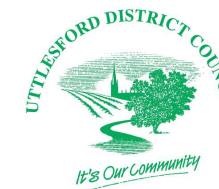


2011/12 Q4 & Annual KPIs Report v.2

Report Author: Tülay Norton



Division Assistant Chief Exec - Finance

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
KPI 01 (CI 27) % of supplier invoices paid within 30 days of receipt by the Council (SI 01b) (Max)	98%	96%	98%	97%	96%	95%	97%	Q4 2011/12 Numerator: 2,192 Denominator: 2,278 = 96.22 %. As in December a supplier based problem had a negative affect on January's result but, once rectified, results for the rest of Q4 were excellent. Q4 and the year as a whole have comfortably exceeded target. Note: The data used is based on a sample.
							95%	

Division Performance and Communications

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
KPI 02 (CI 42) Customer satisfaction with services (Max)	74%	N/A	79%	N/A	76%	75%	78%	H2 2011/12 The satisfaction rate represents the total average satisfaction of a range of services from those panel members who expressed an opinion. The comparative average dissatisfaction rate was 24% nominal (23.65% actual). NB there is a small variance in the average satisfaction/dissatisfaction percentages due to rounding up and down of the figures to two decimal places. (Per <i>Uttlesford Voices 4 Citizens Panel Results Spring 2012</i> , UDC Consultation Unit, March 2012). For H2 2011/12 a rated system for calculating satisfaction from the raw returns made by panellists has been employed as it provides a more accurate representation of different opinions. This represents a change from the system used to calculate overall average satisfaction in 2010/11.

Division Customer Support & Revenue Services



















PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
KPI 03 (SI 06) Percentage of Non-domestic Rates Collected (BV10) (Max) *	99.20%	31.58%	59.68%	89.48%	99.10%	99.20%	99.10%	Q4 2011/12 Numerator: 37,739,205.08 Denominator: 38,080,624.36 = 99.1%. The collection of business rates has suffered this year with the lowering of the de minimis rate for the empty rate charge. The effect has been that a lot of businesses have received a rates bill where none have been issued before. UDC has the highest collection rate in Essex.
							99.20%	
KPI 04 (SI 04) Accuracy of processing - HB/CTB claims (BV79a) (Max)	96.19%	93.13%	97.30%	98.56%	99.24%	97.00%	98.27%	Q4 2011/12 Total of 1058 claims checked in Quarter 4 with 8 errors = 99.24% accuracy. YTD 2664 claims checked during year with 46 errors = 98.27% accuracy.
							97.00%	
KPI 05 (CI 04) % of Council Tax collected (BV 9) (Max) *	98.98%	31.51%	59.27%	87.73%	99.07%	98.80%	99.07%	Q4 2011/12 Numerator: 5,300,354.93 Denominator: 46,699,162.39 = 11.35%. YTD Numerator: 46,266,450.49 Denominator: - 46,699,162.39 = 99.07%. A brilliant effort by all the team which has seen a rise on last year of the amount of council tax collected in year.
							98.80%	
KPI 06 (NI 181) Time taken to process Housing Benefit/Council Tax Benefit new claims and change events. (Min)	5.4	10.4	9.3	7.5	5.2	10.0	7.6	Q4 2011/12 Numerator: 36617 (10083 days to process new claims plus 26534 days to process changes of circumstances) Denominator: 7086 (594new claims processed plus 6492 changes of circumstances) = 5.17 days. YTD Numerator: 153762 (42264 days to process new claims plus 111498 days to process changes of circumstances) Denominator: 20154 (2304 new claims processed plus 17850 changes of circumstances) = 7.63 days.
							10.0	

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
KPI 07 (CI 05) Average number of sickness days per employee per annum (Min) *	6.02	1.73	3.69	5.90	8.10	7.00	8.10	Q4 2011/12 Numerator: 711.69 Denominator: 331= 2.15 days for the quarter. YTD Numerator: 2,713.38 Denominator: 335= 8.10 days per member of staff The figure for Q4 minus long term sick is 1.38 days; cumulative is 5.11 days per member of staff. The council now has a new managing absence policy in place and CMT is using the Bradford Factor calculation (instances of absence x instances of absence x number of days absence) to assess the impact of repeated short-term sickness.












