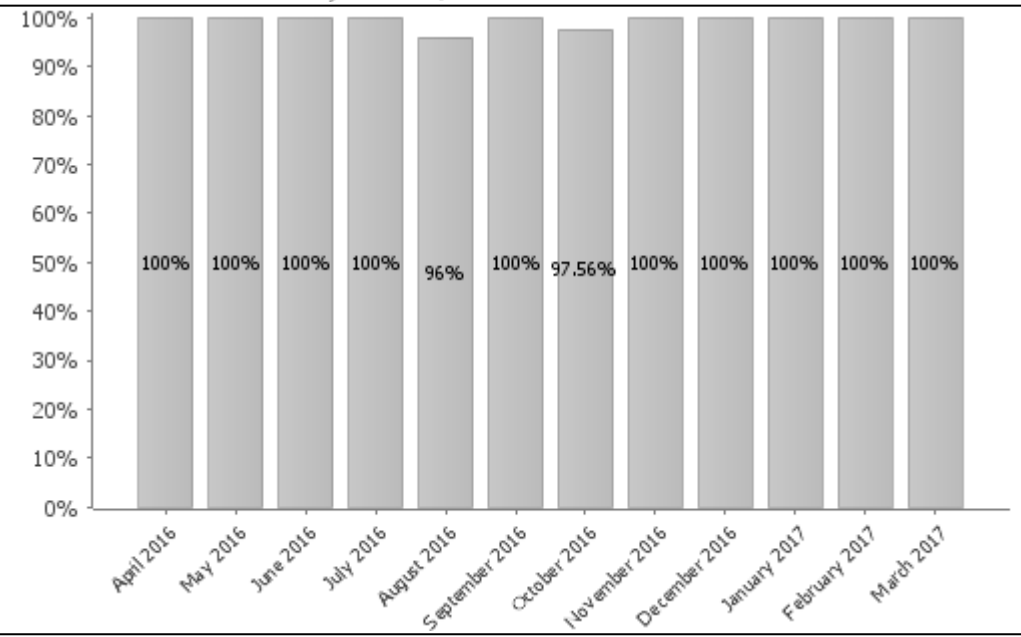
A post-implementation recovery plan is now underway, including the deployment of extra staff resources to clear outstanding transactions and restore performance standards.

Benefits - HB Processing accuracy

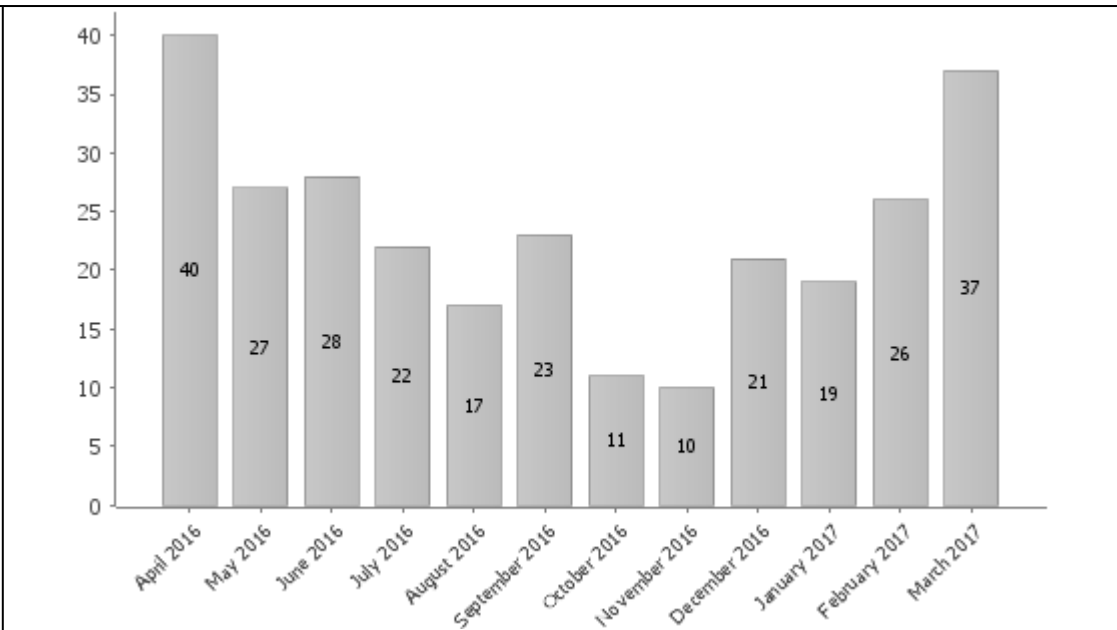


The HB processing accuracy has consistently been above the 85% target.

Benefits - To process applications for Discretionary Housing Payment within an average of 2 working days

