

Appendix A - Quarter 3 Performance Indicators

Operational services				
Indicator	Target	Quarter 1 2023-2024	Quarter 2 2023-2024	Quarter 3 2023-2024
		1 Apr 23 - 30 June 23	1 July 23 - 30 Sept 23	1 Oct 23 - 31 Dec 23
Number of refuse missed bins out of 100,000 collections per week (lower outturn is better)	40	April - 35 May - 20 June - 39	July - 26 August - 31 September - 21	October - 14 November - 31 December - 34
Number of recycling missed bins out of 100,000 collections per week (lower outturn is better)	40	April - 23 May - 30 June - 32	July - 20 August - 14 September - 26	October - 13 November - 21 December - 23
Number of food waste missed bins out of 100,000 collections per week (lower outturn is better) - New from Q1 20/21	40	April - 26 May - 31 June - 40	July - 32 August - 36 September - 28	October - 22 November - 32 December - 32
Percentage of household waste that is sent for reuse, recycling or composting	Data only - 2022/23 unaudited outturn	Q1 23/24 - 60.3%	Q2 23/24 - 59.3%	Not available until April 24
Percentage of roads, footpaths and public open spaces, which are TDC's responsibility which meet the environment cleanliness standard	95%	April - June 92%	July - September - 90%	October - December - 90%
Average time to remove fly-tips (working days)	2 working days	1.5 days	1.5 days	1.5 days
Number of fly-tipping cases in Tandridge District per month	Data only	April - 74 May - 70 June - 71 = 215	July - 70 Aug - 81 Sept - 78 = 229	Oct - 92 Nov - 86 Dec - 64 = 242
Number of fly tipping enforcement actions	Data only	April - 6 May - 7 June - 8 = 21	July - 17 Aug - 6 Sept - 0 = 23	Oct - 29 Nov - 21 Dec - 39 = 89

% of toilets open		April - 80.5% May - 80.5% June - 80.5%	July - 80.5% August - 80.5% September - 80.5%	October - December - 91%
% of playgrounds partially closed		April - 8% May - 8% June - 8%	July - 11% August - 11% September - 11%	Oct - 0% Nov - 0% Dec - 0%
% of playgrounds fully closed		April - 0% May - 0% June - 0%	July - 0% August - 0% September - 0%	Oct - 3% Nov - 3% Dec - 3%
Kilograms of residual household waste collected per household	Data Only - 2022/23 outturn 356.23kgs	Q1 94.71kgs	Q2 87.46kgs	Q3 2023/24 data not available until end of April 2024

Communities and Partnerships

Indicator	Target	Quarter 1 2023-2024	Quarter 2 2023-2024	Quarter 3 2023-2024
		1 Apr 23 - 30 June 23	1 July 23 - 30 Sept 23	1 Oct 23 - 31 Dec 23
The number of ASB cases reported to the Council	Data only Operational data for EMT	Not currently able to report on this	Not currently able to report on this	Not currently able to report on this
The number of ASB Case Reviews (previously called Community Triggers)	Data only Operational data for EMT	0	0	0
The number of cases nominated to CHARM (Community Harm and Risk Management) per quarter.	Data only Operational data for EMT	7	4	6
The number of safeguarding cases we have handled per quarter		9	15	17