

Workforce/Workplace	None
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Situation

6. Appendix A presents three sets of data relating to the council's performance. As well as the figures for Quarter 4 of 2015/16 (1 January to 31 March) the report also contains the annual outturn figures for each indicator and the targets for the forthcoming 2016/17 year.
7. The Quarter 4 and 2015/16 outturn figures are highlighted in yellow, while the 2016/17 targets are highlighted in green. The 2014/15 column contains the annual outturn for that year in order to provide comparison between the two years.
8. This data has been reviewed by the Corporate Management Team. There are some specific points to draw members' attention to in relation to 2016/17 targets:
9. **KPI 06(a):** The target for this KPI has been kept at 24 days to ensure that the 100% quality checks of new claims can be maintained as they had such a positive impact on the 14/15 subsidy claim. It resulted in a reduction in the number of errors identified in the EY audit and thus a reduction of £47,000 in money paid back to DWP compared to the previous year.
10. In addition, the council is expecting to see an increase in the number of Universal Credit claims in 2016/17. These claims come to the council from the DWP. At Uttlesford, the PI is calculated from the point any benefit claim is registered. However, the delivery agreement between all councils and the DWP allows the DWP 48 hours from receipt of the claim to notify the council. This means that Universal Credit claims could already be two days old by the time the council receives notification.
11. **KPI 06(b):** This target is increasing from 8 days to 9 days. The reason for this is a DWP announcement that it is continuing its RTI (Real Time Information) data checking project indefinitely.
12. This project has seen a change in the way local authorities access data relating to claimants to identify any potential fraud. Prior to this project, the Benefits department did not do direct data matching – this was done elsewhere in the authority. The new rules under the RTI project mean that Benefits staff now have direct responsibility for checking mismatches in claimant information to identify fraud. While this means the council has become better at identifying fraud it means that claims processing does take longer. The figures for quarters 1 to 3 of 2015/16 demonstrate this. The reason why the Quarter 4 figure is significantly better is because the DWP did not send RTI files for March because of their year-end processes.
13. Taking all this into account officers believe a target of 9 days in 2016/17 is challenging but achievable.
14. **KPI 08:** The target was toughened considerably in 2015/16 but proved to be unachievable. The target for 2016/17 has therefore been changed, but remains challenging, especially due to the fact that there are some circumstances beyond the council's control that can have a significant impact on void turnaround times.

15. **KPI 09:** Officers recommend this indicator, which measures an important but single piece of data relating to health and safety, is deleted. It is proposed instead that the Performance and Audit Committee receives either a quarterly or twice yearly summary report on all health and safety activity in the authority, including accident and near miss statistics and campaigns/initiatives to further improve safety in the workplace. This is an area of work the council has made significant improvements in over the last few years and officers believe increasing member oversight and awareness would be of benefit.
16. **KPIs 11, 12 and 13 and PIs 24a, 24b and 24c:** All Planning targets have remained the same as 2015/16 until the forthcoming national consultation has been completed. Targets may then be subject to change mid-year to reflect revised national standards. With regard to PIs 24b and c it is possible that these indicators will be replaced with a single new indicator measuring non-major appeals allowed at some point during the year.
17. **KPI 15:** Currently determination of the percentage of missed bins requires a manual filter of all reports to check whether they meet the criteria and are accepted as missed. The council has made some progress in the crews making the appropriate assessment when using in-cab technology and data quality is improving. Fewer instances need to be removed when the reports are collated. It is therefore proposed that in future the performance data reported will not have been subject to further filtering. The new target is a challenging but realistic assessment and includes an allowance for a number of bins that do not meet the missed bin criteria. The new target equates to a 99.9% successful collection rate.
18. **PI 39** – This indicator will be replaced with a more effective measure of customer satisfaction with the district’s leisure centres during the year. This forms part of a current review of the leisure PFI contract.

Risk Analysis

19.

