		KPI Code	R	A	G	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
Workforce															
Sickness Absence	% of total working days lost	E1	>3.5%	<=3.5%	<=2.5%	5.1%	5.1%	5.1%	4.9%	4.9%	4.9%	4.9%	5.1%	3.73%	3.41%
Health & Safety															
RIDDOR	Reported instances	H1	>=1	N/A	0	1	0	0	0	0	0	1	0	2	0
Close Call	Reported instances					24	4	7	12	7	6	7	6	12	19
HSEQ Audits Carried Out	Number conducted					69	72	72	74	73	68	70	73	60	86
Waste															
Instructions	% Completed within 10 w/days	W1	<=90%	<=95%	>95%	93.1%	88.5%	96.7%	97.8%	99.6%	98.0%	90.8%	93.2%	96.2%	96.9%
	Total received					1091	601	879	899	1273	1000	822	680	1113	1157
	Total completed within SLA					1016	532	850	879	1268	980	746	634	1071	1121
Missed domestic bins	% of bin collections missed	W2	>0.09%	<=0.09%	<=0.07%	0.078%	0.066%	0.063%	0.050%	0.054%	0.087%	0.059%	0.053%	0.060%	0.065%
	Total collections scheduled					126,995	115,952	121,473	126,995	110,430	126,995	121,473	110,430	121,473	121,473
	Total bins missed					99	77	77	63	60	110	72	59	73	79
Missed green bins	% of bin collections missed	W3	>0.09%	<=0.09%	<=0.07%	0.097%	0.076%	0.088%	0.067%	0.057%	0.042%	0.125%	0.093%	0.165%	0.157%
	Total collections scheduled					39,100	37,065	38,830	40,595	35,300	38,534	36,859	33,508	36,859	36,859
	Total bins missed					38	28	34	27	20	16	46	31	61	58
Missed food caddies	% of caddy collections missed	W4	>0.09%	<=0.09%	<=0.07%	0.011%	0.004%	0.005%	0.008%	0.009%	0.112%	0.014%	0.010%	0.012%	0.008%
	Total collections scheduled					253,989	231,903	242,946	253,989	220,860	253,989	242,946	220,860	242,946	242,946
	Total caddies missed					28	9	12	21	20	284	34	21	28	18
Missed recycling boxes	% of box collections missed	W11	>0.09%	<=0.09%	<=0.07%							0.028%	0.016%	0.023%	0.017%
	Total collections scheduled											242,946	220,860	242,946	242,946
	Total boxes missed											67	35	55	32
Delivery of black bins	% Completed within 10 w/days	W5	<=90%	<=95%	>95%	36.0%	31.2%	26.7%	61.0%	92.3%	45.6%	53.1%	39.2%	61.0%	66.3%
	Total received					197	221	172	228	104	169	211	212	290	196
	Total completed within SLA					71	69	46	139	96	77	112	83	177	130
Delivery of green bins	% Completed within 10 w/days	W6	<=90%	<=95%	>95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Total received					98	70	72	48	39	22	23	41	77	107
	Total completed within SLA					98	70	72	48	39	22	23	41	77	107
Delivery of recycling boxes	% Completed within 10 w/days	W7	<=90%	<=95%	>95%	50.9%	54.8%	14.2%	59.9%	94.6%	38.3%	64.2%	6.1%	24.1%	34.2%
	Total received					454	283	387	664	294	481	659	521	713	801
	Total completed within SLA					231	155	55	398	278	184	423	32	172	274
Delivery of food caddies	% Completed within 10 w/days	W8	<=90%	<=95%	>95%	52.9%	45.0%	19.1%	61.8%	93.8%	37.4%	54.5%	5.6%	38.1%	37.3%
	Total received					238	171	199	241	112	246	376	233	378	354
	Total completed within SLA					126	77	38	149	105	92	205	13	144	132
Complaints	% Closed within 10 w/days	W9	<=90%	<=95%	>95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	95.2%	95.8%
	Total received	W10	>35	<=35	<=30	43	54	41	53	47	59	93	151	102	95
Streetscene															
Instructions	% Completed within 10 w/days	S1	<=90%	<=95%	>95%	63.1%	67.8%	84.4%	86.1%	86.9%	94.2%	91.1%	88.7%	91.3%	95.1%
	Total received					396	320	384	296	214	223	247	222	300	286
	Total completed within SLA					250	217	324	255	186	210	225	197	274	272
Amenity grasscutting	% of schedule completed	S2	<=90%	<=95%	>95%	92.1%	93.4%	92.8%	90.6%	100.0%	100.0%	100.0%	100.0%	93.2%	97.5%
	Total sites scheduled					970	803	970	938	0	0	0	0	486	872
	Total completed					900	750	900	850	0	0	0	0	453	850
Box grasscutting	% of schedule completed	S3	<=90%	<=95%	>95%	94.1%	98.4%	95.9%	94.1%	100.0%	100.0%	100.0%	100.0%	100.0%	95.2%
	Total sites scheduled					89	64	74	85	0	0	0	0	46	84
	Total completed					85	63	71	80	0	0	0	0	46	80
Strimming programme	% of schedule completed	S4	<=90%	<=95%	>95%	97.3%	92.6%	94.6%	93.5%	100.0%	100.0%	100.0%	100.0%	90.3%	96.7%
	Total sites scheduled					1028	781	953	909	0	0	0	0	465	951
	Total completed					1000	723	900	850	0	0	0	0	420	920
General street cleansing	% of schedule completed	S5	<=90%	<=95%	>95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Total sites scheduled					1556	1445	1,638	1,444	1,445	1,638	1,445	1,444	1,611	1,690
	Total completed					1556	1445	1,638	1,444	1,445	1,638	1,445	1,444	1,611	1,690
Complaints	% Closed within 10 w/days	S6	<=90%	<=95%	>95%	94.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.3%	100.0%
	Total received	S7	>10	<=10	<=5	19	13	9	8	8	1	3	2	6	8
Removal of fly tipping	% Completed within 1 w/days	S8	<=90%	<=95%	>95%	95.1%	97.4%	98.0%	98.9%	98.3%	98.9%	98.1%	94.2%	96.2%	97.2%
	Total received					162	193	255	185	180	273	266	138	211	217
	Total completed within SLA					154	188	250	183	177	270	261	130	203	211
Arboricultural spend to date						£27,928.56	£29,213.06	£42,983.56	£47,853.24	£49,285.25	£51,013.84	£53,753.50	£63,911.59	£66,972.04	£5,555.59
Arboricultural annual budget						£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000