Division Housing and Environmental Services

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
KPI 08 (HSG15) Re-let times for general needs void properties requiring minor works (days) (Min)	33	36	32	30	27	28	30	Q4 2011/12 Numerator: 588 Denominator: 22 = 26.73 days. YTD Numerator: 3003days Denominator: 100voids Cumulative 30.03 days. There continues to be improvement, which is now beginning to filter through since operational changes implemented.
KPI 09 Number of accidents that are reportable under RIDDOR (Min)	New KPI for 2011/12	0	0	0	0	2	0	Q4 2011/12 No RIDDOR reportable accidents this quarter.
KPI 10 Rent collected as a proportion of rents owed on the HRA (Max)	New KPI for 2011/12	99%	99%	102%	99%	99%	100%	Q4 2011/12 Numerator: £3,407,642.07 Denominator: £3,437,595.73 = 99.13% . YTD: Numerator: £12,747,856.24 Denominator: £12,788,026.99 = 99.69% .

Division Planning and Building Control




PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
KPI 11 (NI 157a) Processing of planning applications: Major applications (BV109a) (Max)	80.00%	63.64%	66.67%	50.00%	50.00%	60.00%	59.26%	<p>Q4 2011/12 Numerator: 3 Denominator: 6 YTD: Numerator: 16 Denominator: 27 Cumulative 59.26%. This quarter and year to date have missed the target - The small number of Majors makes each one highly influential on overall performance. To address this the committee reports now have a specific date by which the legal agreement needs to be signed. This date is the day before the 13 week date. Therefore, for new/current applications the number being decided in time should increase significantly. Now team's management resource is fully established, proper review of processing of major applications, including development team approach and review of pre-application, community engagement and Section 106 processes.</p>
								
							60.00%	
KPI 12 (NI 157b) Processing of planning applications: Minor applications (BV109b) (Max)	83.16%	86.25%	79.79%	67.03%	69.14%	80.00%	75.43%	<p>Q4 2011/12 Numerator: 56 Denominator: 81YTD: Numerator: 261 Denominator: 346 Cumulative: 75.43%. The figure has missed the target. The YTD has also now fallen below target. The restructure has impacted on the figures but this has now been addressed and the management structure is in place to ensure that the figures are improved.</p>
								
							80.00%	
KPI 13 (NI 157c) Processing of planning applications: Other applications (BV109c) (Max)	88.62%	87.37%	85.85%	78.38%	87.15%	82.00%	84.59%	<p>Q4 2011/12 Numerator: 217 Denominator: 249. YTD Numerator: 966 Denominator: 1142 Cumulative: 84.59%. Target achieved.</p>
								
							82.00%	

Division Street Services

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
KPI 14 (NI 192) Percentage of household waste sent for reuse, recycling and composting (CI 14) (LAA) (Max)	New KPI for 2011/12	56.65%	54.76%	56.86%	50.76%	55.00%	54.91%	Q4 2011/12 *ESTIMATED FIGURE* Numerator: 3461 (tonnes recycled during Q4) and Denominator: 6819 (total domestic waste arising Q4). This is an estimated value as not all data has been received for March. The value (50.76%) is below the target but for the full year the estimated value is 54.91%. Compare with target of 55.0% Q4 is always a low quarter because of the large reduction of garden waste collected for composting during the quarter.
								
							55.00%	
KPI 15 (CI 15) Number of return visits to collect bins that have been missed on the first visit (per 100,000 collections) (SS 4) (Min)	37	66	58	49	54	40	58	Q4 2011/12 *ESTIMATE* awaiting full analysis of end of March missed bins. Lower performance due to adverse weather after Christmas/New Year but improvement to 44 (close to target) in February. There have been management difficulties which are being resolved. Close monitoring is continuing for missed bins against this very stretching target. YTD Estimate: 58.
								
							40	

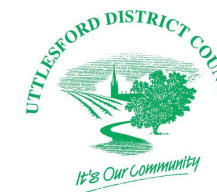
* Cumulatively monitored

Quarterly targets for these indicators have been profiled

PI Status	
	This PI is more than 10% below target.
	This PI is between 0.01 and 10% below target.
	This PI is on target.






