

Place Scorecard - 2018/19

PI Ref	Team	Service	Measure	Corporate Outcome	Polarity	Scorecard Category	Portfolio Holder	Benchmark	Q4 2017/18	Year-End 2017/18	Target 2018/19	Q1	Q2	Q3	Q4	RAG	Quarterly Dir of Travel	Comments	Place Priority
PPS001	Planning and Environment	Development Management	Processing of Major planning applications within time	4.1	High is better	Service and Project Excellence	Ainsley Arnold	Establishing benchmark; ranked 2nd in the country in terms of volume of apps	96%	92%	90%	95%	98%					Excellent performance on major planning applications, with a high volume determined as well as decisions within agreed timescales. Cheshire East remains in the top 5 busiest planning authorities for major applications in the country and second only to Cornwall for volume of major residential applications.	Place Managing
PPS002	Planning and Environment	Development Management	Processing of 'Non Major' planning applications within time	4.1	High is better	Service and Project Excellence	Ainsley Arnold	Establishing benchmark; ranked 2nd in the country in terms of volume of apps	88%	90%	90%	90%	90%					A high volume of smaller scale applications within timescale. This meets the 90% target and measures are in place to improve further.	Place Managing
PPS003	Planning and Environment	Development Management	Average Planning applications per case officer	4.1	On target	Service and Project Excellence	Ainsley Arnold	37.5	47	47.3	42	43	40					Average caseload beginning to stabilise following recruitment. Note there are also currently no agency staff being used.	Place Managing
PPS004	Planning and Environment	Development Management	Major Applications registered	4.1	High is better	Service and Project Excellence	Ainsley Arnold	Establishing benchmark	61	210	N/A	55	57					The submission of major planning applications remains at a significant level.	Place Managing
PPS005	Planning and Environment	Development Management	'Non Major' Applications registered	4.1	High is better	Service and Project Excellence	Ainsley Arnold	Establishing benchmark	876	3,418	N/A	870	826					Consistently high volume of smaller scale planning applications submitted.	Place Managing
PPS006	Planning and Environment	Development Management	Pre applications - registered	4.1	High is better	Service and Project Excellence	Ainsley Arnold	Establishing benchmark	112	405	N/A	98	112					The number of pre-application submissions remains at a consistent level.	Place Managing
PPS007	Planning and Environment	Development Management	Planning Appeals allowed (%)	4.1	Low is better	Service and Project Excellence	Ainsley Arnold	32% National Average	29%	35%	32%	36.7%	27.3%					Very good planning appeal outcomes for this quarter, with nearly three quarters of all appeals dismissed.	Place Managing
PPS008	Planning and Environment	Spatial Planning	Increase the net housing figure to 1,800 per annum	4.1	High is better	Service and Project Excellence	Ainsley Arnold	N/A	2,321	2,321	1,800	N/A	N/A	N/A				Annual measure; 2017/18 final net figure of 2,321; an increase from the previous year's 1,762.	Place Making
PPS009	Planning and Environment	Regulatory Services & Health	% of inspections completed against the annual scheduled animal welfare inspection programme	5.4	High is better	Service and Project Excellence	Ainsley Arnold	N/A	94%	94%	100%	32%	39%					46 scheduled inspections due, 18 Completed = 39%. An additional 5 new premises were inspected during the quarter. There has been a diversion of resources from inspections to deal with the new Animal Welfare legislation which came into force on 1 October. There is a high inspection burden for Qtr 3 (83 premises) as well as the actual administrative elements of the new Regs. A programme has been put in place to address this high workload as it is linked to only 1.8 FTE resource.	Place Managing
PPS010	Planning and Environment	Regulatory Services & Health	% of Food Safety A-D inspections completed against the annual programme.	5.4	High is better	Service and Project Excellence	Ainsley Arnold	N/A	99%	99%	100%	89%	86%					228 completed from 266 due 86% of scheduled A-D Premises inspections were completed in Quarter 2. Reduction has been as a result of ongoing staff vacancies 2.2 FTE and the diversion of resources as a result of the Team Leader vacancy.	Place Managing