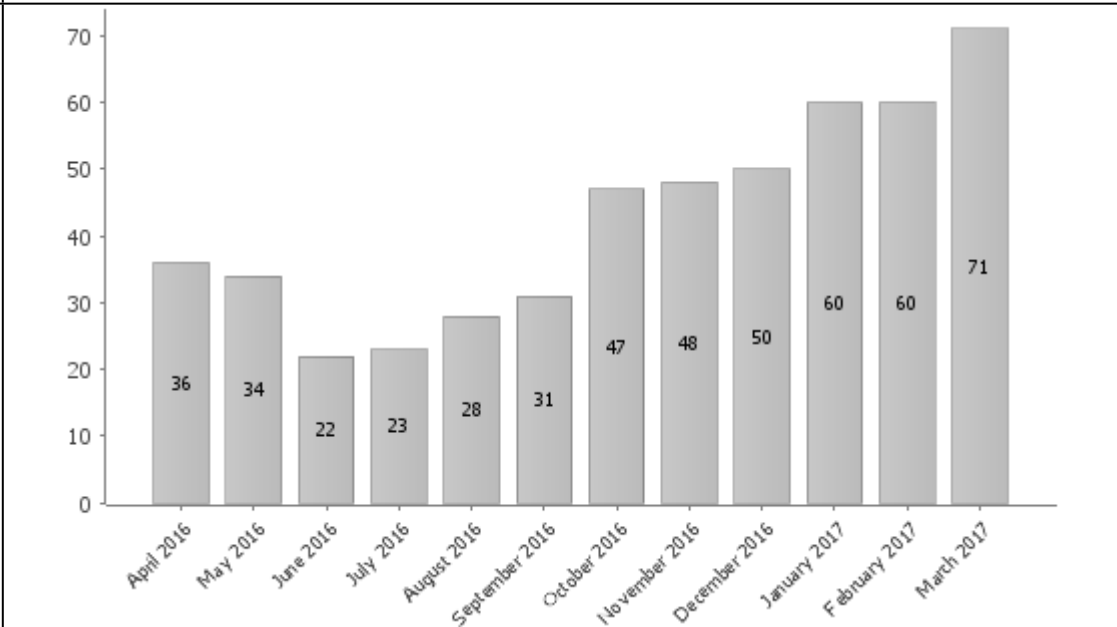


Housing Options -
Number of homeless
decisions made



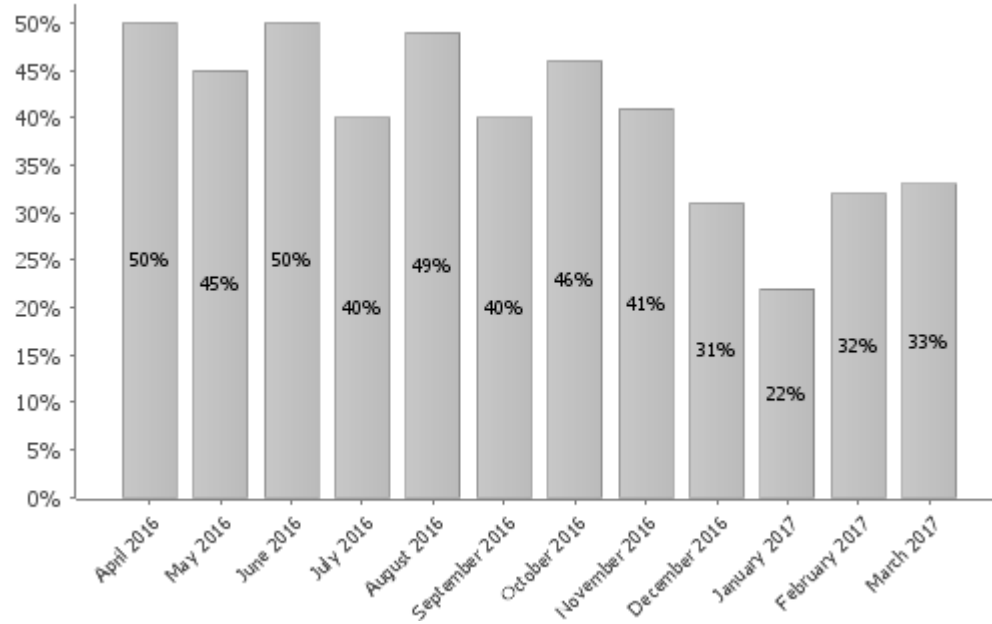
Decisions increased in February and March this year due to staff placing additional emphasis into making decisions. Making quicker decisions ensures we can either end our duty to accommodate in temporary accommodation or ensure that households who are accepted are assisted into the necessary accommodation or support.

Housing Options -
Average number of people
in temporary
accommodation



In Quarter 4, the team was understaffed by 2 full-time equivalents due to long-term staff sickness. As officers were covering for a variety of Housing Options roles, the team lacked resilience, resulting in increased placements into temporary accommodation.

Housing Options -
Percentage of homeless
cases prevented



Quarter 1

April – 48 cases
May – 48 cases
June – 65 cases

Quarter 2

July – 53 cases
August – 57 cases
September – 40 cases

Quarter 3

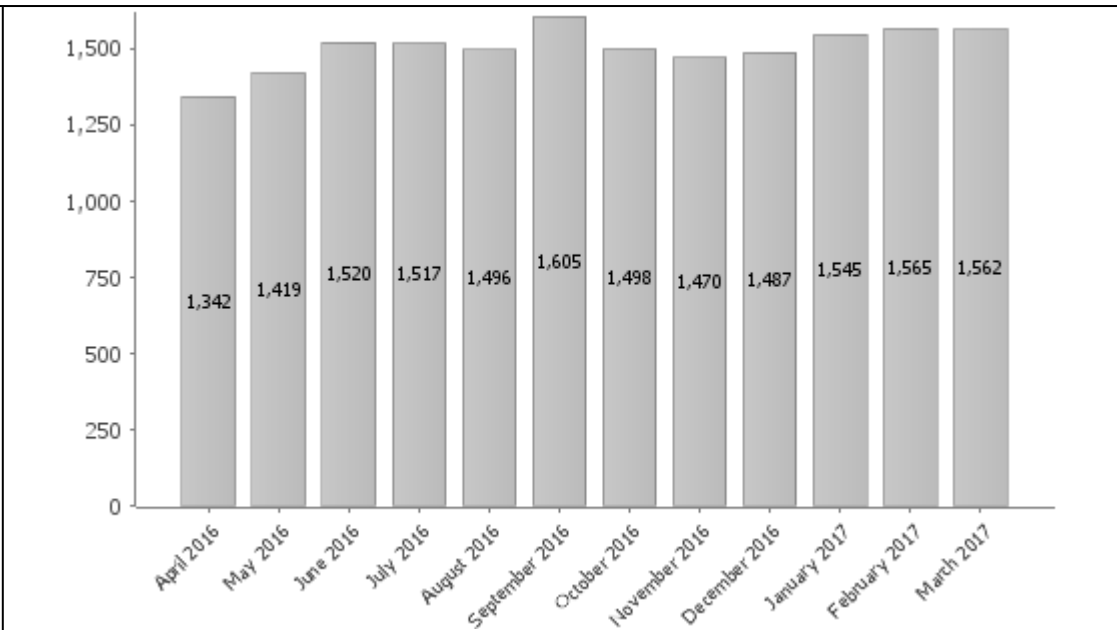
October – 34 cases
November – 21 cases
December – 14 cases