2011/12 Q4 & Annual PIs Report v.2

Report Author: Tülay Norton









Division Assistant Chief Exec - Finance



PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note	
PI 01 (SI 34a) % of times budgetary information issued within 10 working days of month end	33%	N/A	100%	100%	100%	90%	100%	Q4 2011/12 January reports issued 3rd February (3rd working day). February reports issued 6th March (4th working day). March reports to be issued 12th/13th April (7th/8th working day)	
									90%
PI 02 (CI 29) Average time to pay supplier invoices (SI 01c)	13	12	10	13	12	15	12	Q4 2011/12 Numerator: 2,540 Denominator: 215 = 12 days. An echo of the procedural problem experienced in December has had a negative effect on January's result but we appear to be firmly back on track for the rest of Q4. Both Q4 and the year as a whole have exceeded target. Note: The data used is based on a sample.	
							15		
PI 03 % of sundry debt income overdue (debts over 90 days old not subject to a payment agreement) (Min)	New PI for 2011/12	11%	2%	3%	1%	10%	1%	Q4 2011/12 As at 2 April 2012, total outstanding sundry debt was £646,131 of which £8,711 was over 90 days and not subject to a payment agreement. 1.35%	
							10%		
PI 04 (CI 30) % of Procurement Strategy Action Plan actions completed by due date *	New PI for 2011/12	33%	44%	78%	89%	100%	89%	Q4 2011/12 By end of Q4 nine out of nine action plan items were due to be completed. Of these seven have been completed and one is not possible to complete in the way originally envisaged but an alternative method of achieving the same outcome has been arranged (accepting e-tenders). So the PI is eight out of nine = 89%. The overdue item relates to extending the use of Procurement Cards - this will be done once the pilot has been completed, and has been carried forward as an action in the 2012/13 Procurement Strategy.	
							100%		

PI Code & Short Name	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 05 (CI 31) % of Asset Management Strategy Action Plan actions completed by due date *	New PI for 2011/12	11%	33%	33%	33%	100%	33%	<p>Q4 2011/12 By end of Q4, 9 out of 9 actions were due to be completed. Of these, 3 have been completed. So the PI is 33%. The following items are outstanding and will be carried forward into the 2012/13 asset management plan:</p> <p>2. Determine way forward for Great Dunmow depot - to be addressed in 2012/13</p> <p>5. Monitor Asset Management performance indicators - on advice of asset management consultant, withdrawn on practicality and usefulness grounds</p> <p>6. Implement outcomes of Day Centre review - report to Cabinet 5 April 2012, recommendations approved and will be implemented in 2012/13</p> <p>7. Set up system to identify lease renewals and rent reviews - to be addressed in 2012/13</p> <p>8. Completion of budget surveys to inform budget process - these have been commissioned, results will inform budget setting for 2013/14</p> <p>9. Establish corporate repairs & renewals budget - to be centralised as part of the 2013/14 budget process.</p>
								
		100%						






Division Assistant Chief Exec - Legal

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 06 (SI 28) % of standard searches carried out in 10 working days (CG2) (Max)	100%	99%	98%	99%	100%	100%	99%	<p>Q4 2011/12 An improvement on Quarter 3 when target was only narrowly missed.</p>
								
	100%							






Division Chief Executive

PI Code & Short Name	2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 07 (CI 53) The level of achievement attained under the Equality Framework for Local Government (Max)	1	Annual PI, not measured quarterly				2	1	2011/12 Work is being undertaken to reach the 'Achieving Level' of the Equality Standard. Equality Objectives have been set, as required by Statute, they were approved by the Cabinet at the meeting of 5 April along with the Single Equality Duty. Information has also been published on the website under the remit of the Equality Act 2010 on 31 January 2012. It will be 12 months at the very least before the authority can undergo a peer review to ensure that the Achieving Standard is being met.
								
	2						2	






Division Community Development

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 08 Number of people using the leisure centres #	New PI for 2011/12	215,812	244,499	224,426	264,954	166,661	949,691	Q4 2011/12 January: 92,164 February: 82,878 March: 89,912. YTD: 949,691.
								
							740,014	








Division Corporate Services

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 09 Annual reduction in business mileage by 5% (miles) (Min) *	New PI for 2011/12	88,493	166,393	246,118	314,011	275,000	314,011	Q4 2011/12 Mileage for the quarter has reduced by approximately 15% from Q3 however overall performance for the year is approx 12% over target. Further investigations and work will be completed in the new performance year to reduce mileage across the authority. A staff travel plan is being prepared which will help address these issues. Q4: 67,893 miles Cumulative: 314,011 miles
								
							275,000	

Division Customer Support & Revenue Services







PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 10 (SI 08) Top 5% of Earners: Women (BV11a) (Max)	17.65	Annual PI, not measured quarterly				12.50%	35.29%	2011/12 Total Staff: 330 Top 5%: 17 staff. 6 staff are women.
							12.50%	
	22%						12.50%	
PI 11 (SI 07) Percentage of Employees with a Disability (BV16a) (Max)	3.80%	Annual PI, not measured quarterly				3.80%	3.58%	2011/12 12 staff consider that they have a disability. Average staff for the year is 335.
								
