

OVERVIEW AND SCRUTINY COMMITTEE

DATE OF MEETING: 21 JUNE 2011

TITLE OF REPORT: 2010/11 OUTTURN PERFORMANCE MANAGEMENT REPORT

Report of: Corporate Director

Cabinet member: Councillor Ken Crookes, Leader

1 PURPOSE OF REPORT

1.1 To update Members on how the authority performed in 2010/11 in terms of Performance Indicators.

2 OFFICER RECOMMENDATION

2.1 That the outturn for 2010/11 be noted.

3 BACKGROUND

3.1 The Corporate Performance Reports are designed to ensure that performance is managed more effectively within the Council.

3.2 In August the Overview and Scrutiny Committee will receive a Quarter 1 performance report, detailing performance information, budget monitoring, Corporate Plan update, complaints monitoring and risk management.

4 Performance Summary/Analysis

A total of 94 performance indicators were collected in 2010/11, 20 of which do not have specified targets. Of the indicators that do have specific targets, 75% met the target, with 17 % narrowly missing the target and 8% missed target by over 10%.

The majority of indicators that do not have targets relate to staff satisfaction with Capita performance. The benefit of this indicator is largely qualitative. In addition, some community safety indicators with regards to CCTV and anti social behaviour orders do not have targets and these will be set by the service board in 2011/12.

Six indicators missed their targets in 2010/11, they were :

Number of additional affordable rented homes provided – all of the indicators with regards to affordable housing will be reviewed by the housing service board for 2011/12

The average length of stay for households in Heathlands Court – this indicator will be removed as the use of Heathlands court is being changed

Number of Invoices Paid on Time – Finance Client officer is working with Capita and Cost Centre managers to improve the performance of this indicator

Working days lost to sickness for FTE – reducing sickness and meeting this target will be a key priority for the Council in 2011/12. The Corporate Director

will be developing an action plan, the delivery of which will be overseen by the Corporate Service Board.

Amount of Green Waste Collected – The target is that green waste recycling should be 7% of all waste collected. The outturn for 2010/11 was 5.74%. this target will be revised by the Environment service board.

Number of Missed household Bins Collected – this target was missed as a result of the snow in December. A variation to the indicator to take account of bad weather will be discussed at the Environment Service board.

5 FINANCIAL IMPLICATIONS

5.1 There are no specific financial implications in the outturn report.

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APPENDICES

Appendix I Final Outturn 2010/11

2010/11 4th Quarter & Year End KPI Report

	Q4 2010/11		
Green	54	56	(Met target)
Amber	10	12	(Within 10% of target)
Red	10	6	(Not met target)
Unknown	20	20	(No Target or no data for quarter)

Black bars: at or above target
 Grey bars: below target
 (*Reversed where Best Result is low)

Communities & Partnerships; Community Safety

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
% of partner satisfaction in community safety events (by Survey)	CS3g		High Value	94.88%	100%	100%	100%	100%	100%	100%	80%		Green	Green
% of specified work completed as part of Crime Reduction and Environment Week (CREW)	CS3h	Due to inclement weather conditions and staff sickness, it was not possible to complete all scheduled works within the CREW event itself.	High Value	370%	95%	98%	100%	81%	92%	93%	90%		Green	Green
No of ASB Warning Letters Sent	CS1001	New Indicator in 2010/11	Data Only	n/a	n/a	54	111	62	72	299	165		Green	Green
% of determined 'premises licence applications' issued within five working days	CSL17		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green
% of hackney carriage and private hire licences issued with 14 working days	CSL19		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green

Community Safety

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
CCTV Public Order Incidents	CS12a	New Indicator	Low Value *	n/a	New Indicator for	86	79	116	70	351	n/a		Unknown	Unknown
CCTV Violent Crime Incidents	CS12b	New Indicator	Low Value *	n/a	New Indicator for	12	16	20	17	65	n/a		Unknown	Unknown
CCTV Anti-Social Behaviour Incidents	CS12c	New Indicator	Low Value *	n/a	New Indicator for	19	12	18	20	69	n/a		Unknown	Unknown
ASB Warning Letters	CS1001	New Indicator	Low Value *	n/a	New Indicator for	54	111	62	72	299	n/a		Unknown	Unknown

