

Ref	Description	2016/17 Actual	2017/18 Target (Current year)	2018/19 Target (Next year)	2019/20 Target	2020/21 Target
EH06	Respond to all requests for service within 24 hours (animal control)	89.57%	98.00%	90%	90%	90%
EH07	Respond to all requests for service within 10days (pest control)	98.83%	98.00%	98%	98%	98%
EP01	Percentage household waste recycled	30.24%	34.00%	30%	30%	30%
EP03	The kg of household waste collected per head per annum	368.69 kgs	390kgs	390kgs	390kgs	390kgs
EP04	The Percentage change in Kg per head from the previous year	-0.01%	0.00%	0%	0%	0%
EP06	Tonnes of Household waste collected and sent to landfill	12,883 tonnes	15,000.00	15,000 tonnes	15,000 tonnes	15,000 tonnes
EP08	Cost of Waste collection per household	£60.00	£60.00	£60.00	£60.00	£60.00
EP 09 (NI 191)	Residual household waste per household	346 kg	400kgs	400kg	400kg	400kg
EP 10 (NI 192)	Percentage of household waste sent for reuse, recycling and composting	61.90%	60.00%	60%	60%	60%
EP11	Percentage of collections made on the correct day (new indicator in 2017/18 to replace EP07)	N/A	New	95%	95%	95%
EP12	Percentage of eligible properties signed up to the Garden Waste scheme (new in 2017/18)	N/A	New for 2017-20	70%	70%	70%
EP13	Manage the behaviour of dogs in our parks and open spaces (new in 2017/18)	N/A	New for 2017-20	New – 5% reduction on YTD	New – 7% reduction on YTD	New – 9% reduction on YTD
CP01	Satisfaction with keeping public land clear of litter and refuse	78.00%	79.00%	78.00%	78.00%	78.00%
CP02	Satisfaction with quality/provision of parks and open spaces	92.00%	89.00%	92.00%	92.00%	92.00%
CP03	Satisfaction with refuse collection	80.00%	80.00%	80.00%	80.00%	80.00%
CP04	Satisfaction with doorstep recycling	85.00%	82.00%	82.00%	82.00%	82.00%