	5%						3.80%	
PI 12 (SI 05) Housing Benefit (HB) recovered as a percentage of the total amount of recoverable HB overpayments (sundry debtors) (BV79bii) (Max)	48.58%	Annual PI, not measured quarterly				48.50%	41.60%	2011/12 Numerator 124,845.62 Denominator 300,079.65 = 41.60%
								
	40.10%						48.50%	

Division Housing and Environmental Services



















PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 13 (CI 20) % non-decent council homes (NI 158) (Min)	1.7%	Annual PI, not measured quarterly				1.3%	See note	Data for this PI was not available at the time of printing this report.
							N/A	
	1.5%						1.3%	
PI 14 (SI 21a) Homeless: Number of people presenting as homeless (Min)	5	9	12	20	18	9	59	Q4 2011/12 Homeless activity has increased sharply again this quarter, many were cases that presented without prior warning so no prevention work was possible. Homelessness budget has been increased. However, the housing department worked hard to prevent homelessness in some cases. The number of cases where positive intervention by the Council has prevented homelessness for Q4 is 32 and total for 2011/12 is 155 .
								
							33	

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 15 (SI 23) Customer satisfaction with repairs service (Max)	97%	98%	98%	99%	99%	96%	98%	Q4 2011-12 Numerator: 568 Denominator: 574. Figures are on target.
							96%	
PI 16 (SI 54) Number of households living in temporary accommodation (CI 19 & NI 156) (Min)	5	6	8	13	11	10	11	Q4 2011/12 Increase in homeless presentations from cases where we have had a duty to provide interim accommodation. Have had some success this quarter in moving people on from temporary accommodation. The average number of households living in temporary accommodation is 70 (This is calculated by using the data provided by three Essex authorities which have similar population to Uttlesford).
							10	
PI 17 (CI 37) Number of service users who are supported to establish and maintain independent living	1,244	1,270	1,283	1,337	1,294	1,250	1,294	Q4 2011/12 A total of 420 people are in supported accommodation and 874 have Life Lines. For reasons of confidentiality, a supporting document is available on request. Numerator: 1294
							1,250	
PI 18 % Reduction in the number of food premises rated as 0 to 2 (as at 1st April 2011) under the Food Hygiene Rating Scheme (SI 62) (Max) #	New PI for 2011/12	9%	6%	5%	9%	8%	26%	Q4 2011/12 Reduction from 57 to 52 premises = 8.7% Reduction over whole year from 70 to 52 = total reduction of 25.7%
							8%	
PI 19 Percentage of accidents that are investigated within 10 working days of the accident (Max)	New PI for 2011/12	100%	100%	100%	100%	100%	100%	Q4 2011/12 No RIDDOR reportable accidents this quarter.
							100%	

Division Information Technology









PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 20 (SI 97) % of IT help Desk calls resolved within target (CI 08) (Max)	95%	96%	97%	98%	93%	96%	96%	Q4 2011/12 Numerator: 1435 resolved within SLA target times Denominator: 1549 calls. Lower performance due to IDOX project.
								
							96%	








Division Performance and Communications

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 21 (SI 13) % of minutes from meetings made available to the public within 10 days (CG3) (Max)	100%	100%	90%	86%	100%	98%	100%	Q4 2011/12 Numerator: 30 Denominator: 30 = 100% . In contrast to the previous quarter there were no disruptions to the office logistics, and although there were a similar number of meetings, the way in which these were dealt with achieved our target.
								
							98%	
PI 22 (SI 12c) Museum users: Total visitors to the museum building and on-site events (Max) #	4,580	3,301	4,273	3,610	3,237	4,300	14,421	Q4 2011/12 Visitor figures 25% below target due to combination of factors: icy weather in February, fewer schools Jan-Feb while Learning Officer away; and Embroideries exhibition and activities, though very well received, did not have radio publicity or very large number of family visitors as Tudors enjoyed in same quarter last year. Cumulative 14,421
								
							16,000	
PI 23 (SI 51) Number of visits to the Council website (Max)	70,890	72,426	75,325	70,044	91,013	63,000	308,808	Q4 2011/12 Website exceeded target value by 44.46%. For further detail, see p.1 of the Website Visitors Report Q4 2011-12. Numerator 91,013
								

