Place Scorecard - 2018/19 Q1

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 Sustainable Development	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%				Green	▼	Continued high level performance on the determination of major planning applications. The processes in the team and performance monitoring are well embedded to ensure continued success.	Place Managing
PPS002	Planning and Sustainable Development	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%				Green	▲	The target is met over a high volume of smaller scale planning applications.	Place Managing
PPS003	Planning and Sustainable Development	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				Amber	▲	Average caseload has stabilised in part due to the use of agency staff over recent months. Permanent recruitment has been taking place and subject to no delays in appointments the caseload levels should be maintained at a manageable level.	Place Managing
PPS004	Planning and Sustainable Development	Development Management	Major Applications registered	4.1	High is better	Service and Project Excellence	Ainsley Arnold	Establishing benchmark	61	210	N/A	55				Grey	▼	Continued submission of a large number of major development proposals meaning that the demands on the department remain high.	Place Managing
PPS005	Planning and Sustainable Development	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				Grey	▼	The volume of smaller scale planning applications registered by the Council remains at a consistent and high level.	Place Managing
PPS006	Planning and Sustainable Development	Development Management	Pre applications - registered	4.1	High is better	Service and Project Excellence	Ainsley Arnold	Establishing benchmark	112	405	N/A	98				Grey	▼	The submission of pre-application advice requests remains consistent with recent quarters.	Place Managing
PPS007	Planning and Sustainable Development	Development Management	Planning Appeals allowed (%)	4.1	Low is better	Service and Project Excellence	Ainsley Arnold	32% National Average	29%	35%	32%	36.7%				Amber	▼	The results of appeals can fluctuate in any particular quarter and overall appeal results remain fairly stable, but a watching brief should be kept on the outcomes over future quarters to ensure the trend is not one of too many appeals being allowed. Outcomes of appeals continue to be reported to planning committee on a quarterly basis to ensure quality of decision making can be improved and uneccessary appeals avoided.	Place Managing
PPS008	Planning and Sustainable Development	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		Green	▲	Annual measure; 2017/18 final net figure of 2,321; an increase from the previous year's 1,762.	Place Making
PPS009	Planning and Sustainable Development	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%				Red	▼	Q1 - 12 Scheduled Inspections completed out of 37 (32%). Additional inspections carried out i.e. not scheduled = 6 (1 complaint and 5 new premises that we have to inspect before we issue any licence) Variance due to long term sickness absence of an officer within the service and annual leave requirements.	Place Managing
PPS010	Planning and Sustainable Development	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%				Red	▼	246 completed out of 276. Below target due to staff vacancies in the first quarter.	Place Managing
PPS011	Planning and Sustainable Development	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%				Red	▼	Below target due to the continuation of overdue inspections from previous years and a reduction in available staff being able to undertake inspections. This equates to 36 scheduled for Q1 2018/19 plus a backlog of 752 overdue premises from previous years. Total completed during Q1 = 32/788.	Place Managing
PPS012	Planning and Sustainable Development	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%				Green	◀▶	On target during Q1 - Commercial Services % service requests responded to in 5WD – 551 received, 495 responded to within time scale = 90% Environmental Protection % service requests responded to in 5WD – 702 received, 610 responded to within the timescale = 87% Combined figure of 1,105 / 1,253 = 88%	Place Managing
PPS013	Planning and Sustainable Development	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				Green	▲	At 1 April 2018 Cheshire East had 18 AQMA's all declared for the annual mean for nitrogen dioxide; on 1 June 2018 the AQMA at Cranage was revoked.	Place Managing
PPS014	Planning and Sustainable Development	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%				Amber	◀▶	The 2011 Cheshire East Air Quality Action Plan did not include actions for all AQMA's. Following the declaration of further AQMA's in 2017 a new 2018 AQAP has been developed to reflect all AQMA's. This was reviewed at Scrutiny Committee on 17 September 2018, and will therefore be reflected at Q2, so amber performance rating assigned at Q1.	Place Making
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)				Green	▲	This indicator measures actual progress against planned progress across the 7 Major (>£5m) Highway Schemes. We have completed 3/7 to the end of Q1.	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%				Amber	▼	Below target due to team sickness earlier in the quarter however performance has recovered in the latter half of the quarter	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%				Green	▲	New measure in Infrastructure & Highways Team Plan.	Place Making
