		KPI Code	R	A	G	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Workforce																	
Sickness Absence	% of total working days lost	E1	>3.5%	<=3.5%	<=2.5%	2.77%	2.66%	2.78%	3.05%	3.19%	3.26%	4.23%	4.60%	5.11%	6.48%	3.03%	4.72%
Health & Safety																	
RIDDOR	Reported instances	H1	>=1	N/A	0	0	0	0	2	1	0	0	0	0	0	0	0
Close Call	Reported instances					15	8	47	53	62	48	51	89	42	48	31	35
HSEQ Audits Carried Out	Number conducted					90	81	81	80	81	81	89	91	89	88	83	78
Waste																	
Instructions	% Completed within 10 w/days	W1	<=90%	<=95%	>95%	98.7%	97.8%	96.0%	95.2%	97.0%	95.5%	93.2%	95.9%	96.4%	96.8%	94.8%	95.1%
	Total received					1830	1813	1254	1351	989	696	829	835	926	994	692	638
	Total completed within SLA					1806	1773	1204	1286	959	665	773	801	893	962	656	607
Missed domestic bins	% of bin collections missed	W2	>0.09%	<=0.09%	<=0.07%	0.058%	0.057%	0.069%	0.058%	0.030%	0.033%	0.072%	0.091%	0.090%	0.075%	0.058%	0.063%
	Total collections scheduled					121,473	126,995	115,952	121,473	121,473	115,952	126,995	115,952	115,952	126,995	117,860	123,473
	Total bins missed					71	73	80	71	36	38	92	105	104	95	68	78
Missed green bins	% of bin collections missed	W3	>0.09%	<=0.09%	<=0.07%	0.228%	0.115%	0.085%	0.191%	0.061%	0.062%	0.068%	0.079%	0.117%	0.177%	0.115%	0.190%
	Total collections scheduled					40,878	42,736	39,020	40,878	40,878	39,020	44,165	37,932	38,539	43,390	40,137	43,105
	Total bins missed					93	49	33	78	25	24	30	30	45	77	46	82
Missed food caddies	% of caddy collections missed	W4	>0.09%	<=0.09%	<=0.07%	0.009%	0.011%	0.010%	0.012%	0.007%	0.010%	0.023%	0.017%	0.015%	0.017%	0.017%	0.027%
	Total collections scheduled					242,946	253,989	231,903	242,946	242,946	231,903	253,989	231,903	231,903	253,989	235,721	246,946
	Total caddies missed					21	29	23	30	16	23	58	39	35	44	41	67
Missed recycling boxes	% of box collections missed	W11	>0.09%	<=0.09%	<=0.07%	0.012%	0.019%	0.020%	0.021%	0.007%	0.013%	0.057%	0.027%	0.027%	0.019%	0.027%	0.023%
	Total collections scheduled					242,946	253,989	231,903	242,946	242,946	231,903	253,989	231,903	231,903	253,989	235,721	246,946
	Total boxes missed					29	48	47	50	17	30	145	62	62	49	64	56
Delivery of black bins	% Completed within 10 w/days	W5	<=90%	<=95%	>95%	83.9%	60.7%	22.0%	42.9%	98.0%	92.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Total received					280	211	186	247	149	144	144	186	170	180	161	198
	Total completed within SLA					235	128	41	106	146	133	144	186	170	180	161	198
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%	100.0%	100.0%
	Total received					121	302	171	94	101	62	20	15	43	88	34	39
	Total completed within SLA					121	302	171	94	101	62	20	15	43	88	34	39
Delivery of recycling boxes	% Completed within 10 w/days	W7	<=90%	<=95%	>95%	85.5%	52.8%	46.5%	40.6%	94.0%	32.5%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%
	Total received					689	483	460	641	481	375	662	799	671	613	476	399
	Total completed within SLA					589	255	214	260	452	122	661	799	671	613	476	399
Delivery of food caddies	% Completed within 10 w/days	W8	<=90%	<=95%	>95%	85.2%	54.5%	54.4%	39.9%	95.9%	75.3%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%
	Total received					344	242	287	641	483	547	592	498	449	352	276	244
	Total completed within SLA					293	132	156	256	463	412	592	497	449	352	276	244
Complaints	% Closed within 10 w/days	W9	<=90%	<=95%	>95%	100.0%	95.93%	100.0%	100.0%	100.0%	100.0%						
	Total received	W10	>35	<=35	<=30	66	123	130	171	72	60						
	Total completed within SLA					66	118	130	171	72	60						
Streetscene																	
Instructions	% Completed within 10 w/days	S1	<=90%	<=95%	>95%	78.8%	76.2%	79.0%	91.0%	94.6%	84.1%	96.2%	99.5%	98.2%	98.4%	98.6%	100.0%
	Total received					311	412	381	324	334	252	183	200	223	251	209	223
	Total completed within SLA					245	314	301	295	316	212	176	199	219	247	206	223
Amenity grasscutting	% of schedule completed	S2	<=90%	<=95%	>95%	96.2%	97.3%	98.6%	97.1%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%	96.9%	61.73%
	Total sites scheduled					850	988	872	901	926	0	0	0	0	322	781	750
	Total completed					884	961	860	875	900	0	0	0	0	322	757	463
Box grasscutting	% of schedule completed	S3	<=90%	<=95%	>95%	96.3%	97.7%	96.6%	95.1%	90.9%	100.0%	100.0%	100.0%	100.0%	71.43%	90.8%	66.29%
	Total sites scheduled					77	88	88	82	77	0	0	0	0	56	857	709
	Total completed					80	86	85	78	70	0	0	0	0	40	778	470
Strimming programme	% of schedule completed	S4	<=90%	<=95%	>95%	96.9%	100.0%	7.3%	97.6%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	82.8%	79.25%
	Total sites scheduled					960	663	839	958	853	0	0	0	0	235	128	135
	Total completed					991	663	61	935	840	0	0	0	0	235	106	107
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%	100.0%	100.0%
	Total sites scheduled					1,611	1,445	1,556	1,580	1,611	1445	20	16	16	20	1400	1400
	Total completed					1,611	1,445	1,556	1,580	1,611	1445	20	16	16	20	1400	1400
Complaints	% Closed within 10 w/days	S6	<=90%	<=95%	>95%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Total received	S7	>10	<=10	<=5	14	8	11	17	16	3	60	84	133	106	68	81
	Total completed within SLA	S7	>10	<=10	<=5	14	8	11	17	16	3	60	84	133	106	68	81
Removal of fly tipping	% Completed within 1 w/days	S8	<=90%	<=95%	>95%	97.7%	96.3%	91.8%	96.6%	96.1%	96.2%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%
	Total received					259	267	232	267	203	212	178	165	210	261	221	209
	Total completed within SLA					253	257	213	258	195	204	178	165	209	261	221	209
Arboricultural spend to date						£22,351.63	£24,846.68	£30,102.84	£34,462.89	£36,097.73	£ 37,504.47	£ 41,839.30	£ 47,379.84	£ 55,069.54	£ 59,373.40	£ 2,610.00	£ 6,457.00
Arboricultural annual budget						£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000	£60,000