Quarter 4

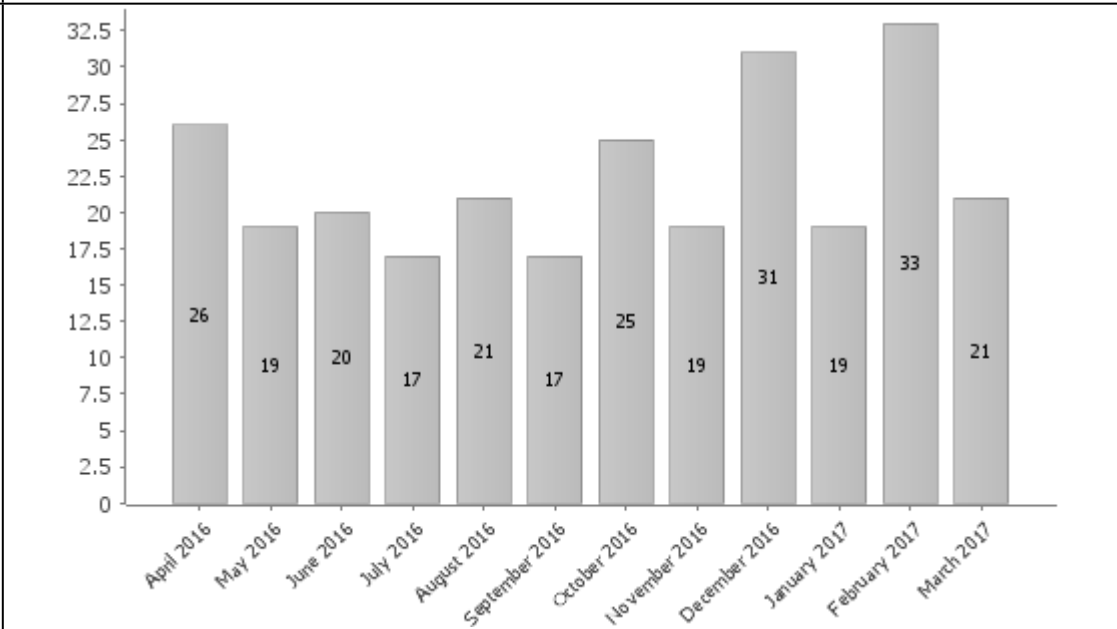
January – 17 cases
February – 22 cases
March – 25 cases

An ongoing concern is the lack of available and suitable private rented accommodation in order to prevent households from becoming homeless. This is being addressed through our Social Lettings Agency, for which a new Property Manager has been appointed, with experience with lettings agencies and landlord liaison.

Housing Options -
Number of applications on
the housing list





Housing Options -
Average processing time
for applicants on the
housing list (days)





These figures are calculated from when the application is initially received until it goes live on the system.

The figures below detail the average time from when all of the documents have been received to the application being live on the system:

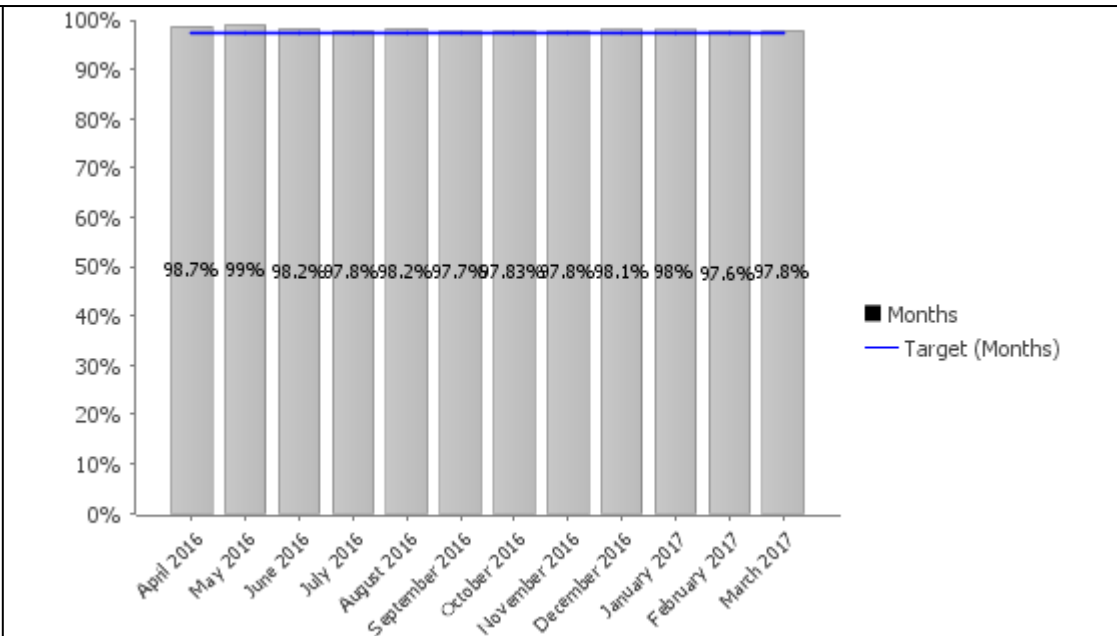
January – 6 days
February – 0 days
March – 0.8 days

<p>Housing Strategy - Long term empty homes brought back into use</p>	 <p>A bar chart with a vertical y-axis labeled from 0 to 72 in increments of 8. A single dark grey bar for the year 2016/17 extends to the 72 mark on the y-axis.</p>	<p>The annual target is 70 properties.</p> <p>Qtr 1 - 4 Qtr 2 - 21 Qtr 3 - 15 Qtr 4 - 33</p> <p>The target has been exceeded with a total of 72 homes being brought back into use for 2016/17.</p>
<p>Housing Strategy - Council new builds to start on site</p>	 <p>A bar chart with a vertical y-axis labeled from 0 to 35 in increments of 1. A single dark grey bar for the year 2016/17 extends to the 35 mark on the y-axis.</p>	<p>The annual target is 35 properties.</p> <p>The actual for 2016/17 was 35.</p>

