

Appendix B1 - KPI Information

Financial Year	16-17
Quarter	1
Directorate	Health & Environ. Services
PI type	Key PI

PI and PI owner and Month organised by Service Area

Actual Target Int.

Waste Services

ES418 YTD % of household waste sent for reuse, recycling and composting (SSWS)

Paul Vanston

No line chart available due to lack of historic Single Shared Waste Service data.

Apr	53.70
May	53.98
Jun	56.09

Relates to the performance of the Single Shared Waste Service (SSWS), reflecting cross boarder working methods and collections. Intervention is set at 50% based on minimum target. The SSWS is working with WRAP to identify optimum recycling rate for the achievement of a value for money service, which will form the basis of the future target.

ES408 % of bins collected on schedule (SCDC only)

Paul Vanston

No line chart available - new KPI format.

Apr	99.92	99.95	99.85
May	99.92	99.95	99.85
Jun	99.89	99.95	99.85

Q1 results occurred alongside a major series of SSWS reforms. Absences/vacancies have been filled by agency or SCDC staff unfamiliar with rounds - expected to cease following the end of current transformation phases in autumn, when it is anticipated that figures will improve. Benchmarking has been carried out suggesting current levels are below average; however comparisons are made with caution given the sample size and variety of methods for obtaining data.

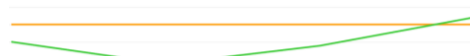
Environ. Health & Licensing

ES406 % major non-compliances resolved (in rolling year)

Myles Bebbington

Line charts show all results over the past year.

Intervention
Target
Actual



Jun	92	90	80
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ES401 % business satisfaction with regulation service

Myles Bebbington



Jun	82	90	80
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Whilst every effort will be made to maintain levels, there is a short term risk that pressure on the department will increase as a result of staff vacancies, particularly EHO posts - recruitment underway. Critical responses tended to relate to request response times and difficulties obtaining information by phone. Positive comments mainly related to the quality of advice given.