Corporate

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
% of High Risk Audit Recommendations Implemented	CP2	NC100810 One recommendation outstanding - revised date agreed.	High Value	No data for this range	81%	90%	92%	95%	91%	92%	100%		Amber	Amber
% uptime of Hart DC website	CP6	Uptime Robot reports 99.87%. Google Analytics reports page load times average 1.0sec (90% faster than all sites average)	High Value	99.9%	100.0%	100.0%	99.9%	98.0%	99.9%	99.4%	98%		Green	Green
Percentage of Audit Plan completed during the year	PD1	**Cumulative Indicator	High Value	63%	99%	28%	50%	78%	87%	87%	95%		Amber	Amber
Percentage of Audits carried out within time allocation	PD2		High Value	90.50%	92%	100%	100%	100%	91%	98%	100%		Amber	Amber
% High risk audit recommendations not implemented, which are escalated	PD3		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green
No. of Press Releases issued per month	PO1		High Value	6.58	3.33	7	4	6	5	5.92	6		Amber	Amber

Customer Services (Capita)

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	New Indicators for Value	Value	Value	Value	Value	Value	Value			
Quality of Customer Service Call Handling - % score from monitoring sample	CS-KPI-1		High Value	92%	New Indicators for	92%	95%	95%	97%	95%	n/a		Unknown	Unknown
% of telephone calls answered by Contact Centre in 15 seconds (was CC3)	CS-KPI-3a		High Value	80%	New Indicators for	79%	82%	81%	74%	79%	80%		Amber	Amber
% of calls to Contact Centre answered within 30 seconds (was CC4)	CS-KPI-3b		High Value	86%	New Indicators for	88%	88%	87%	81%	86%	85%		Amber	Green
% Garden Waste invoices sent out accurately and on time	CS-KPI-4	DA060611 Performance was affected by large number of calls at the start of the month (elections) and a short notice resignation in the team	High Value	0%	New Indicators for	67%	67%	100%	100%	83%	99%		Green	Amber
% Satisfied/Very Satisfied with Capita Customer Services (Monthly Survey)	CS-SI-20a	Targets have not yet been set	High Value	49%	New Indicators for	52%	51%	63%	44%	53%	n/a		Unknown	Unknown
% Dissatisfied/Very Dissatisfied with Capita Customer Services (Monthly Survey)	CS-SI-20b	Targets have not yet been set	Low Value *	25%	New Indicators for	19%	19%	9%	19%	17%	n/a		Unknown	Unknown
% Expressing a Neutral Opinion with Capita Customer Services (Monthly Survey)	CS-SI-20c	Targets have not yet been set	High Value	26%	New Indicators for	29%	30%	27%	37%	31%	n/a		Unknown	Unknown

Democratic Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Value	Value			
% of Cabinet decisions produced within two working days of meetings	PD4		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green
% of meetings (other than Cabinet) for which a draft copy of the Minutes is produced within 3 working days of a meeting	PD5		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green

Environmental Health

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Value	Value			
% of food safety inspection that should have been carried out that were carried out for high risk premises	EH1		High Value	99%	97%	99%	100%	100%	100%	100%	100%		Green	Green
% Unfit food complaints to be responded to within 1 working day.	EH3		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green
% of Health & safety inspections that should have been carried out that were carried out for 'high risk' premises	EH7	NS230511 Reduction in staff capacity due to long term sickness has caused a small number of inspections to be delayed but all inspection due were completed within the	High Value	96%	83%	79%	88%	95%	95%	99%	100%		Amber	Amber
% serious accidents responded to within 1 working day	EH9		High Value	94%	100%	100%	100%	100%	100%	100%	100%		Green	Green
% of infectious diseases complaints responded to within three working days	EH12		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green
% of public health complaints responded to within 3 working days.	EH13	NS230511 Reduction in staff capacity due to long term sickness has caused a number of initial complaint responses to be delayed	High Value	56%	75%	94%	99%	98%	96%	97%	100%		Amber	Amber
% of animal welfare inspections undertaken within the period which were due for inspection	EH16		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green

