

Performance and Activity Indicators in Environment, Highways & Waste Business Plans 2012/13 Report for Cabinet Committee 4 July

Performance Indicators collected monthly or quarterly

Performance Indicator
Highways & Transportation
Average number of calendar days to repair a pothole <i>(PI already reported in Quarterly Performance Report)</i>
Percentage of routine enquiries reported by the public completed in 28 calendar days <i>(PI already reported in Quarterly Performance Report)</i>
Percentage of emergency incidents attended to within 2 hours
Percentage of potholes repaired in 28 calendar days
Percentage of streetlights repaired in 28 calendar days (KCC Control)
Percentage of streetlights working
Percentage of traffic signals working as planned
Percentage of salting routes completed on time
Percentage of complaints responded to in 20 working days
Percentage of letters responded to in 20 working days
Percentage of customer satisfied with routine service delivery (100 call back) <i>(PI already reported in Quarterly Performance Report)</i>

Performance Indicator

Percentage of Enterprise workforce engaged as an apprentice

Percentage of waste material diverted from landfill

Performance Indicator

Planning & Environment

Developing the Green economy

Number of businesses assisted to improve their environmental performance – cumulative

Number of additional firms involved in business networks – cumulative

Number of SMEs reducing energy, waste or water usage by 10% cumulative

Number of businesses achieving independent environmental accreditation (STEM Blue or higher) cumulative

Public Sector Resource Efficiency

Percentage reduction in carbon emissions from KCC business travel

Valuing and protecting natural and historic environment

Value of flood risk management investment

Number of private sector organisations engaged in Local Nature Partnership work (cumulative)

Percentage of requests for ecological advice responded to within timescale

Percentage of requests for archaeological, historic buildings and historic landscape planning advice responded to within timescale and appropriate professional standard

Performance Indicator

Percentage of Historic Environment Record searches completed within 7 working days

Planning Applications

Percentage of mineral and waste planning applications excluding those involving environmental impact assessment determined within 13 weeks

Percentage of mineral and waste planning applications including those involving environmental impact assessment determined within 16 weeks

Percentage of applications for the Council's own development proposals determined within 13 weeks

Other indicators

Percentage of Member Enquiries responded to within required timeframe

Performance Indicators collected with rolling 12 month, to remove seasonality

Performance Indicator
Waste Management
Percentage of municipal waste recycled or converted to energy and not taken to landfill <i>(PI already reported in Quarterly Performance Report)</i>
Percentage of household waste recycled and composted
Kg of residual household waste per household <i>(PI already reported in Quarterly Performance Report)</i>
Percentage of waste recycled and composted at Household Waste Recycling Centres including soil and hardcore <i>(PI already reported in Quarterly Performance Report)</i>
Percentage of waste recycled and composted at Household Waste Recycling Centres excluding soil and hardcore
East Kent Joint Waste Contract (Phase 1) - Percentage of household waste sent for recycling or composting
East Kent Joint Waste Contract (Phase 1) - Average material rejection rate at reprocessors

Performance Indicators collected Annually

Indicator
Highways & Transportation
Percentage of residents satisfied with the condition of roads
Percentage of residents satisfied with the condition of pavements
Percentage of residents satisfied with streetlighting
Percentage of County Members satisfied with the condition of roads
Percentage of County Members satisfied with the condition of pavements
Percentage of County Members satisfied with streetlighting
Percentage of parish/town councils satisfied with the condition of roads
Percentage of parish/town councils satisfied with the condition of pavements
Percentage of parish/town councils satisfied with streetlighting
Planning & Environment
Percentage of gross budget raised through income generation, external funding or grants
Waste Management
Cost of disposal of municipal waste per household
Cost of disposal of municipal waste per tonne

Indicator

Income generated from sale of recyclable materials collected at HWRCs

Activity Data

Activity Indicator
Highways & Transportation
Number of contacts received
Number of enquires raised
Work in Progress (backlog of open customer enquiries at any point in time)

Activity Indicator
Waste Management
Tonnage of waste collected by districts
Tonnage received at HWRCs
Tonnage of municipal solid waste received
Percentage growth in municipal waste
Kg's of municipal waste collected by district councils per household
Kg's of municipal waste managed through HWRCs per household