PPS011	Planning and Environment	Regulatory Services & Health	The % of Food Safety E rated premises that receive intervention activity	5.4	High is better	Service and Project Excellence	Ainsley Arnold	N/A	31%	28%	100%	4%	8%					Performance remains below target due to the continuation of overdue inspections from previous years and a reduction in available staff being able to undertake inspections. Nonetheless, 100% of the 15 scheduled Q2 inspections were completed; performance equates to those scheduled for Q2 plus a backlog of overdue premises. Total completed during Q2 = 57/740, reducing the backlog to 683.	Place Managing
PPS012	Planning and Environment	Regulatory Services & Health	The % of service requests responded to within 5 working days	5.4	High is better	Service and Project Excellence	Ainsley Arnold	N/A	88%	87%	88%	88%	82%					Commercial Services % service requests responded to in SWD – 354 received, 336 responded to within time scale = 95% Environmental Protection % service requests responded to in SWD – 816 received, 620 responded to within the timescale = 76% Combined figure of 956 / 1170 = 82%	Place Managing
PPS013	Planning and Environment	Regulatory Services & Health	Total number of Air Quality Management Areas in Cheshire East	4.3	Low is better	Service and Project Excellence	Ainsley Arnold	N/A	18	18	17	17	17					On 1 June 2018 the AQMA of Cranage was revoked. There are currently 17 AQMA's within CE.	Place Managing
PPS014	Planning and Environment	Regulatory Services & Health	% of Air Quality Management Areas with an associated Air Quality Action Plan	4.3	High is better	Service and Project Excellence	Ainsley Arnold	N/A	54%	54%	100%	54%	54%					A draft Action Plan has been produced including all AQMA's which will bring performance to 100%. This is currently moving through the approval process and will be finalised by the end of the financial year, subject to approval by Defra. Subject to any changes being required, we anticipate being able to report 100% as our Q4 outturn.	Place Managing
PIH001	Infrastructure and Highways	Strategic Infrastructure	Number of successful Stage Gate Reviews completed on the Major schemes programme against forecast number.	2.4	High is better	Service and Project Excellence	Don Stockton	N/A	N/A (new indicator)	N/A (new indicator)	100% (7 out of 7)	43% (3 out of 7)	43% (3 out of 7)					This indicator measures actual progress against planned progress across the 7 Major (>£5m) Highway Schemes. No additional stage gate reviews were completed in Q2. 1 review was planned in the quarter, but has been pushed back to later in the year due to programme change.	Place Making
PIH002	Infrastructure and Highways	Strategic Infrastructure	Percentage of Highway Consultation on Planning Applications responded to within target	4.1	High is better	Service and Project Excellence	Don Stockton	90%	87%	86.13%	90%	86%	90%					404 responded to in time out of 447 applications received	Place Making
PIH003	Infrastructure and Highways	Strategic Infrastructure	Percentage of pre-application enquiries responded to within target (21 calendar days)	4.1	High is better	Service and Project Excellence	Don Stockton	90%	93.8%	93.8%	95%	96%	95%					20 responded to in time out of 21 applications received	Place Managing
PIH004	Infrastructure and Highways	Highways Contract Management	Average level of customer satisfaction with Highway service	2.4	High is better	External	Don Stockton	NHT Annual Survey	49%	49%	47%	N/A	46%					Annual measure. 2018 NHT Survey Results recently received, showing an overall satisfaction level of 46% across six areas, for which Cheshire East Highways has responsibility for 4: • Customer satisfaction – Walking and cycling theme (51%) • Customer Satisfaction – Tackling congestion (39%) • Customer satisfaction – Road safety theme (52%) • Customer Satisfaction – Highway maintenance / enforcement theme (43%) The NHT survey sample size of 5,000 individuals had a 29% response rate (1,453), and so the Council will be investigating opportunities to engage with a larger audience to enhance our understanding of satisfaction with highways across a range of measures in an updated Performance Management Framework.	Place Managing
