

**PERFORMANCE INDICATORS – WASTE AND RECYCLING**

<b>ID</b>	<b>Description</b>	<b>Reporting Frequency</b>	<b>Format</b>	<b>Baseline 2015/16</b>	<b>Annual Target 2015/16</b>	<b>Annual Target 2016/17</b>
<b>1</b>	Residual household waste per Household (kg/year)	Quarterly	Quarterly performance report	Establish baseline for company	Target to be set following baseline	Target to be set following baseline
<b>2</b>	Household waste reused, recycled and composted (%)	Quarterly	Quarterly performance report	Establish baseline for company	Target to be set following baseline	Target to be set following baseline
<b>3</b>	Improved street and environmental cleanliness (levels of litter, detritus, graffiti and fly-posting litter)	Bi Annual	Quarterly performance report	Establish baseline for company	Target to be set following baseline	Target to be set following baseline
<b>4</b>	% number of collections completed on schedule (of total collections)	Quarterly	Quarterly performance report	99%	99%	99% +-
<b>5</b>	% number of missed assisted collected completed on schedule (of total collections)	Quarterly	Quarterly performance report	99.5%	99.5%	99.5%
<b>6</b>	% number of service complaints received against weekly collection (for total collections made)	Quarterly	Quarterly performance Report	1%	1%	1%