

Key Performance indicators review and targets 2017-18

Appendix 1

KPI Ref	Description	Target 2016/17	Q3 2016/17 Performance	Proposed Target 2017/18	Target changed Yes/No	Comments/justification for proposed target for 2017/18 and reasons for targeted reductions in performance
NEI001	How much non-recycled waste was collected for every household in the district?	kg 400	306	400	No	Although new recycling initiatives planned, full effect will not be seen until 2018/19.
				Amber tolerance = 5% below target		
NEI003	What percentage of our district had unacceptable levels of litter?	8%	9%	8%	No	Biffa have made improvements in the management of street cleansing operations. 8% should be achievable.
				Amber tolerance = 1% above target		
NEI004	What percentage of our district had unacceptable levels of detritus (dust, mud, stones, rotted leaves, glass, plastic etc.)?	10%	9%	10%	No	Maintain target for another year.
				Amber tolerance = 1% above target		
NEI005	What percentage of the issues and complaints received by the Environment & Neighbourhoods Team received an initial response within 3 days?	95.50%	98.80%	95.80%	No	Maintain as stretch target
				Amber tolerance = 1.00% below target		
NEI006	What percentage of the recorded incidences of fly-tipping are investigated within 3 working days of the fly-tip being recorded where the fly-tip is on public or privately owned land?	92.00%	98.63%	90.00%	Yes	Fly-tipping on increase due to changes of County Civic Amenity Sites.
				Amber tolerance = 1.00% below target		

Key Performance indicators review and targets 2017-18

Appendix 1

KPI Ref	Description	Target 2016/17	Q3 2016/17 Performance	Proposed Target 2017/18	Target changed Yes/No	Comments/justification for proposed target for 2017/18 and reasons for targeted reductions in performance
NEI007	What percentage of the recorded incidences of fly-tipping (contract cleared) are removed within 5 working days of being recorded?	90.00%	91.51%	90.00%	No	Maintain as stretch target
				Amber tolerance = 1.00% below target		
NEI008	What percentage of the recorded incidences of fly-tipping (variation order / non-contract) are removed within 10 working days of being recorded?	90.00%	94.24%	90.00%	No	Maintain as stretch target
				Amber tolerance = 1.00% below target		
NEI009	What percentage of out of hours noise complaints that are passed through to the duty noise officer are responded to within 15 minutes?	90.00%	92.38%	90.00%	No	Maintain as current target
				Amber tolerance = 1.00% below target		
NEI010	What was the net increase or decrease in the number of homes in the district?	230	85	315	Yes	Some new incentives are contained within the housing white paper to encourage developers to bring forward sites and therefore may need to be reviewed the following year. However it is proposed to set annual targets in line with the Local Plan residential trajectory.
				Amber tolerance = within 5% below target		

Key Performance indicators review and targets 2017-18

Appendix 1

KPI Ref	Description	Target 2016/17	Q3 2016/17 Performance	Proposed Target 2017/18	Target changed Yes/No	Comments/justification for proposed target for 2017/18 and reasons for targeted reductions in performance
NEI011	What percentage of the rent we were due to be paid for our commercial premises was not paid?	2.5%	1.8%	2.0%	Yes	Slight increase in target to reflect improved performance.
				Amber tolerance = 0.5% above target		
NEI012	What percentage of our commercial premises was let to tenants?	98.00%	97.42%	98.00%	No	Maintain current target
				Amber tolerance = 1.00% below target		
NEI013	What percentage of all household waste was sent to be recycled or reuse?	30.00%	25.00%	26.00%	Yes	Newly introduced indicator for 16/17 which has been kept under review. Change proposed to reflect this year's collection figures.
				Amber tolerance = 2% below target		
NEI014	What percentage of all household waste was sent to be composted or anaerobic digestion?	30.00%	33.15%	33.00%	Yes	As above
				Amber tolerance = 2% below target		