










No.	Indicator	Service Committee to consider this	CMT Member	Assess by	Target 2023	Q1 Status	Q2 Commentary	Q2 Outturn and status (April to Sept 2023)	Improved or not since Q1 figure (Q2 compared to Q1)
CP12	Number of missed refuse and recycling collections per 100,000 within contractual target	Environment	Philippa Dart	Lower is better	80	Achieving Outturn for Q1 71.99	Overall figure for the year is 69.52 missed bins per 1000,000.	Achieving Outturn for Q2 69.52	Down by 2.47 (better) 
CP13	Food businesses with food hygiene ratings of 3 (satisfactory and above)	Environment	Karl Roberts	Higher is better	93%	Achieving Outturn for Q1 98.70%	Maintaining compliance levels above target. A range of actions are taken to support business to achieve a high rating and to follow up on those where a rating of 3 or above is not achieved. In Q2 this included 108 hygiene inspections/interventions, providing 86 written warnings and advice, issuing 1 hygiene improvement notice, procurement of samples (62 separate criteria analysed by UKHSA laboratory), responding to 6 requests for rescore and 25 request for advice or information on food hygiene.	Achieving Outturn for Q2 98.70%	Same as Q1 
CP22	Vacant private sector dwellings returned to occupation	Environment	Karl Roberts	Higher is better	50	Achieving Outturn for Q1 23	On target to exceed the target of 50 by the end of March 2024. This is being achieved by both informal engagement with property owners as well as enforcement action.	Achieving Outturn for Q2 37	Up by 14 (better) 
CP23	Residual household waste per household per annum	Environment	Philippa Dart	Lower is better	450kg	Achieving Outturn for Q1 109.49kg.hh	On target for meeting the 450 kg/hh per year	Achieving Outturn for Q2 211kg/hh	Up by 101.51 (worse) - Note: Whilst Q2 is worse than Q1, this is KPI is still achieving its target 

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CP24	Household waste sent for re use, recycling and composting. 50% annual target.	Environment	Philippa Dart	Higher is better	50%	Not achieving but within 15% range Outturn for Q1 47.51%	This is an improved performance over the corresponding period last year. The Green Waste Club continues to grow and there has been increased tonnages collected through this scheme.	Not achieving but within 15% range Outturn for Q2 46.25%	Down by 1.26% (worse) 
CP25	Contractor achieving performance target for all green space management operations following monitoring	Environment	Philippa Dart	Higher is better	>66%	Not achieving but within 15% range Outturn for Q1 66.70%	57 sites inspected for performance monitoring. 11 sites failed to reach the minimum 66% contractual minimum score and action was taken swiftly. 7 sites exceeded 80% (exceptional).	Achieving Outturn for Q2 66%	Down by 0.70% (worse) Note: Whilst Q2 is worse than Q1, this is KPI is still achieving its target 
CP37	Building Regulation submissions processed within 5 weeks (or 2 months if client requests extension)	Environment	Karl Roberts	Higher is better	100%	Not achieving but within 15% range Outturn for Q1 99%	September - target met Q2 - marginally below exacting performance target by one percent. Due to work volume, long-term staff absence and current Surveyor vacancy.	Not achieving but within 15% range Outturn for Q2 99%	Same as Q1 
CP38	% of Building Regulation submissions assessed within 21 days of date of deposit with the Council	Environment	Karl Roberts	Higher is better	60%	Achieving Outturn for Q1 75%	September - Target exceeded. No action needed Q2 - Target exceeded. No action needed.	Achieving Outturn for Q2 84%	Up by 9% (better) 

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CP39	% of Building Control applications registered within 3 days	Environment	Karl Roberts	Higher is better	60%	Not achieving Outturn for Q1 15%	Target exceeded in September but not met for Q2 Outturn. This being due to: - A long-term staff illness (but colleague is now on an extensive long-term Phased Return to work). - The training of Temporary Worker (started 01/07/23). - A continuing long-term SBCS vacancy. However, it can be seen that a significant improvement on performance has been made here since Q1 Outturn- No action required at this time.	Not achieving Outturn for Q2 37%	Up by 22% (better) 
CP40	Building control site inspection dealt with within one day	Environment	Karl Roberts	Higher is better	100%	Not achieving but within 15% range Outturn for Q1 97.68%	Exacting target missed by 3.0% (111 Inspections missed against 3221 undertaken) NOTE - CP40 work volume has increased by 9% more during Q2 of 2023 than in Q2 of 2022. Again, long-term staff absence and current Surveyor vacancy have contributed to CP40 Target not being met. NOTE - The Building Control market supplement review has been considered and agreed by CMT to improve recruitment prospects. Recruitment process for this post to commence shortly.	Not achieving but within 15% range Outturn for Q2 97%	Down by 0.68% (worse) 