Finance														
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
% of invoices paid on time (old BVPI8)	FI-BV8	Q4 outturn is the average of January - March. The improvement can be linked to the new set of reports issued and the user group sessions held. The increase should	High Value	95%	98%	95%	91%	78%	83%	87%	97%		Red	Red
Provision of budget monitoring information on time	FI-KPI-3		High Value	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		Green	Green
% of undisputed invoices received by Capita and paid promptly	FI-KPI-5		High Value	98%	100%	100%	100%	100%	100%	100%	98%		Green	Green
% Satisfied/Very Satisfied with Capita Financial Service (Monthly Survey)	FI-SI-20a	Quarter data are average of monthly data. Target not set yet.	High Value	31%	31%	55%	60.9%	52.4%	74.4%	61.0%	n/a		Unknown	Unknown
% Dissatisfied/Very Dissatisfied with Capita Financial Service (Monthly Survey)	FI-SI-20b	Quarter data are average of monthly data. Target not set yet.	Low Value *	22%	22%	19%	12.1%	14.6%	3.8%	12.0%	n/a		Unknown	Unknown
% Expressing a Neutral Opinion with Capita Financial Service (Monthly Survey)	FI-SI-20c	Quarter data are average of monthly data. Target not set yet.	High Value	47%	47%	26%	27.0%	31.0%	21.8%	26.0%	n/a		Unknown	Unknown

Housing														
KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
Average time (in days) taken to decide whether to	H1	110523 NP Overall 24 decisions in 2010/11, only 1 exceeded DCLG recommended level of 33 working days	Low Value *	14	12	4	13	4	3	6	20		Green	Green
No of new-build affordable intermediate homes provided	H4a	110523 NP Annual target exceeded due to significant delivery on Hitches Lane & Dilly Lane sites	High Value	0	0	0	0	45	8	53	45		Red	Green
No of new-build affordable rented homes provided	H4b	110610 NP Total of 13 units this year as the 9 units on Dilly Lane were occupied before year end.	High Value	0	0	0	0	4	9	13	15		Red	Amber
No of additional affordable intermediate homes provided	H4c	110610 NP Target exceeded due to level of mortgage rescue activity.	High Value	18	4	6	2	0	4	12	10		Red	Green
No of additional affordable rented homes provided	H4d	110610 NP failed to achieve this target as the HCC properties were not ready of occupation at year end.	High Value	0	0	0	0	2	0	2	10		Red	Red
The average length of stay for households in Heathlands Court (Weeks)	H5	110610 NP Length of stay in Heathlands Ct is increasing as a result of it no longer being a quick way into social housing. Currently renegotiating the use of Heathlands with Sentinel.	Low Value *	27	21	23	30	32	43	37	30		Red	Red
Preventing Homelessness - raw number of households where homelessness prevented	H7	110610 NP Overall level of activity much higher than suggested by the initial target, this KPI is being refined for 2011/12.	High Value	253	90	51	222	98	69	440	144		Red	Green
% of private sector housing grant budgets actually spent (DFG)	H8	100516 AG - Total spend on DFG for the financial year was £551,426.95, Budgeted total for the year was £540,000 so 102% of budget spent.	High Value	94%	94%	5%	33%	73%	100%	100%	100%		Green	Green
No. of 'houses in multiple occupation' inspected	H11	110610 NP Throughout the year we have been following up and inspecting potential HMOs. Many were not in fact HMOs when visited, however now some 45 premises are in the inspection programme. Informal action only was required in most cases, 1 formal notice and action by Fire Service in 1	High Value	14	2	12	10	2	5	29	10		Green	Green
Number of affordable homes delivered (gross)	NI 155	110610 NP Annual target just missed as the HCC empty property sale and occupation not completed in time.	High Value	18	4	6	0	51	21	78	80		Green	Amber