<p>Housing Strategy - HRA property acquisitions completed</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Acquisitions Completed</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>11</td> </tr> </tbody> </table>	Year	Acquisitions Completed	2016/17	11	<p>The annual target is 10 properties.</p> <p>Qtr 1 - 1 Qtr 2 - 1 Qtr 3 - 6 Qtr 4 - 3</p> <p>Actual for 2016/17 was 11.</p>
Year	Acquisitions Completed					
2016/17	11					
<p>Housing Strategy - Additional affordable homes delivered in the district by the council and its partner agencies</p>	<table border="1"> <thead> <tr> <th>Year</th> <th>Additional Affordable Homes Delivered</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>28</td> </tr> </tbody> </table>	Year	Additional Affordable Homes Delivered	2016/17	28	<p>The annual target is 80 properties.</p> <p>Qtr 1 - 3 Qtr 2 - 16 Qtr 3 - 6 Qtr 4 - 3</p> <p>Total for 2016/17 was 28.</p> <p>Two significant housing association partner developments have been delayed and are now due for completion in 2017/18. There are 121 affordable homes currently being built and due to be completed in 2017/18. Of the 121, 59 will be shared ownership properties and 62 will be affordable rent.</p>
Year	Additional Affordable Homes Delivered					
2016/17	28					

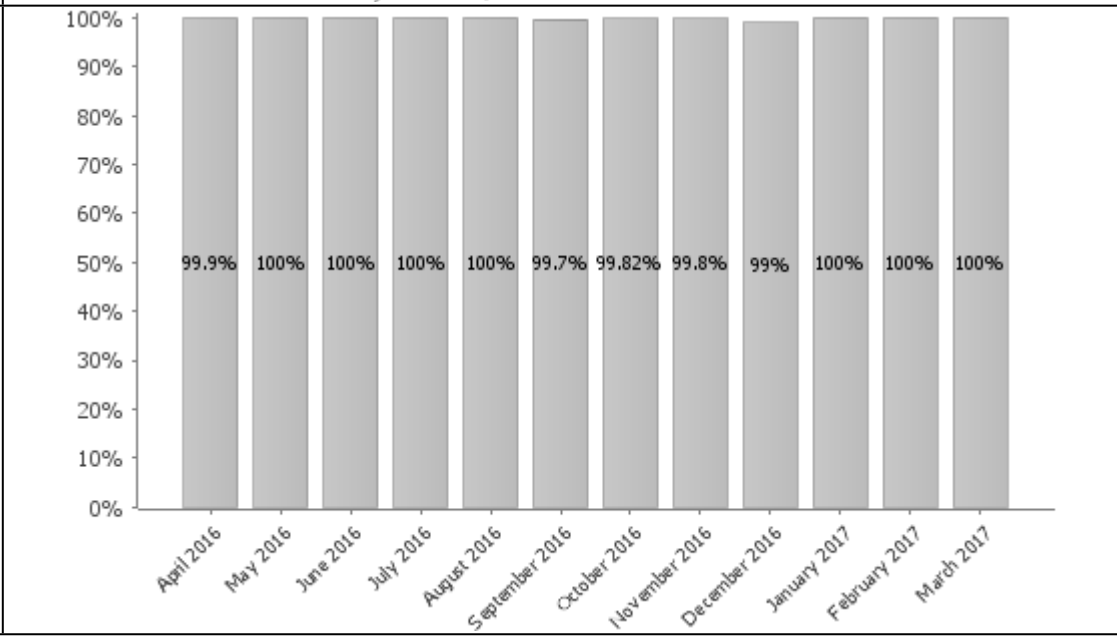
<p>Housing Strategy - Homes provided in the district for low cost home ownership</p>	 <p>A bar chart with a vertical axis labeled from 0 to 6 in increments of 1. A single dark grey bar represents the year 2016/17, reaching the value of 6 on the axis.</p>	<p>The annual target is 32 properties.</p> <p>Qtr 1 - 2 Qtr 2 - 4 Qtr 3 - 0 Qtr 4 - 0</p> <p>Total for 2016/17 was 6.</p> <p>Two significant housing association partner developments which were due to complete in 2016/17 are now due for completion in 2017/18.</p>
<p>Housing Strategy - Private sector homes improved as a result of intervention by the council and its partner agencies</p>	 <p>A bar chart with a vertical axis labeled from 0 to 180 in increments of 20. A single dark grey bar represents the year 2016/17, reaching a value of 193 on the axis.</p>	<p>The annual target is 120 properties</p> <p>Qtr 1 - 74 Qtr 2 - 28 Qtr 3 - 37 Qtr 4 - 54</p> <p>The total for 2016/17 was 193.</p>

Lifeline - Number of calls answered within 60 seconds



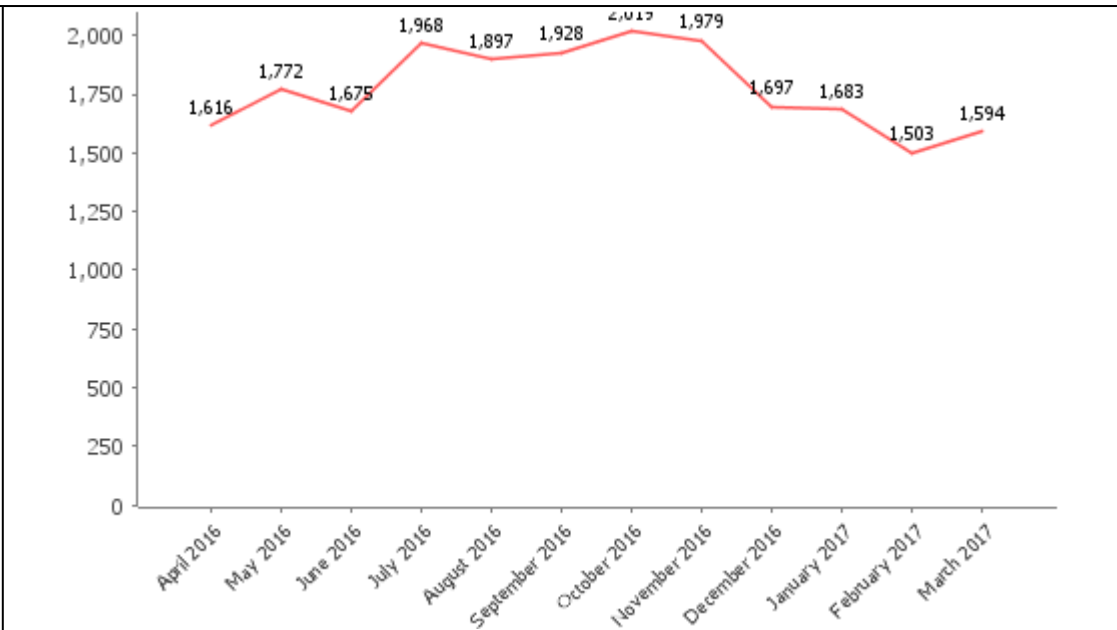
Number of calls:-
 April – 5,427
 May – 5,749
 June – 6,014
 July – 5,939
 August – 5,814
 September – 6,006
 October – 5,884
 November – 5,792
 December – 5,557
 January – 6,625
 February – 8,985
 March – 6,801