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
							252,000	






Division Planning and Building Control

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 24 (SI 104) Planning appeals allowed (Min) (BV204) (CI 22)	28.6%	28.6%	56.3%	31.3%	31.3%	30.0%	33.3%	Q4 2011/12 Numerator: 5 Denominator: 16 = 31.25%. YTD Numerator: 21 Denominator: 63 Cumulative 33.3%. Two of the recent decisions allowing permissions to go ahead have overturned what Members decided at Committee. Training for Members has been introduced to take into consideration the overturning of such decisions. This and the on going works should see a decrease in the number of appeals allowed. Close to target. Still small number of allowed appeals. Some element of member over-turn decisions.
								
							30.0%	
PI 26 (CI 47) Net additional homes provided (NI 154) (Max)	298	Annual PI, not measured quarterly				400	298	2011/12 This is an estimate based on the Housing Trajectory @ 2011. Data for 2012 is being collected by ECC under the agreed SLA. It is yet to be supplied to UDC for verification. This figure is below target because of the low completion rates on sites. The situation will improve with an improvement in the economy.
								
	600						400	
PI 27 (CI 24) Number of affordable homes delivered (gross) (NI 155) (Max)	59	Annual PI, not measured quarterly				100	111	2011/12 20 social rent, 65 affordable rent and 26 shared ownership
								
	100						100	

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 28 (CI 49a) CO2 reduction from local authority operations - % reduction (NI 185a)	6.1%	Annual PI, not measured quarterly				8.8%	6%	2011/12 In 2011 the Council reduced its fleet/operations and buildings carbon emissions by 6%.
							8.8%	
	7.6%						8.8%	
PI 30 (SI 39) % planning applications validated within 3 days (DS4) (Max)	57%	41%	58%	57%	46%	95%	50%	Q4 2011/12 This part of the process is not currently meeting target despite new processes being introduced. While this target has not been met it has not resulted in an appreciable impact on the overall target for processing applications. It should be noted that this indicator is measuring the completion of the validation of the application whilst the applications are generally put on as a skeleton within 1 working day of receipt and processed within 5 days rather than the target of 3 days. The introduction of IDOX will change the process of applications and this will require a full review of processes and staff support. The corporate team will review once IDOX is up and running.
							80%	
PI 31 Five year supply of ready to develop housing sites (years) (Max)	New PI for 2011/12	Annual PI, not measured quarterly				5.1	3.2	2011/12 2013/14 - 360 2014/15 - 375 2015/16 - 272 2016/17 - 287 2017/18 - 79 The above shows the estimated annual completion based on the 2011 trajectory. This totals 1373. This equates to 64% of the RSS requirement (1373 / (5x430) x 100 = 64%) We therefore estimate that we will deliver 64% of the required supply. This relates to 3.2 years of the 5 year supply (1373 / 430 = 3.2).
								
							5.1	




Division Street Services

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
PI 32 (CI 16) Cost of	£55.15	Annual PI, not measured quarterly				£51.00	See note	This Indicator is based on the total annual service cost

PI Code & Short Name	Q4 2010/11	Q1 2011/12	Q2 2011/12	Q3 2011/12	Q4 2011/12	Q4 2011/12 Target	2011/12	Latest Note
household waste collection (BV 86) (Min)							N/A	which is calculated by the Finance Department. This information will only be available following the completion of the outturn report for 2011/2012 and this should be completed by the middle/end of May.
	£50.00						£51.00	
PI 33 (NI 196) Improved street and environmental cleanliness – fly tipping (Grading 1 (very effective) to 4 (poor)) (BV199d) (Min)	3	Annual PI, not measured quarterly				3	2	2011/12 Weighted number of incidents of fly tipping decreased by 10% compared with 2010/11 though the weighted number enforcement actions decreased a similar number of incidents was investigated.
								
					3			
PI 34 (CI 51) Residual household waste per household (Kg) (NI 191) (Min)	383	Annual PI, not measured quarterly				405	382	2011/12 Numerator: (Household waste to landfill + contamination at MRF) = 12,651 tonnes. Denominator: (number of households) 33,128 = 382.
								
					405			

* Cumulatively monitored

Quarterly targets for these indicators have been profiled

PI Status	
	This PI is more than 10% below target.
	This PI is between 0.01 and 10% below target.
	This PI is on target.