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	47%	47%	47%	N/A					▼	Annual measure. The fall in customer satisfaction from 50% in 2016/17 to 47% in 2017/18 can be attributed to the removal of 3 of the biggest scoring questions from the survey (Road Signs, Location of permanent traffic signals & Waiting time at permanent traffic lights). If these 3 areas had been retained the result would have been similar to the previous year of 50%. No additional questions have been inserted to replace those taken out. The NHT Survey is included in the current Performance Management Framework ("Average level of satisfaction with Highways Service"). As part of the procurement exercise the current Performance Management Framework has been reviewed to ensure that the new framework is promoting the right behaviours as expected by Cheshire East Council. To ensure fairness, rather than looking at the overall NHT results where themes are included to which Highways has no influence, the current one performance indicator will become 4 separate indicators, each with their own expected target levels: • Customer satisfaction – Walking and cycling theme • Customer Satisfaction – Tackling congestion • Customer satisfaction – Road safety theme • Customer Satisfaction – Highway maintenance / enforcement theme	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				Red	▲	The number of potholes reported in quarter 1 was 3,984, compared to 1,312 pothole enquiries from the same period last year. Following on from harsh and prolonged winter of 2017/18 there still a corresponding increase in third party claims – 368 new claims submitted in quarter 1 compared to 130 claim made during the same period last year. Awaiting repudiation rates for 2018/19 Q1.	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				Green	▼	The programme is in its final year which will see 8,197 lanterns converted to Light Emitting Diode technology.	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 (RILITI, 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%				Red	▲	Q1 - Out of the 13,304 defects recognised as Category 1 defects, 8,683 were identified by the Section 58 Inspectors in comparison to 4,621 from all other channels. Figures include all actionable defects potholes, uneven flags, chipped kerb stones 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%				Green	▲	The settled weather which came and remained from the end of April 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) (Cumulative performance)	6.2	Low is better	Service and Project Excellence	Don Stockton	2.0%	1.36%	1.36%	1.5%	1.4%				Green	▼	7,631 PCNs issued and 107 cancelled between 1 April 2018 and 30 June 2018. 1.40% at Q1 a reduction (improvement) from 1.65% in 2017/18 Q4.	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				Green	▼	The disposal pipeline is currently predicting a £4.8m capital receipt - we have weighted this by 80% to give this years target to reflect that the majority of these assets are in the legal process where the Council is dependant on the purchaser completing in year. All but £8k is through sale of 3 holdings/farms	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				Green	▲	Assets income £483,412, Farms income £226,117 (Q1)	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				Green	▼	Q1 - 102 majors, 349 minors, 63 preventions = 514. Above Q1 performance for 2017/18 (which was 473).	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				Green	▲	209 during the first quarter against a profiled target of 88.	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		Green	▲	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 (Cumulative data)	5.2	High is better	Service and Project Excellence	Ainsley Arnold	Against target (Cumulative)	257	889	400	100				Amber	▼	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 has been revised in line with Q1 data, and will be reviewed at year-end using 2018/19 as the baseline year using the new definitions. An amber rating has been assigned until further statistical trends are available.	Place Making
PGR007	Growth and Regeneration	Strategic Housing	Households helped to achieve affordable warmth (Cumulative data)	4.4	High is better	Service and Project Excellence	Ainsley Arnold	Against target (Cumulative)	106	322	250	96				Green	▼	There has been a steady flow of enquiries for Affordable Warmth Grant. Enquiries usually increase as the weather becomes colder, as such being on target in quarter 1 is a good return	Place Making
PGR008	Growth and Regeneration	Skills and Growth	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				Amber	▲	The year end figure was actually 9,052. The new target is based on CE accepting the remedial plan offered by Openreach for Contract 2 (with Contract 1 now having concluded delivery) - we are anticipating doing this but negotiations have not completed.	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		Amber	▲	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 tCO2 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				Amber	▼	Rolling 12-month performance figure, reported with quarter lag due to time needed to process billing. Q1 2018/19 result therefore a rolling 12-month figure ending Q4 2017/18. Although an increase from the previous quarter, this is a 4% reduction on the same reporting period in the previous year. 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				Amber	▲	The target visor number for Tatton has been adjusted against average attendance over the last 4 years excluding the Roald dahl event. Q1 has seen a gradual increase in visitor number during the month of June 2018 after poor weather was experienced during April and early May. It is expected that the Q2 visitor numbers will have increased as this is the Park's busiest quarter.	