PIH005	Infrastructure and Highways	Highways Contract Management	Insurance Claims - Target a reduction in insurance claims against Highways	2.4	Low is better	Service and Project Excellence	Don Stockton	Monitor against prior years performance at monthly Ops Board meetings	483 (800 in-year cumulative)	800	585	368	119					The number of potholes reported in Quarter 2 was 1,052, compared to 993 pothole enquiries from the same period last year. Following the harsh Winter came the Summer with a prolonged period of hot and dry weather which resulted in an increase in tree and subsidence claims. The repudiation rate (rolling 12-month figure) at the end of Q2 stood at 92%.	Place Managing
PIH006	Infrastructure and Highways	Highways Contract Management	Street Lighting LED Conversions (Residential Areas) - No. of lamp units converted in year	2.4	High is better	Service and Project Excellence	Don Stockton	Programme agreed with Salix/CEC	5,289 (9,363 in-year cumulative)	9,363	8,197	1,497	6,769 (Q2) 8,266 (Cumulative)	End of programme (Completed)	End of programme (Completed)			This programme is now complete – during the programmes final year, focussing on the Macclesfield, Wimslow, Handforth, Bollington and Alderley Edge areas, the target was for the remaining 8,197 lanterns to be converted to Light Emitting Diode technology. During Q2, several new locations were identified that had not been updated on the adopted asset management system resulting in a total for the year of 8,266 conversions.	Place Managing
PIH007	Infrastructure and Highways	Highways Contract Management	All Category 1 defects (Carriageway & footway) identified by the Safety Inspectors on the Cheshire East network in comparison to notification of Cat 1 defects by other reporting channels (RILUTL, Members of the public etc)	2.4	High is better	Service and Project Excellence	Don Stockton	No direct benchmarking. Performance monitored at monthly Ops Board meetings	59% OFFICIAL	74%	74%	65%	87%					During Q2 5,995 out of 6,884 (87%) category 1 defects on the network were identified by the Safety Inspectors in comparison to the 889 (13%) of defects reported via other channels. Figures include all actionable defects i.e. potholes, uneven flags, chipped kerbs etc.	Place Managing

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PIH008	Infrastructure and Highways	Highways Contract Management	Potholes - Category 1 Defects - % of Cat 1 defects made safe by the end of the working day for A,B roads and urban C roads, all others within 5 days of notification via inspection or other.	2.4	High is better	Service and Project Excellence	Don Stockton	CEH approved business plan.	94.0%	98.3%	98.3%	99%	99.6%					The settled weather which remained for Q2 has allowed for the number of repairs to defects to be completed within the required timescales.	Place Managing
PIH009	Infrastructure and Highways	Parking Services	Civil Enforcement Officer Penalty Charge Notices cancelled due to issuance errors (lower result is better) <i>(Cumulative performance)</i>	6.2	Low is better	Service and Project Excellence	Don Stockton	2.0%	1.36%	1.36%	1.5%	1.4%	1.16%					15,559 PCNs issued and 180 cancelled between 1 April 2018 and 30 September 2018.	Place Managing
PGR001	Growth and Regeneration	Assets and Property	Capital Receipts	6.1	High is better	Finance and VFM	Ainsley Arnold	Against target	£4,979,861	£4,979,861	£3.9m	£808,000	£2,303,600					The disposal pipeline is now predicting a £5.6m capital receipt (so 80% weighted outturn of £4.371m). 6 assets have been sold to date, 3 land/property within assets, 3 farms, with a further 17 disposals in this year's pipeline.	Place Managing