Risk	Likelihood	Impact	Mitigating actions
That performance indicators will not meet quarterly/ annual targets	2 – The majority of Performance Indicators perform on or above target	3 – In some areas the risk of not meeting targets could impact on areas such as customer satisfaction and statutory adherence to government led	Performance is monitored by CMT and the committee on a quarterly basis. Inclusion of five quarters of data helps identify trends.

		requirements	
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1 = Little or no risk or impact

2 = Some risk or impact – action may be necessary.

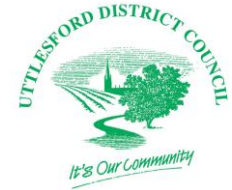
3 = Significant risk or impact – action required

4 = Near certainty of risk occurring, catastrophic effect or failure of project.

2015/16 Q4 & Annual KPI & PI Data Outturn Report

Report Author: Tülay Norton and Paula Evans

Generated on: 6 May 2016



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.




























Example indicator	
50%	This is the latest result
	This is the status
50%	This is the target.




















Key: * Cumulatively monitored
Quarterly targets profiled

Max Aim to maximise performance
Min Aim to minimise performance

Key Performance Indicators (KPI's)

Directorate Corporate Services									
PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
KPI 01 Percentage of supplier invoices paid within 30 days of receipt by the Council (Max)	95.56%	100.00%	98.33%	96.67%	98.89%	95.28%	98.47%	97.00%	Q4 2015/16 Numerator: 178 Denominator: 180 = 98.89%. Only two of the sampled invoices fell outside the required criteria. An improvement over the previous quarter, (96%). Annual figures also show an improvement, 2015/6 = 98%, (2014/5 = 95%).
	95.00%	96.00%	96.00%	96.00%	96.00%	95.00%	96.00%		





























PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note	
KPI 02 Customer satisfaction with services (Max)	76%	N/A	79%	N/A	79%	77%	79%	76%	H2 2015/16 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 21% nominal (20.95% actual). Satisfaction levels for many services including Council Supported Day Centres, Council Housing - Tenant Liaison, Leisure Centres and Website as well as Concessionary Travel and Licensing have improved since the previous panel survey in autumn 2015. During the same period there has been a decline in satisfaction with the Business Rates (NNDR), Council Housing - Homelessness and Planning Enforcement.	
										
	76%		76%		76%	76%	76%			76%
KPI 03 Percentage of Non-domestic Rates Collected (Max) *	99.44%	25.70%	52.58%	80.02%	97.34%	99.44%	97.34%	98.50%	Q4 2015/16 Numerator : 43,066,516.73 Denominator: 44,244,290.27 = 97.34% Collection rate is down in this quarter. This is due to the 2nd biggest ratepayer in the district not having made payment despite various assurances. Recovery action is in process.	
										
	98.00%	29.00%	57.00%	85.00%	98.00%	98.00%	98.00%			
KPI 04 Accuracy of processing - HB/CTB claims (Max)	98.58%	99.78%	99.78%	99.26%	99.77%	98.81%	99.66%	98.00%	Q4 2015/16 429 claims checked. 1 financial error identified giving an accuracy rate of 99.77% for Q4. 2015/16 1,756 claims checked, 6 financial errors identified giving an accuracy rate of 99.66%	
										
	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%			
KPI 05 Percentage of Council Tax collected (Max) *	98.86%	30.33%	58.57%	86.94%	99.17%	98.86%	99.17%	98.60%	Q4 2015/16 Numerator: 51,306,888.44 Denominator: 51,733,740.04 = 99.17 %. This is the highest collection rate achieved over the previous 4 years.	
										
	98.00%	29.00%	57.00%	85.00%	98.00%	98.00%	98.00%			















PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
KPI 06 (a) Time taken to process Housing Benefit/Council Tax Benefit new claims (Days) (Min)	22.2	21.4	19.9	24.5	23.8	22.1	22.3	24.0	Q4 2015/16 Numerator: 9,220 Denominator: 387 = 23.8 days. There were 154 Housing Benefit new claims taking 3,680 days to process. There were also 233 new claims to Local Council Tax Support taking 5,540 days to process. The reduction in processing time from Q3 is due to the slight increase in recently recruited staff's processing speeds. Number of new claims received each quarter, have remained reasonably consistent. 2015/16 Numerator: 31,004 Denominator: 1,392 = 22.3 days.
									