Lifeline - Number of calls answered within 180 seconds



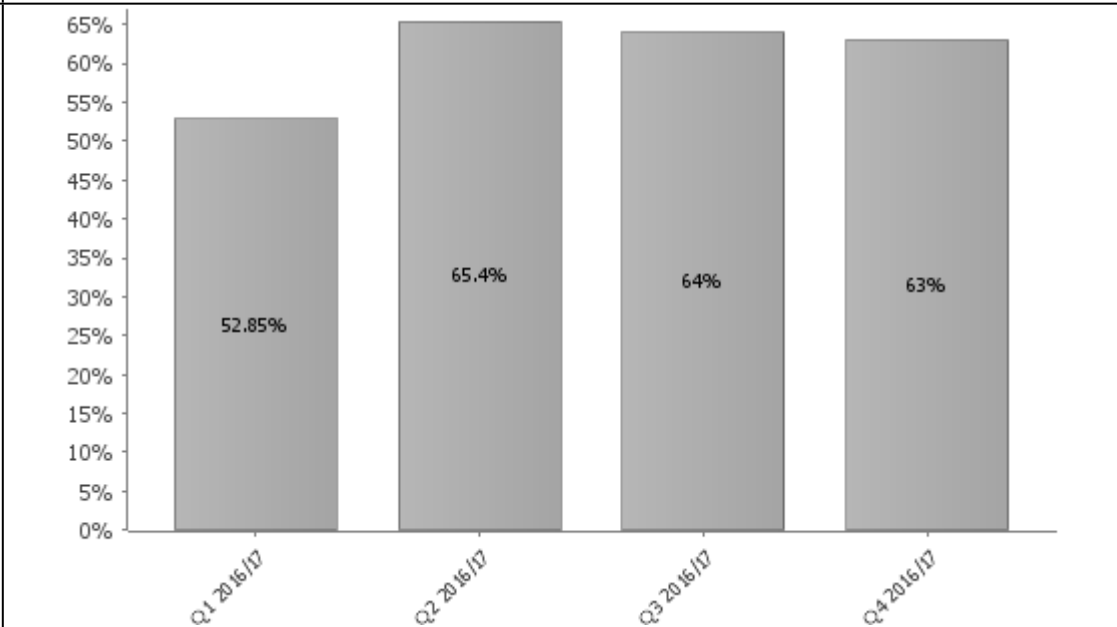
Number of calls:
 April – 5,506
 May – 5,814
 June – 6,105
 July – 6,063
 August – 5,932
 September – 6,155
 October – 6,014
 November – 5,931
 December - 5,668
 January – 6,031
 February – 8,348
 March – 7,012

Parking - Number of PCN's issued



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

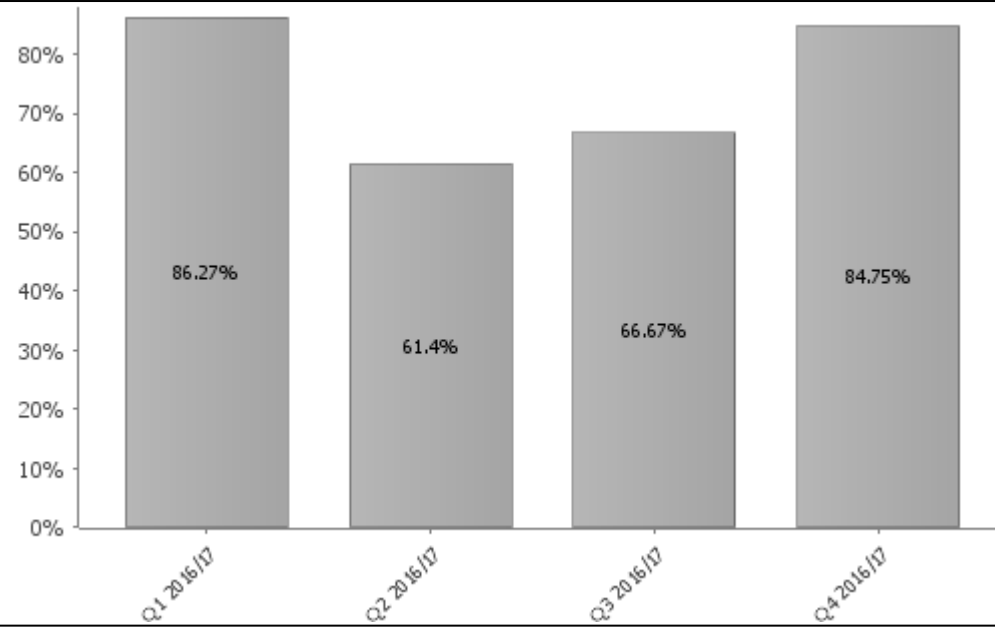
Parking - British vehicle PCN recovery rate