PGR002	Growth and Regeneration	Assets and Property	Commercial Income - Asset Mgt	6.1	High is better	Finance and VFM	Ainsley Arnold	Against target (Cumulative)	98%	98.1% £1,715,151	98% £1,951,458	£709,589	£1,385,727					Assets income £931,586, Farms income £454,141 (cumulative ytd)	Place Managing
PGR003	Growth and Regeneration	Strategic Housing	Home adaptations for older and/or disabled residents (Majors + Minors + Preventions)	5.1	High is better	Service and Project Excellence	Ainsley Arnold	Against target	664	2,270	2,050 (450 majors, 1,200 minors and 400 preventions)	514	399 (Q2) 913 (Cumulative)					Q2 - 92 majors, 295 minors, 12 preventions = 399. Minor adaptations for the year total 644 against an annual target of 1,200. Major adaptations for year total 194 against an annual target of 450; slightly below target is due to resource issues. The pace has picked up in Q3 and we're seeing some improvements from contractors completing works, and extra staff have been approved on a temporary basis to deal with backlogs in work.	Place Making
PGR004	Growth and Regeneration	Strategic Housing	Increase the supply of new affordable housing	5.1	High is better	Service and Project Excellence	Ainsley Arnold	Against target	199	613	355	209	382					Annual target already met, projection showing continued high level of delivery in 2018/19.	Place Making
PGR005	Growth and Regeneration	Strategic Housing	Maintain the number of long-term empty homes in Cheshire East to less than 1%	5.1	Low is better	Service and Project Excellence	Ainsley Arnold	Against baseline	0.81%	0.81%	<1%	N/A	N/A	N/A				Annual target met in 2017/18, achieved better than 2016/17 (0.91%).	Place Making
PGR006	Growth and Regeneration	Strategic Housing	Increase number of preventative actions taken in order to reduce levels of homelessness in Cheshire East <i>(Cumulative data)</i>	5.2	High is better	Service and Project Excellence	Ainsley Arnold	Against target (Cumulative)	257	889	400	100	343					As a result of the Homelessness Reduction Act 2017, the Ministry of Housing have changed the types of preventions which can be reported against this measure. As a consequence, the target for 2018/19 was revised in line with Q1 data. Q2 performance was significantly higher than Q1, but still lower than performance at the end of Q2 in 2017/18 (of 435)	Place Making
PGR007	Growth and Regeneration	Strategic Housing	Households helped to achieve affordable warmth <i>(Cumulative data)</i>	4.4	High is better	Service and Project Excellence	Ainsley Arnold	Against target (Cumulative)	106	322	250	96	89 (185 cumulative)					There has been a steady flow of enquiries for Affordable Warmth Grant, and the position at mid-year is on track to achieve our annual target.	Place Making
PGR008	Growth and Regeneration	Growth and Regeneration	Connecting Cheshire - homes receiving high speed wifi (speeds higher than 24mbps)	2.4	High is better	Service and Project Excellence	Ainsley Arnold	Against target (cumulative)	9,327 (Q4 target: 13,082)	9,327 (Q4 target: 13,082)	13,734	10,089	11,399					The team continue to process change requests which alter the contracted target. The contract is now due to be delivered by June 2019 with a revised target of 13,700. Openreach have improved delivery reflecting closer management and barrier busting but typically Q4 is challenging. It is worth remembering that the contract (supplied by BDUK nationally) is stacked strongly in the supplier's favour giving CE little ability to manage lagging performance.	Place Managing
PGR009	Growth and Regeneration	Facilities Management	Total cost of corporate office buildings	6.1	Low is better	Finance and VFM	Ainsley Arnold	Establishing benchmark	£1,656,692	£1,656,692	£1,623,558	N/A	N/A	N/A				Delamere – £376,544 Cledford – £79,242 Macc Town Hall – £569,184 Municipal Crewe – £268,587 Westfields – £363,135	Place Managing
PGR010	Growth and Regeneration	Facilities Management	Carbon Management - CE Buildings - Reduction in ICO2 Emissions (Electricity & Gas)	4.3	Low is better	Service and Project Excellence	Ainsley Arnold	Against target	9,247 tonnes	9,247 tonnes	8,322 tonnes	9,407 tonnes	9,338 tonnes					Rolling 12-month performance figure, reported with quarter lag due to time needed to process billing. Q2 2018/19 result therefore a rolling 12-month figure ending Q1 2018/19. Direction of travel is positive, with a decrease from the previous quarter, and a reduction in tonnage from the same reporting period in 2017/18 (which stood at 10,151 tonnes). A further 20% reduction has been targeted by 2020.	Place Managing