	22.0	24.0	24.0	24.0	24.0	22.0	24.0		
KPI 06 (b) Time taken to process Housing Benefit/Council Tax Benefit change events (Days) (Min)	7.1	8.7	8.8	8.2	5.6	6.8	7.9	9.0	Q4 2015/16 Numerator: 55,765 Denominator: 9,937 = 5.6 days. There were 5,418 Housing Benefit changes of circumstance taking a total of 27,823 days. There were also 4,519 Local Council Tax Support changes of circumstance taking 27,942 days. The reduction in time taken this quarter has been achieved due to the increased number of changes that can be auto processed using the Northgate ATLAS system. DWP RTI files for February and March would now not be issued. This has enabled the high volume, less time intrusive changes to be prioritised. 2015/16 Numerator: 226,429 Denominator: 28,813 = 7.9 days.
									
	8.0	8.0	8.0	8.0	8.0	8.0	8.0		
KPI 07 (a) Average number of days lost per employee through short-term sickness absence (Min) *	New KPI for 2015/16	0.80	1.78	3.07	4.24	N/A	4.24	7.00	Q4 2015/16 Numerator: 416 Denominator: 358 = 1.16 days lost due to sickness for this quarter. 2015/16 Numerator: 1,499.5 Denominator: 354 = 4.24 days per member of staff for the whole year.
									
		1.75	3.50	5.25	7.00		7.00		

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
KPI 07 (b) Average number of days lost per employee through long-term sickness absence (Min)	New KPI for 2015/16	0.00	58.00	29.00	35.67	N/A	41.00	45	Q4 2015/16 Numerator: 107 Denominator: 3 = 35.67 days off work for the three long term sick cases this quarter. One employee is now back, the other is on a phased return and the third employee is still absent.
		45.00	45.00	45.00	45.00		45.00		
KPI 16 Rent collected as a percentage of rent owed (including arrears b/f) (Max) *	96.60%	90.21%	94.39%	95.64%	97.29%	96.60%	97.29%	98.50%	Q4 2015/16 Numerator: £3,874,101.28 Denominator: £4,203,982.47 = 92.15%. 2015/16 Numerator: £15,317,545.66 Denominator: £15,744,944.23 = 97.29%. This PI has exceeded the target due to the rigorous approach to rent collection and regular checking by the Arrears Officer that tenants in arrears are keeping to agreements made.
	96.50%	88.50%	93.55%	94.55%	96.50%	96.50%	96.50%		

Directorate Public Services

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
KPI 08 Average re-let time in days (General Needs only)	18	19	26	16	27	18	27	20	Q4 2015/16 Outturn below target for the quarter due to a number of factors: the external contractor had not performed to accepted levels. The council is claiming liquidated damages and performance levels are now being addressed through regular core meetings. There were also issues in a few of the properties such as the presence of asbestos (external contractor required to remove) and general condition of the property that led to works being delayed or lengthened. Staffing issues during this period also had a negative impact on performance. The staffing issues are currently being resolved.
	18	12	12	12	12	18	12		

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
KPI 09 Number of accidents that are reportable under RIDDOR (Min)	1	0	1	2	0	6	3	2	Q4 2015/16 No RIDDOR accidents this quarter. Overall RIDDORS are down year on year from 12 in 2013, 14 to 6 in 2014/15 and then 3 in 2015/16. Overall accident and incident reporting however is up year on year, but with RIDDOR and injuries leading to work absence markedly down. These figures go some way in proving that the UDC Health and Safety messages, "Let's make UDC accident free", near miss reporting, our toolbox culture and the constant but gentle reinforcement of positive safety outcomes continue to provide a holistic and accurate reporting regime. We continue to capture many more safety events whilst demonstrating we can produce a decline in injuries and incidents at work.
									