Annual target is 70%

<p>Parking - Foreign vehicle PCN recovery rate</p>	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Recovery Rate (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>-</td> </tr> <tr> <td>Q2 2016/17</td> <td>39.2%</td> </tr> <tr> <td>Q3 2016/17</td> <td>38.4%</td> </tr> <tr> <td>Q4 2016/17</td> <td>41.3%</td> </tr> </tbody> </table>	Quarter	Recovery Rate (%)	Q1 2016/17	-	Q2 2016/17	39.2%	Q3 2016/17	38.4%	Q4 2016/17	41.3%	
Quarter	Recovery Rate (%)											
Q1 2016/17	-											
Q2 2016/17	39.2%											
Q3 2016/17	38.4%											
Q4 2016/17	41.3%											
<p>Planning - % of major planning applications to be determined within statutory period</p>	<table border="1"> <thead> <tr> <th>Quarter</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2016/17</td> <td>69.23%</td> </tr> <tr> <td>Q2 2016/17</td> <td>90.91%</td> </tr> <tr> <td>Q3 2016/17</td> <td>71.43%</td> </tr> <tr> <td>Q4 2016/17</td> <td>85.71%</td> </tr> </tbody> </table>	Quarter	Percentage (%)	Q1 2016/17	69.23%	Q2 2016/17	90.91%	Q3 2016/17	71.43%	Q4 2016/17	85.71%	<p>Target is 50%</p> <p>January - 75%</p> <p>February - 100%</p> <p>March - 100%</p>
Quarter	Percentage (%)											
Q1 2016/17	69.23%											
Q2 2016/17	90.91%											
Q3 2016/17	71.43%											
Q4 2016/17	85.71%											

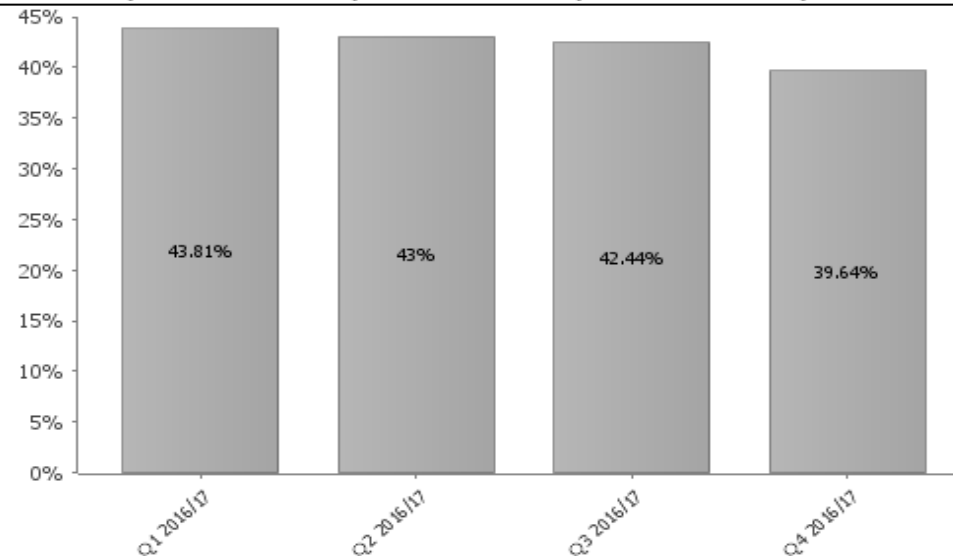
Planning - % of non major planning applications to be determined within statutory period



