

\* = Lower figure is an improvement

## Appendix I - Performance Measures

Service	Measure - definition	2013-14	2014-15	2015-16	Direction of Ambition	Latest information (End of May)
Highways	THS/011a Percentage of main roads (class A) which are in a poor condition	4.40	3.50	3.1	Maintained*	Annual
Highways	THS/011b Percentage of roads (class B) which are in a poor condition	4.70	3.70	3.4	Maintained*	Annual
Highways	THS/011c Percentage of roads (class C) which are in a poor condition	14.70	14.2	15.8	Maintained*	Annual
Highways	THS/009 Number of calendar days taken on average during the year to repair all faults in street lamps	2.70	3.50	2.32	Maintained*	Annual
Highways	PB8 Percentage of incidents of dangerous damage to roads and pavements which were repaired or made safe within 24 hours of the time that they were reported.	97.20	97.00	97.8	Maintained	Annual
Highways	PB9 Percentage of safety inspections completed within the specified time.	98.30	98.00	99	Maintained	Annual
Street Services	STS/005a A Measure of the Cleanliness and Appearance of Streets	73.5	70.65	76.26	Maintained	81.00
Street Services	STS/005b Percentage of highways and relevant land inspected which have high or acceptable hygiene standards	93.5	94.3	96.7	Maintained	98.57
Street Services	STS/006 Percentage of cases of fly tipping on relevant land which is cleared within five working days of the time that they are reported.	97.3	96.5	96.50	Maintained	96.50

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Service	Measure - definition	2013-14	2014-15	2015/16	Direction of Ambition	Latest information
Street Services	PB15 Percentage of graffiti/posters which hide traffic signs and cause dangers, cleaned/ cleared within 24 hours of the time that they are reported.	100	100	100	Maintained	100.00
Street Services	PB16 Percentage of racist/delinquent graffiti/posters on Council property, cleaned/cleared within 5 working days of the time that they are reported.	100	100	100	Maintained	100.00
<b>Comments</b> STS/005a STS/005b - Based on the internal LEAMS survey (April-May 2016) STS/006, PB15 and PB16 - Estimate based on 2015-16						
Waste and Recycling	WMT/004 Percentage of urban waste sent to landfill	45.94	43.33	34.34	Improvement*	40.00
Waste and Recycling	WMT/009 Percentage of urban waste collected by the Local Authority and prepared for reuse, recycling or composting	54.3	55.25	58.75	Improvement	58.50
Waste and Recycling	PB51 Percentage of commercial recycling/composting levels	30.79	35.45	41.44	Improvement	40.80
Waste and Recycling	PB60 Maximum tonnage of landfilled biodegradable waste (landfill allowance)	19650	18603	15950 (89% of the allowance)	Improvement*	97.00% of the allowance
Waste and Recycling	PB56 Percentage of Waste calls addressed the first time	94.5	95	95.86	Improvement	94.24
Waste and Recycling	PB57 Percentage of Municipal calls addressed the first time	92.6	91.3	93.30	Improvement	92.46
<b>Comments</b> WMT/004, WMT/009, PB51, PB60 - Estimate based on April						
Highways	PB58 Percentage of Highway Maintenance calls addressed the first time	86.70	90.00	93.37	Improvement	92.32

\* = Lower figure is an improvement

Service	Measure - definition	2013-14	2014-15	2015-16	Direction of Ambition	Latest information
Highways	PB59 Percentage of Customer Satisfaction Survey satisfied with Department's response	No data	94.1	No data	Maintained	-
Corporate Property	Eiddo9 - Percentage reduction in the level of carbon emissions generated by Council activities	24.8	24.4	26.20	Maintained	Annual Measure
Corporate Property	Eiddo10 - Percentage reduction in carbon dioxide emissions in the non-domestic public buildings stock.	30.76	30.3	30.70	To be established	Annual Measure
<b>Comments</b>						
Eiddo 9 and 10 - 2015/16 information now confirmed.						
Consultancy	Profit against the target	-	-	-£166k (June 2015/16)	Improvement	-£122k (June 2016/17)