	0	0	0	0	0	0	0		
KPI 11 Processing of planning applications: Major applications (within 13 weeks or including any agreed extension of time) (Max)	80.00%	91.67%	90.00%	82.35%	81.82%	72.88%	82.22%	60.00%	Q4 2015/16 Numerator: 9 Denominator: 11 = 81.82%. 2015/16 Numerator: 37 Denominator: 45 = 82.22%. This is a recommended government target and performance can vary with small application numbers
									
	60.00%	60.00%	60.00%	60.00%	60.00%	60.00%	60.00%		
KPI 12 Processing of planning applications: Minor applications (within 8 weeks or including any agreed extension of time) (Max)	83.75%	83.53%	79.09%	85.86%	90.43%	84.86%	84.54%	80.00%	Q4 2015/16 Numerator: 85 Denominator: 94 = 90.43% 2015/16 Numerator: 328 Denominator: 388 = 84.54%.
									
	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%	80.00%		
KPI 13 Processing of planning applications: Other applications (within 8 weeks or including any agreed extension of time) (Max)	93.75%	91.30%	92.48%	92.13%	87.44%	92.01%	91.06%	82.00%	Q4 2015/16 Numerator: 195 Denominator: 223 = 87.44%. 2015/16 Numerator: 988 Denominator: 1,085 = 91.06 %.
									
	82.00%	82.00%	82.00%	82.00%	82.00%	82.00%	82.00%		

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
KPI 14 Percentage of household waste sent for reuse, recycling and composting (LAA) (Max)	49.93%	52.78%	52.34%	50.91%	48.48%	52.14%	51.47%	52%	Q4 2015/16 ESTIMATE Final value not available at the time the report was published. The estimate shows an improvement on last year's performance but contamination of the dry recycling stream is still an issue. Contamination of the dry recyclables stream is an issue affecting all Essex collection authorities. This will need to be addressed through further communication and checking bin contents at the point of collection as far as is practical.
									
	51.05%	52.96%	56.77%	53.04%	51.63%	54.48%	53.76%		
KPI 15 Number of return visits to collect bins that have been missed on the first visit (per 100,000 collections) (Min)	118	177	319	137	130	106	191	100	Q4 2015/16 Numerator: 1,220 Denominator: 936,000 collections. A number of staff vacancies and higher levels of sickness in Q2 & Q3 have led to use of agency staff. During the latter part of the year the number of missed bins has reduced due to passing ownership for re-collection back to the crew which has reduced the number of bins missed in Q4. Collection rate for Q4 2015/16 is 99.87%.
									
	40	40	40	40	40	40	40		
















Performance Indicators (PI's)

Directorate Chief Executive















PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
PI 06 Percentage of standard searches carried out in 10 working days (Max)	100%	100%	100%	100%	100%	99.9%	100%	100%	Q4 2015/16 Numerator: 243 Denominator: 243. Team managed to maintained good performance this quarter/year.
	100%	100%	100%	100%	100%	100%	100%		
PI 07 The level of achievement attained under the Equality Framework for Local Government (Max)	Annual PI					2	No data See note	2	2015/16 Equality Objectives progress report prepared. New equality objectives still need to be set.
						2			
PI 21 Percentage of minutes from meetings made available to the public within 10 working days (Max)	100%	94%	89%	85%	96%	98%	91%	95%	Q4 2015/16 Numerator: 24 Denominator: 25 = 96%. A number of meetings were adjourned, effectively extending the time by which minutes of the meeting were required to be published, and so these meetings have been counted as having been produced within the target date. One set of minutes was published late, attributable to the pressure of elections preparation work. 2015/16 Numerator: 72 Denominator: 79 = 91%.
	95%	95%	95%	95%	95%	95%	95%		




