Target is 70%

January - 76.47%
February - 95.24%
March - 80.95%

Waste - Percentage of household waste recycled

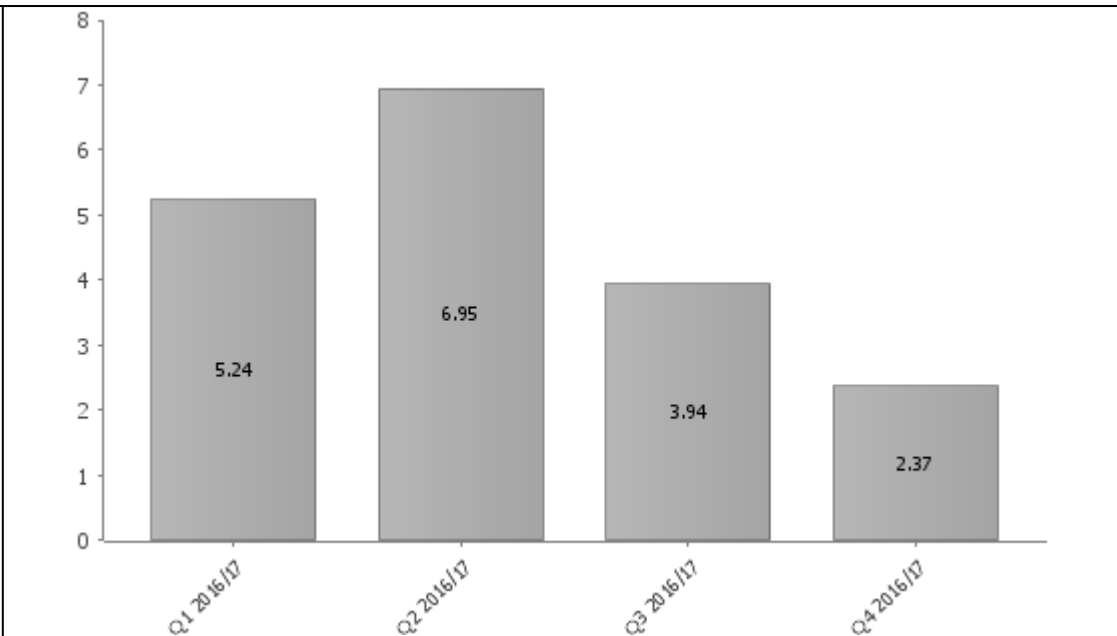


Target is 47%

Jan – 40.11%
Feb – 39.19%
Mar – 38%

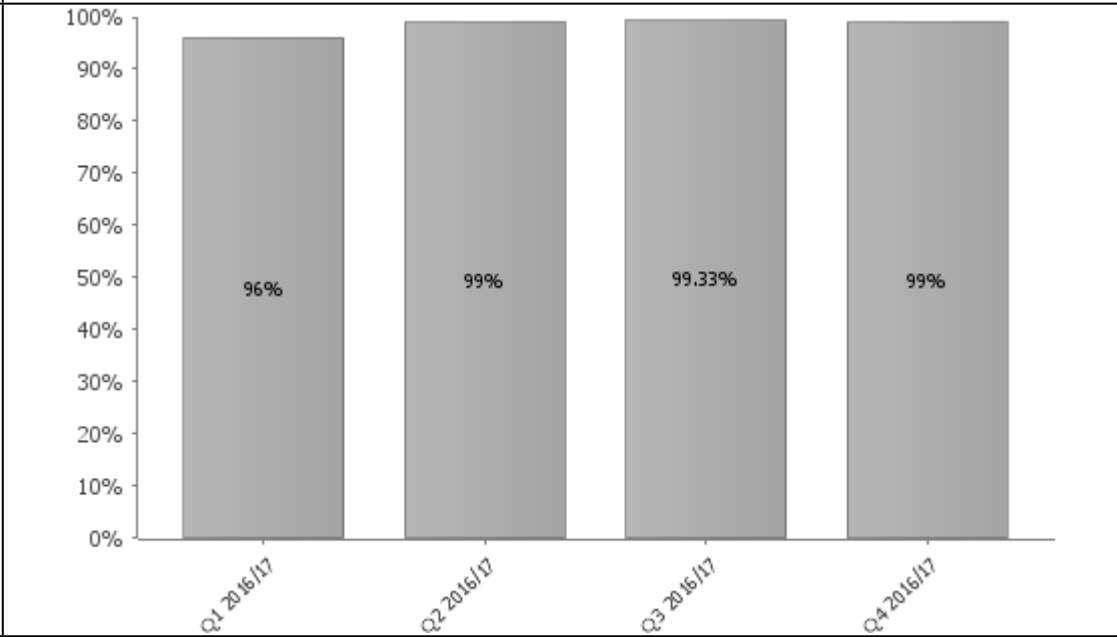
The figures supplied by KCC for the residual tonnages are currently being reviewed to ensure that they are correct. Looking at trend data the food waste capture has decreased. A report is to be taken to CMT shortly looking at what action can be taken to increase capture of this material.

Waste - Number of missed collections per 100,000



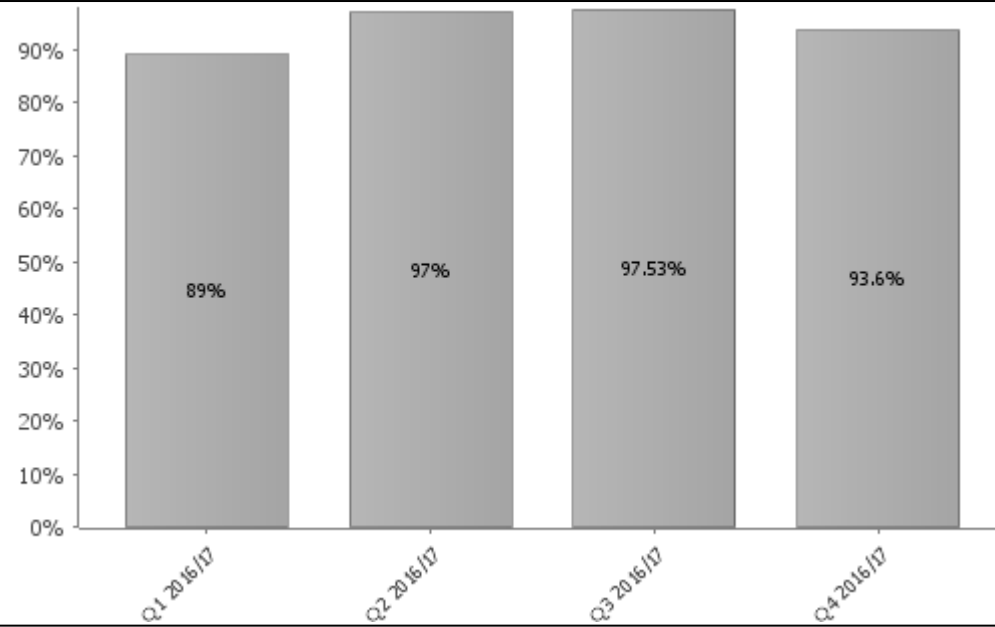
Target is less than 50.