PRC001	Rural and Cultural Economy	Tatton Park	Visitors to Tatton Park	2.1	High is better	Service and Project Excellence	Don Stockton	N/A	89,896	698,097	750,000	184,588	399,048					The target visitor number for Tatton has been adjusted against average attendance over the last 4 years excluding the Roald dahl event. Q2 has seen a gradual increase in visitor numbers due to a really warm weather spell. Interestingly, like similar historic tourism attraction venues, the continued rise in visitor numbers towards the latter part of Q2 slowed down. Critically, the Christmas period and Halloween events will help to positively impact Q3 visitor numbers.	Place Marketing
PRC002	Rural and Cultural Economy	Tatton Park	Income - Tatton Park	2.3	High is better	Finance and VFM	Don Stockton	N/A	£0.391m	£3.927m	£4.109m	£1.076m	£2.511m					One of the main key income streams is park entry income which is currently higher than that reported at this stage in 2017 principally due to the increase in park entry charge to £7 per vehicle. This has helped to boost the Park income over the first six months. Other income streams such as group bookings and education provision continue to perform well and final year end figures are expected to show this.	Place Managing
PRC003	Rural and Cultural Economy	Public Rights of Way	Protect CE rural and urban character through ensuring the ease of use of 80% of the Public Rights of Way	4.3	High is better	Service and Project Excellence	Don Stockton	N/A	80%	80%	>80%	N/A	N/A	N/A				Annual measure. Adaptation of former Best Value indicator, based on a minimum 5% random sample of lengths of rights of way; 2017/18 performance on target.	Place Managing
PRC004	Rural and Cultural Economy	Countryside	Increase annual number of Countryside Volunteer days	1.1	High is better	Service and Project Excellence	Don Stockton	N/A	449 days (Q3 + Q4)	957 days	>1,294 days	N/A	696 days	N/A				An increase on the corresponding mid-year total last year (508 days) and more in line with what we would expect. Last year's figure was down in number due to a long term sickness of a member of staff.	Place Managing
PRC005	Rural and Cultural Economy	Countryside	Maintain satisfaction with countryside events at greater than 95%	4.3	High is better	External	Don Stockton	N/A	95.8%	95.8%	>95%	N/A	96.9%	N/A				Half-yearly measure. 96 surveys were completed for events between 1st April 2018 and 30th September 2018, with 96.9% rating events overall as Excellent or Good, maintaining performance above the target of 95%.	Place Managing
PRC006	Rural and Cultural Economy	Visitor Economy	Develop visitor economy - increase by 2.3% p/a from baseline of £842m in year 2015	2.1	High is better	Service and Project Excellence	Don Stockton	Establishing benchmark	N/A	2016 (latest figures at Sept 2017) actual of £895m	£922m	N/A	2017 (new/ latest figures at Aug 2018) actual of £921m	N/A	N/A			The value of the visitor economy in Cheshire East is on track to hit £1bn by 2020; an ambitious target set out in the Cheshire East Visitor Economy Strategy 2016-2020. (RAG rating based on 2020 target.) The latest figures show a 69.3% increase in the value of the visitor economy to Cheshire East since the Borough came into being in 2009. Overnight stays in 2017 injected £200m into the hotel industry – an increase of 3.9% on the previous year, and figures show more people are staying overnight than ever before. With continuing investment in the Borough's heritage attractions and with HS2 on the horizon; this could lead to a further boost in numbers as the projects develop.	Place Marketing