Human Resources

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
Working days (per FTE) lost due to sickness absence	HR-BV12		Low Value *	13%	3.95	2.18	3.81	4.92	3.62	14.2	8.9		Red	Red
% accuracy in gross and net pay calculations for all payrolls	HR-KPI-1		High Value		New indicator for	n/a	98%	99%	100%	99%	98%		Green	Green
% contacts for basic HR enquiries and transactions resolved at first point of contact	HR-KPI-2a		High Value	97%	New indicator for	99%	100%	100%	100%	100%	80%		Green	Green
% contacts for basic Payroll enquiries and transactions resolved at first point of contact	HR-KPI-2b		High Value		New indicator for	n/a	100%	100%	100%	100%	60%		Green	Green
% First point of contact and payroll queries resolved within 3 working days	HR-KPI-3		High Value	97%	New indicator for	98%	96%	97%	98%	97%	95%		Green	Green
% Complex HR queries resolved within 10 working days	HR-KPI-4		High Value	100%	New indicator for	100%	100%	100%	100%	100%	95%		Green	Green
% casework information and advice provided with appropriate reference to HDC policies, procedures and timescales	HR-SI-14		High Value	90%	New indicator for	100%	100%	100%	100%	100%	95%		Green	Green
% Satisfied/Very Satisfied with Capita HR Service (Monthly Survey)	HR-SI-20a		High Value	33%	New indicator for	47%	45.6%	34.4%	46.6%	43.0%	n/a		Unknown	Unknown
% Dissatisfied/Very Dissatisfied with Capita HR Service (Monthly Survey)	HR-SI-20b		Low Value *	18%	New indicator for	13%	5.9%	23.6%	7.5%	12.8%	n/a		Unknown	Unknown
% Expressing a Neutral Opinion with Capita HR Service (Monthly Survey)	HR-SI-20c		High Value	49%	New indicator for	40%	48.5%	42.1%	45.9%	44.2%	n/a		Unknown	Unknown

IT Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
% registered controllable incidents resolved at first point of contact	IT-KPI-1		High Value	47%	New indicator for	61%	62%	63%	75%	65%	60%		Green	Green
% Priority 1 incidents fixed within 4 working hours	IT-KPI-2	AT060611 - 1 incident affecting the Payroll & HR system fell outside SLA.	High Value	94%	New indicator for	92%	93%	100%	92%	94%	90%		Green	Green
% Priority 2 incidents fixed within 8 working hours	IT-KPI-3		High Value	95%	New indicator for	97%	95%	100%	97%	97%	90%		Green	Green
% Priority 3 incidents fixed within 5 working days	IT-KPI-4		High Value	95%	New indicator for	96%	92%	96%	99%	96%	85%		Green	Green
% uptime of key systems	IT-KPI-5		High Value	100%	New indicator for	100%	99%	100%	99%	99%	99%		Green	Green
% score for Council employee satisfaction with Capita IT support service	IT-SI-5		High Value	88%	New indicator for	83%	86%	87%	92%	87%	80%		Green	Green
% Satisfied/Very Satisfied with Capita IT Service (Monthly Survey)	IT-SI-20a		High Value	53%	New indicator for	57%	46.6%	57.6%	63.7%	56.3%	n/a		Unknown	Unknown
% Dissatisfied/Very Dissatisfied with Capita IT Service (Monthly Survey)	IT-SI-20b		Low Value *	18%	New indicator for	25%	25.3%	12.8%	3.7%	16.6%	n/a		Unknown	Unknown
% Expressing a Neutral Opinion with Capita IT Service (Monthly Survey)	IT-SI-20c		High Value	17%	New indicator for	18%	28.1%	29.6%	32.7%	27.2%	n/a		Unknown	Unknown

Leisure & Environmental Promotion

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
Utilisation of leisure centres as a % of availability	LE3		High Value	54%	56.4%	53.4%	51.8%	53.3%	56.7%	56.7%	54.4%		Green	Green
% of strategic countryside sites with accredited management plan	LE9	CAW021110 Odiham Common and Fleet Pond Management Plans now complete.	High Value	53%	Measured Half-Yearly (in Q2)	75%	100%	100%	100%	100%	100%		Green	Green

