

## Appendix A: Performance Indicators

Operational services			
Indicator	New	Target	Quarter 1 2023-2024
			1 Apr 23 - 30 June 23
Number of refuse missed bins out of 100,000 collections per week (lower outturn is better)	Yes	40	April - 35 May - 20 June - 39
Number of recycling missed bins out of 100,000 collections per week (lower outturn is better)	Yes	40	April - 23 May - 30 June - 32
Number of food waste missed bins out of 100,000 collections per week (lower outturn is better)	Yes	40	April - 26 May - 31 June - 40
Percentage of household waste that is sent for reuse, recycling or composting	Yes	To remain in the top 10 performers in England for recycling	2022/23 unaudited outturn 57.8%  Q1 2023/24 data not available until end of September 2023  Based on this, we are number 7 in England.
Percentage of roads, footpaths and public open spaces, which are TDC's responsibility which meet the environment cleanliness standard	No	95%	April - June 92%
Average time to remove fly-tips (working days)	No	2 working days	1.5 days
Number of fly-tipping cases in Tandridge District per month	No	Data only	April - 74  May - 70  June - 71
Number of fly tipping enforcement actions	Yes	Data only	April - 6  May - 7  June - 8

% of toilets open	Yes	Data only	April - 70% May - 70% June - 70%
% of playgrounds partially closed	Yes	Data only	April - 8% May - 8% June - 8%
% of playgrounds fully closed	Yes	Data only	April - 0% May - 0% June - 0%
Residual Household Waste per Household (Kg)	No	Data only	2022/23 unaudited outturn 356.23kgs Q1 2023/24 data not available until end of September 2023