

Appendix one – Existing 2016/17 Performance Indicators

Financial

Performance Indicator	Frequency
Cost of waste collection per hh	Annual
Cost of waste disposal per hh	Annual
Cost of HRC's per hh	Annual
Cost of street cleansing per hh	Annual
Net cost of DWP per household	Annual

Learning and Growth

Performance Indicator	Frequency
Percentage of voluntary leavers over the past 12 months as a proportion of total staff	Annual
Number of working days lost to sickness in the last 12 months per FTE	Rolling 12 month figure
Personal development reviews completed by due date	Annual

Service

Performance Indicator	Frequency
Total household waste arising per hh (kg/hh)	Quarterly on a rolling 12 month basis
Kerbside collected food waste per hh(kg/hh)	Quarterly on a rolling 12 month basis
Kerbside dry recycling per hh (kg/hh)	Quarterly on a rolling 12 month basis
Kerbside residual waste collected per hh (kg/hh)	Quarterly on a rolling 12 month basis
Percentage of households using the garden waste service	Quarterly on a rolling 12 month basis
Residual waste per household (kg)	Quarterly
Percentage of household waste reused, recycled or composted	Quarterly
Percentage of municipal waste landfilled	Quarterly

Street cleanliness	Quarterly
Household missed collections per 100,000	Quarterly
Number of fly tipping incidents (by partner authority)	Quarterly

Customer/stakeholder

Performance Indicator	Frequency
Satisfaction with service: <ul style="list-style-type: none"> - Satisfaction with recycling collection - Satisfaction with waste collection - Satisfaction with street cleansing - Satisfaction with household recycling centres - Satisfaction with DWP customer response 	Annual
Formal complaint numbers	Quarterly
Formal complaints not processed within specified time	Quarterly
Number of formal complaints not resolved	Annual