Planning Services

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
% of Tree Preservation works applications determined within eight weeks	PL2		High Value	98%	100%	97%	99%	93%	91%	95%	90%		Green	Green
% of Building Control plans checked within 21 days of receipt	PL7		High Value	96%	99%	97%	97%	92%	95%	95%	95%		Green	Green
% Building Control site visits which take place on the day requested	PL8		High Value	100%	100%	100%	100%	100%	100%	100%	100%		Green	Green
% of standard searches carried out within 5 working days	PL9		High Value	96%	96%	99%	100%	100%	97%	99%	100%		Amber	Amber
% Planning appeals dismissed by the Planning Inspectorate	PL10	RJ300511 Quarter to 31/3/11 - 18 appeals, 11 dismissed - 61.11%. Year end: 47 appeals, 29 dismissed - 61.70%	High Value	50%	60%	50%	64%	77%	61%	62%	70%		Amber	Amber
Processing of planning applications: Minor applications	NI 157b (BV109b)	Top Quartile 86.46%	High Value	48%	43%	82%	95%	83%	86%	86%	65%		Green	Green
Processing of planning applications: Other applications	NI 157c (BV109c)	Top Quartile 93.46% - On Target	High Value	88%	84%	91%	97%	93%	97%	95%	85%		Green	Green
Processing of planning applications: Major applications	NI 157a (BV109a)	Top Quartile 88.88%	High Value	82%	75%	91%	60%	75%	100%	85%	70%		Green	Green

Revenues and Benefits

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
% of Council Tax collected	RB-BV9	CUMULATIVE	High Value	98.06%	98.1%	30.4%	59.2%	87.7%	98.3%	98.3%	98.0%		Green	Green
Percentage of Non-domestic Rates Collected	RB-BV10	CUMULATIVE The deferred NNDR charges under the government scheme are excluded from the figure.	High Value	98.01%	98.0%	34.5%	59.0%	85.1%	98.1%	98.1%	98.5%		Green	Green
% of benefit assessments calculated correctly (new and change in circumstances)	RB-F1		High Value	96	99	97	98	96	99	97	95		Green	Green
% of new benefit claims decided within 14 days	RB-F2		High Value	85	91	92	96	100	96	97	90		Green	Green
% of new claims outstanding after 50 days	RB-F3		Low Value *	0%	0%	0%	0%	0%	0%	0%	0%		Green	Green
% of council tax collected electronically (DD + Internet)	RB-F11		High Value	81.14%	81.14%	81.02%	81.97%	82.83%	81.85%	81.85%	80%		Green	Green
Time taken to process Housing Benefit/Council Tax Benefit new claims.	RB-F12		Low Value *	19.53	19.21	16.06	17.63	15.87	18.78	17.37	23		Green	Green
Time taken to process Housing Benefit/Council Tax Benefit changes of circumstances.	RB-F13		Low Value *	6.98	6.79	9.06	7.02	5.94	5.45	6.84	8		Green	Green
Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	NI 181	National Quartiles not yet published for NI 181	Low Value *	8.7	8	9.6	8.3	7.1	4.77	7.84	14		Green	Green

Technical Services and Environmental Maintenance

KPI Description	KPI Code	Latest Notes	Best Result	2009/10	Q4 2009/10	Q1 2010/11	Q2 2010/11	Q3 2010/11	Q4 2010/11	2010/11	Annual Target 2010/11	Quarterly Data Profile	Status (Qtr)	Status (2010/11)
				Value	Value	Value	Value	Value	Value	Outturn				
Amount of Green Waste collected as % of total Household Waste.	BV82b(i)	This indicator is subject to seasonal variations	High Value	6.80%	4.01%	7.29%	6.82%	3.21%	5.64%	5.74%	7.00%		Red	Red
Cost of household waste collection	BV86	SH010611 Year End Cost of Waste includes estimated service charges and recharges based on period 11 figures since final account is not yet available	Low Value *	£54.16	£54.16	£51.33	£48.37	£47.09	£47.14	£46.92	£51.38		Green	Green
No of traffic management schemes implemented	T8	JE021110 Qtr data is a forecast of the annual outturn	High Value	15	15	10	10	10	10	13	10		Green	Green
Abandoned Vehicles - % removed within 24 hours of required time	T10 (BV218b)		High Value	100.00%	100.00%	100%	100%	100%	100%	100%	100.00%		Green	Green
Number of missed household waste collections per 100,000 collections	WL11	Snow fall on Wednesday 1st December lead to suspended collections on Thursday 2nd and Friday 3rd. Collections resumed on Monday 6th december.	Low Value *	5987	17132	153	905	10312	1086	3114	200		Red	Red
Percentage of missed bins collected within one working day of nominated day of collection	WL12	Snow in December meant that several days elapsed until normal collections restored.	High Value	68.68%	53.33%	100%	100%	100%	100%	96%	82.85%		Green	Green