PRC007	Rural and Cultural Economy	Visitor Economy	Increase the total number of 'Tourist Days' spent in Cheshire East by 2.3% p/a from the baseline of 16.87m in year 2015	2.1	High is better	Service and Project Excellence	Don Stockton	Establishing benchmark	N/A	2016 (latest figures at Sept 2017) actual of 17.66m	18.08m	N/A	2017 (new/ latest figures at Aug 2018) actual of 17.63m	N/A	N/A			2017 figures show 17.63 million visitor days spent in Cheshire East; a very slight decrease from the previous year. This indicator however does not represent the full picture and the overall economic success of the visitor economy in Cheshire East. Figures currently show that visitors are spending more and staying longer in the Borough each year. The headline target for the value of the visitor economy reflects strong growth in visitor spending. The overall objective for Cheshire East is to turn day trippers into overnight stays as the spend per person is higher. These overall figures show good progress.	Place Marketing
PCO001	Customer Operations	Revenues	Percentage of Council Tax / Business Rates enquiries processed within 10 days	6.2	High is better	Finance and VFM	Paul Bates	Under investigation	75%	75%	80%	74%	79%					Council Tax transactional processing continues to be impacted by resource issues caused by Contact Centre staffing churn. Actions to mitigate the impact are being developed within the Customer Operations team.	Place Managing
PCO002	Customer Operations	Customer Service Centres	Average speed to answer (telephone) <i>(Cumulative performance)</i>	6.2	Low is better	External	Liz Wardlaw	Under investigation	167 seconds	167 seconds	60 seconds	165 seconds	133 seconds (Q2) 149 seconds (Year to date)					This remains a stretching but reasonable target to aspire to. Call volumes are continuing to reduce as more customers are using the website and digital channels to transact with us which in turn leads to a positive impact on the average speed to answer. March and April are our busiest times of year due to the annual billing period, therefore it is expected there will be a slight increase to report at year end.	Place Managing
PCO003	Customer Operations	Revenues	% of Local Taxation collected within 2 years (Council Tax & Business Rates combined)	6.5	High is better	Finance and VFM	Paul Bates	Under investigation	99.23%	99.23%	99%	98.5%	99.85%					This is an annual outturn figure, which rises in-year. The upward quarterly direction of travel is also reflected in a positive year-on-year direction of travel (up from 98.62% at Q2 in 2017/18).	Place Managing

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PCO004	Customer Operations	Revenues	Recovery of invoiced Housing Benefits overpayments (reported in-year as year-to-date)	6.5	High is better	Finance and VFM	Paul Bates	CEC Data	£1.08m	£1.08m	£1.1m	£266.7k against target of £275k	£533.2k against target of £550k				▼	Although currently marginally under target, we expect this PI to be close to target at year-end. The team responsible for this PI is currently under-resourced due to secondment to B4B.	Place Managing
PCO005	Customer Operations	Revenues	Corporate sundry debt recovery (Value of Sundry Debt outstanding for more than 6 months / lower is better)	6.5	Low is better	Finance and VFM	Paul Bates	CEC Data	£888k	£888k	<£1m	£2.1m	£2.2m				▼	This measure can be volatile depending on the timing of invoices by service teams. 3 longstanding invoices (value £1.2m) for NHS which were referenced last quarter are still on the books but arrangements are in place to bring to a resolution which will positively impact this indicator when resolved.	Place Managing
PCO006	Customer Operations	Benefits	Right time indicator - average number of days to process new claims and changes for housing benefit and council tax support	6.2	Low is better	Service and Project Excellence	Paul Bates	CEC Data	5.48 days (Q4), 6.06 days (cumulative)	6.06 days	8 days	6.03 days	5.04 days (5.85 days cumulative)				▲	The Q1 figure has also been updated due to ongoing checks on cases. Performance remains consistently above target.	Place Managing
PCO007	Customer Operations	Benefits	% of net housing benefit payments recovered by subsidy (forecast)	6.5	High is better	Finance and VFM	Paul Bates	CEC Data	99.49%	99.49%	98.4%	99%	99%				◀▶		Place Managing