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



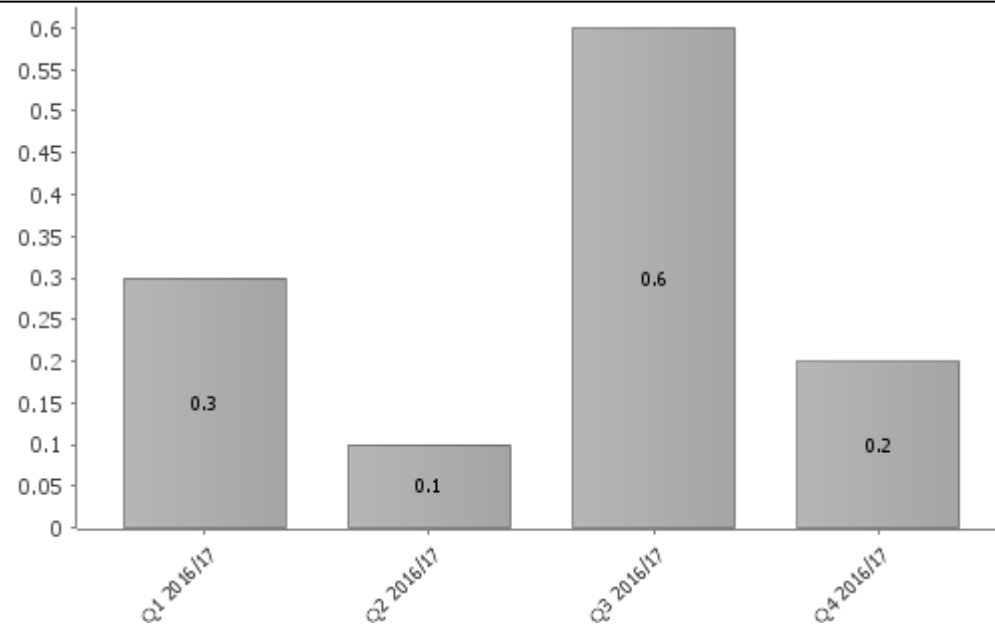
Target is 95%

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



Target is 90%

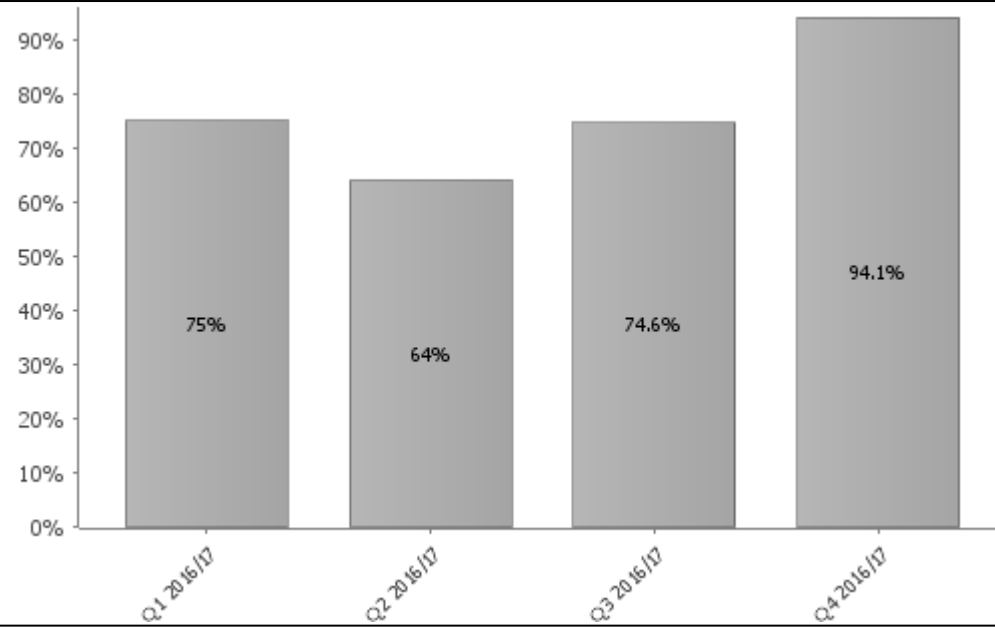
Waste - No of days to remove fly tipped waste on public land once reported



Target is 3 days

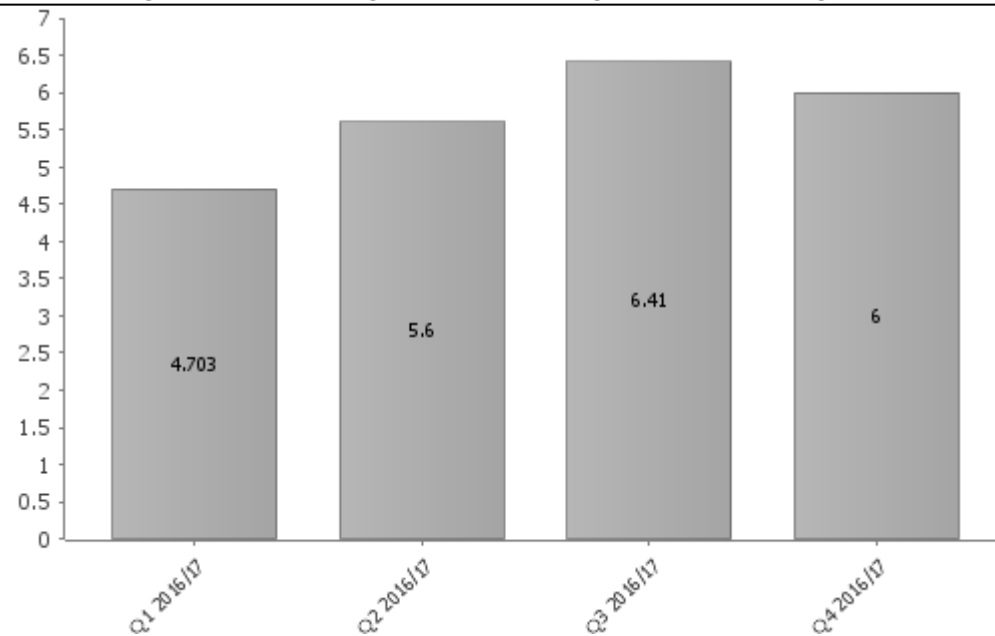
There were 308 instances of fly tipped waste during quarter 4.

Waste - Percentage of returns to empty a missed bin by the end of the next working day if it is reported within 24 hours



Target is 100%

Waste - Average number of days to respond to requests for unwanted bulky waste collections

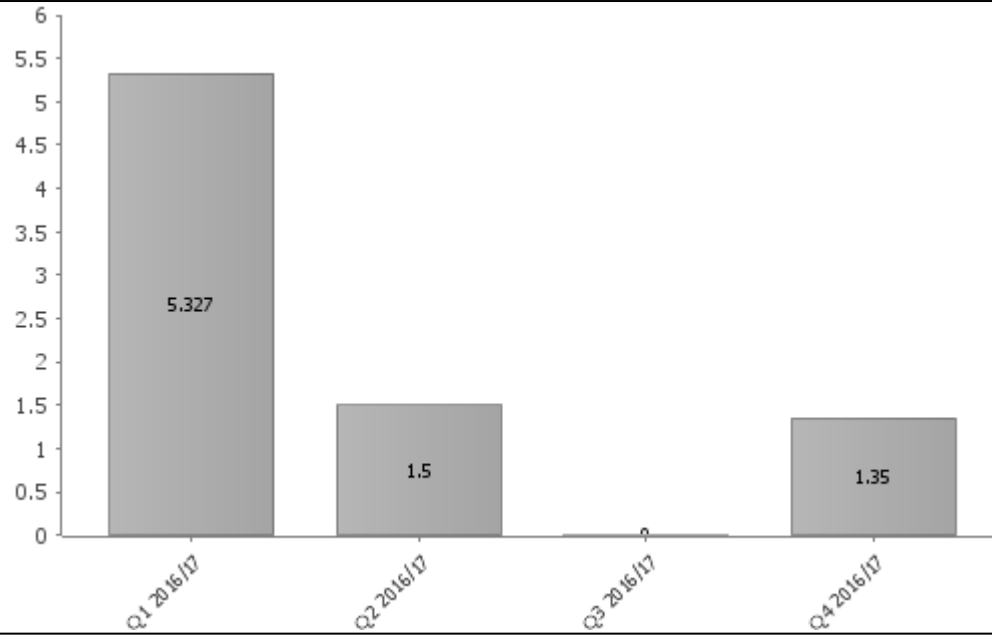


Target is 5 days

There were 446 bulky collections in Quarter 4.

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.

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



Target is 4 hours