Directorate Corporate Services

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
PI 02 Average time (Days) to pay supplier invoices (Min)	13.4	11.5	12.1	12.4	13.0	14.2	12.2	11.0	Q4 2015/16 Numerator: 2,335 Denominator: 180 = 12.97. The payments team continuously aim to improve processes to achieve the target, due to staffing issues and timing of the receipt of invoices from delivery to the building and arriving in the Finance team has an impact, we currently only do a weekly pay run. A delay can occur from the administration of the payment system, for example, invoice does not match order and needs to be returned for further certification/approval.
	12.0	12.0	12.0	12.0	12.0	12.0	12.0		
PI 03 Percentage of sundry debt income overdue (debts over 90 days old not subject to a payment agreement) (Min)	.8%	.3%	2.9%	.0%	2.1%	.8%	2.1%	4.0%	Q4 2015/16 As at 31 March 2016, total outstanding sundry debt was £399,901.14 of which £8,556.36 was over 90 days old and not subject to a payment agreement. 2.14%.
	5.0%	4.5%	4.5%	4.5%	4.5%	5.0%	4.5%		
PI 12 Housing Benefit (HB) recovered as a percentage of the total amount of recoverable HB overpayments (sundry debtors) (Max)	Annual PI					56.14%	58.61%	47.00%	2015/16 HB Invoices raised £817,729.33 of which £479,266.02 has been collected by direct payments or through adjustments of Housing Benefit giving a collection rate of 58.61%.
						45.00%	47.00%		
PI 20 Percentage of IT help Desk calls resolved within target (Max)	96.05%	97.34%	97.18%	97.84%	97.46%	96.35%	97.44%	95.00%	Q4 2015/16 1,735 calls of which 1,691 resolved within SLA = 97.46%. 2015/16 7,275 calls of which 7,089 resolved within SLA = 97.44%
	90.00%	93.00%	93.00%	93.00%	93.00%	90.00%	93.00%		








PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note	
PI 22 Museum users: Total visitors to the museum building and on-site events (Max) #	3,232	4,925	4,457	2,951	3,793	14,432	16,126	13,000	Q4 2015/16 Visitor figures exceeded target by 8% due to success of exhibitions and activities programme, despite fall in school bookings due to lack of Learning Officer.	
										
	3,500	3,400	4,000	3,100	3,500	14,000	14,000			
PI 39 Number of written customer complaints against leisure centre usage (Min)	1	2	2	1	1	5	6	N/A	Q4 2015/16 Complaint received by the council and passed to 1Life Contract Manager who responded.	
										
	2	2	2	2	2	8	8			

Directorate Public Services

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
PI 16 Number of households living in temporary accommodation (Min)	20	19	22	17	22	20	20	14	Q4 2015/16 Council owned: 13. Emergency B&B/shared accommodation placements: 9. Increase reflecting high level of homelessness approaches. The causes of homelessness are generally external factors and present difficulties in helping to avoid the problem occurring.
									
	15	17	17	17	17	15	17		
PI 17 Number of service users who are supported to establish and maintain independent living	1,221	1,213	1,208	1,195	1,170	1,221	1,170	N/A	2015/16 We currently have 367 sheltered properties out of our stock of 407. Many of our properties are being left void due to re-development. We have 9 void properties which are going through the normal void process. We currently have 803 lifeline users. The decline is due to ECC withdrawing funding for council tenants so users who have previously not been charged now have to pay the full amount. We are trying to increase users by promoting the service via lifeline talks and are also promoting via stalls on market days.
									
	1,300	1,250	1,250	1,250	1,250	1,300	1,250		

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
PI 19 Percentage of accidents that are investigated within 10 working days of the accident (Max)	93%	100%	100%	100%	100%	97%	100%	100%	Q4 2015/16 All reports received for Q1 - Q4 were timely and investigated within 10 working days. Overall most accidents and events were investigated at the time by the line manager because of the relative minor nature and injuries involved. RIDDOR and +3 day absence injuries are all down compared to 2014/15.
									