PCO008	Customer Operations	Libraries	Number of visitors to libraries (Cumulative data)	1.1	High is better	External	Liz Wardlaw	CEC Data	362,924	1,472,235	1,500,000	345,512	734,136				▲	Q2 saw an increase in visitors compared to Q1, but a reduction of 4.4% when compared to Q2 in 2017/18. Increased access to digital resources and alternative means of accessing knowledge and information continue to impact on traditional use, and the number of visitors in Q2 could also have been impacted by the good weather throughout the summer.	Place Managing
PLS001	Leisure Services	Leisure Services	Increase usage of Council-owned Leisure Facilities by 1% per year (Cumulative data)	5.1	High is better	External	Liz Wardlaw	CEC Data	922,365	3,363,810	3,397,448	913,830	1,751,939				▼	Quarter 2 performance was 838,559 against the Q2 target of 794,887. The cumulative in-year figure of 1,751,939 is significantly ahead of the 1% increase mid-year target of 1,649,962.	Place Managing
PLS002	Leisure Services	Leisure Services	Deliver 'Bikeability' Level 2 or 3 cycle training to young people aged 8-18 years in the Borough (Cumulative data)	5.1	High is better	External	Liz Wardlaw	CEC Data	1,536	6,020	6,080	1,753	3,128				▼	Although performance during Q2 (of 1,375) was below the quarterly target (of 1,520), this follows the annual trend of Q2 being the quieter period of the year due to school closures in August. The overall in-year total of 3,128 is higher than the mid-year position in 2017/18, and above target.	Place Managing
PLS003	Leisure Services	Leisure Services	Increase the number of Leisure Services volunteer hours (Leisure Development) (Cumulative data)	1.1	High is better	External	Liz Wardlaw	CEC Data	1,733	6,995	7,065	1,991	3,858				▼	Performance remained above the quarterly and in-year targets for the time dedicated to the crucial role of support to local sports clubs and events. 1,867 hours were given during Q2, which when added to Q1 performance totalled 3,858 hours against the mid-year target of 3,533.	Place Managing
PWE001	Waste and Environmental Services	Waste and Environmental Services	Residual household waste collected per household (kgs)	4.2	Low is better	Service and Project Excellence	Don Stockton	Q2 Mean across 68 authorities in LG Inform Benchmarking: 112kg	120kg (estimate)	488kg (estimate)	<530kg	120kg (estimate)	128kg (estimate)				▼	The waste reduction volunteers and our communications team continue to engage with residents to reduce, reuse and recycle their waste. Our single use plastics campaign in the autumn has gone well and a plastics toolkit made available to residents.	Place Managing
PWE002	Waste and Environmental Services	Waste and Environmental Services	Maintain the percentage of household waste sent for recycling, reuse and composting at 50%	4.2	High is better	Service and Project Excellence	Don Stockton	Under investigation	51% (estimate)	54.4% (estimate)	Exceed national target of 50%	59% (estimate)	55% (estimate)				▼	Our recycling rate continues to be above the national target for 2020 and reflects the hard work of residents and the authority.	Place Managing
PWE003	Waste and Environmental Services	Waste and Environmental Services	Increase the % of household waste sent for energy recovery	4.4	High is better	Service and Project Excellence	Don Stockton	Under investigation	20% (estimate)	20% (estimate)	>15%	36% (estimate)	33% (estimate)				▼	The new environmental hub has released us to direct even more of our non-recyclable waste to an energy from waste facility.	Place Managing
PWE004	Waste and Environmental Services	Waste and Environmental Services	We will increase the tonnage of materials re-used by 1% per year	4.2	High is better	Service and Project Excellence	Don Stockton	Under investigation	400 tonnes (estimate)	1,650 tonnes (estimate)	1% higher than previous year (1,667 tonnes)	410kg (estimate)	400 tonnes (estimate)				▼	As it is better to reuse items rather than recycle, we are pleased that we are reusing over 130 tonnes of material per month.	Place Managing