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				Amber	▲	Income target for 2018/19 has been adjusted in line with changes to our Event calendar and the increase in the biggest income stream, that of the Park entry charge which has increased by £1 (net 83.3p per vehicle). Amber RAG rating as visitor numbers started off slowly in this year although income in 1st quarter boosted by receipt of some income received earlier than currently expected at this time of year.	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		Green	▼	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		N/A		Red	▼	Half-yearly measure. Performance down in the second half of 2017/18 due to a member of staff, who regularly works with volunteers, being off work for nearly 6 months. 957 is still a tremendous support to the service and we couldn't provide what we do provide without such support.	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		N/A		Green	▼	Half-yearly measure. 234 surveys were completed for events between 1st April 2017 and 31st March 2018, with 95.8% 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	Amber	▲	Figures for the value of the visitor economy in Cheshire East have again hit new records at £921m. The detailed analysis of the latest figures shows 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	Amber	▼	2017 figures show 17.63 million visitor days spend in Cheshire East; a very slight decrease from the previous year. Figures do show that visitors are spending more in the Borough each year. Overall since Cheshire East Council was formed in 2009 the number of visitor days has increased by over 34%.	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%				Amber	▼	Council Tax transactional processing has been impacted by resource issues since the peak annual billing period. A number of staff are supporting digital transformation tasks. It is expected that this support requirement will be reducing during the Autumn and performance against this measure will improve.	Place Managing
PCO002	Customer Operations	Customer Service Centres	Average speed to answer (telephone) (Cumulative performance)	6.2	Low is better	External	Liz Wardlaw	Under investigation	167 seconds	167 seconds	60 seconds	165 seconds				Red	▲	We continue to face challenges with recruitment and retention which in turn leads to challenges with telephone response times, however with the measures and improvements to processes made in the last 12 months the resource levels have become much more stable leading to a slight improvement since Q4 17/18. The July figure is 152 seconds, which is a significant improvement and one we hope to improve on over the coming months. This remains a stretching but reasonable target to aspire to.	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%				Green	▲	This is an annual outturn figure, which rises in-year, so although Q1 is lower than Q4, the upward direction of travel against this measure reflects year-on-year direction of travel (up from 98.38% at Q1 in 2017/18).	Place Managing
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				Amber	▼	Although marginally under target this PI no longer includes direct payments from DWP. Q1 in 2017/18 was £278k	Place Managing

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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				Red	▼	This measure can be volatile depending on the timing of invoices by service teams. 3 longstanding invoices (value £1.2m) for NHS have recently been reinstated by the issuing service which has impacted the PI.	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	5.91 days				Green	▲		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%				Green	▼		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				Red	▼	Q1 saw a reduction of 5.34% in the number of library visitors when compared to Q1 in 2017/18. 9.25% of this decline was in June and is likely to be influenced by the excellent weather. Also, increased access to digital resources and alternative means of accessing knowledge and information continue to impact on traditional use.	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				Green	▼	Quarter 1 performance of 913,830 against a quarterly target of 855,075. This is higher than the 846,609 recorded in Q1 2017/18 so remains ahead of target, though the quarterly direction of travel is down from the 922,365 achieved in Q4 2017/18.	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				Green	▲	Performance on the Bikeability indicator remained strong during Q1 2018/19 with 1,753 young people trained on bike proficiency against the quarterly target of 1,520.	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				Green	▲	Once again there has been an increase in the time dedicated to the crucial role of support to local sports clubs and events with 1,991 hours being given during the first quarter against a quarterly target of 1,766.	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)				Green	◄►	The waste reduction volunteers and our communications team continue to engage with residents to reduce, reuse and recycle their waste. We are building on the recent interest in single use plastics with a campaign in the autumn.	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)				Green	▲	Thanks to our residents, our waste reduction volunteers and the waste communications team we are maintaining our high recycling rate.	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)				Green	▲	Our planned move away from landfilling waste, as our primary means of disposal, is fully implemented with the opening of the new environmental hub.	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)				Green	▲	We continue to work hard with our third sector charity partner and household waste recycling centres to reuse materials as diverse as bric-a-bac and bicycles.	Place Managing