	100%	100%	100%	100%	100%	100%	100%		
PI 24a Planning appeals allowed for major applications (Min)	.0%	25.0%	100.0%	.0%	.0%	33.3%	28.6%	30.0%	Q4 2015/16 Numerator: 0 Denominator: 1 = 0%. 2015/16 Numerator: 2 Denominator: 7 = 28.6%.
									
	30.0%	30.0%	30.0%	30.0%	30.0%	30.0%	30.0%		
PI 24b Planning appeals allowed for minor applications (Min)	6.3%	33.0%	50.0%	.0%	12.5%	11.1%	20%	45.0%	Q4 2015/16 Numerator: 1 Denominator: 8 = 12.5%. 2015/16 Numerator: 4 Denominator: 20 = 20%.
									
	45.0%	45.0%	45.0%	45.0%	45.0%	45.0%	45.0%		
PI 24c Planning appeals allowed for other applications (Min)	.0%	.0%	66.7%	25.0%	16.7%	27.3%	25%	45.0%	Q4 2015/16 Numerator: 1 Denominator: 6 = 16.7%. 2015/16 Numerator: 4 Denominator: 16 = 25%.
									
	45.0%	45.0%	45.0%	45.0%	45.0%	45.0%	45.0%		
PI 24d Appeals allowed for enforcement notices (Min)	.0%	.0%	.0%	.0%	66.7%	40.0%	28.6%	30.0%	Q4 2015/16 Numerator: 2 Denominator: 3 = 66.7%. 2015/16 Numerator: 2 Denominator: 7 = 28.6%.
									
	30.0%	30.0%	30.0%	30.0%	30.0%	30.0%	30.0%		

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
PI 26 Net additional homes provided (Max)	Annual PI					463	399	580	2015/16 This is an ESTIMATE based on the June 2015 Housing Trajectory and 5 year land supply. A final figure can be provided in June/July following survey of sites with planning permission. Measures need to be considered to try and bring forward the implementation of a greater number of committed sites.
						588	580		
PI 27 Number of affordable homes delivered (gross) (Max)	Annual PI					80	115	75	2015/16 The number of affordable housing has exceeded the Council's target for 2015/16. All units are part of S106 schemes delivered in partnership with our PR's.
						100	100		
PI 28 CO2 reduction from local authority operations - % reduction	Annual PI					2.0%	No data See note	8.6%	2015/16 Requests have been submitted for energy and fuel data; however, figures will not be available to collate and report on until June as per previous years.
						6.6%	7.6%		
PI 30 Percentage planning applications validated within 5 days (Max)	98%	99%	98%	99%	99%	98%	99%	90%	Q4 2015/16 Numerator: 402 Denominator: 405 = 99%. 2015/16 Numerator: 1,623 Denominator: 1,644 = 98%.
	90%	90%	90%	90%	90%	90%	90%		
PI 31 Five year supply of ready to develop housing sites (years) (Max)	Annual PI					5.4	5.3	5.25	2015/16 Based on data June 2015 updated November 2015 to take into account SHMA reported to Planning Policy Working Group 26 November 2015.
						6	5.25		

PI Code & Short Name	Q4 2014/15	Q1 2015/16	Q2 2015/16	Q3 2015/16	Q4 2015/16	2014/15	2015/16	2016/17 Target	Latest Note
PI 34 Residual household waste per household (Kg) (Min)	Annual PI					401	405	405	2015/16 ESTIMATE from raw data to be audited by Essex CC. Numerator: (Household waste to landfill + contamination at MRF) – 14,251.7 tonnes. Denominator: (number of households) - 35,162. In the last 12 months there has been an increase in contamination in recycling stream. There is a general trend of increasing residual waste across Essex. . This will need to be addressed through further communication and checking bin contents at the point of collection as far as is practical.
									
						365	387		
PI 40 Number of subscribers to garden waste collection service (Max)	New PI for 2015/16	5,100	5,100	5,110	5,041	N/A	5,041	5,800	2015/16 Some residents have moved away from the district and therefore there has been a reduction in the number of residents receiving the service. New promotional initiatives will be developed.
									
		5,050	5,320	5,360	5,400		5,400		