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Year-end monitoring report for 2023/24
(1 April 2023 to 31 March 2024)
Monitoring Report to Community Services Committee

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

Community Services Committee (Engineering Services 8 KPIs)

PI Code	Short Name	2021/22		2022/23		2023/24		2023/24	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI ES1	Number of reported missed collections per 100,000 collections	68	17	69	17	TBC	17			Awaiting data	To retain weekly collections of residual waste
PI ES2	Percentage of missed collections put right in 24 hrs	80%	99%	80%	99%	TBC	99%			Awaiting data	To retain weekly collections of residual waste

PI Code	Short Name	2021/22		2022/23		2023/24		2023/24	Long Term Trend year on year	Comments	Objective
		Value	Target	Value	Target	Value	Target				
PI ES5	Percentage of households receiving a three-stream collection service	96.5%	96.5%	98.03%	96.5%	98.03%	96.5%				To retain weekly collections of residual waste
PI ES9 (NI 191)	Residual household waste per household	558Kg/ Household	630Kg/ household	531Kg / household	630Kg/ household	505.92kg/ household	630Kg/ household			Data source: WasteDataFlow	To retain weekly collections of residual waste
PI ES10 (NI 192)	Percentage of household waste sent for reuse, recycling, and composting	39.57%	38.00%	36.50%	38.00%	38.6%	38.00%			Data source: WasteDataFlow	To retain weekly collections of residual waste
PI PS7 (BV89)	Satisfaction with the council keeping public land clear of litter and refuse	N/A	N/A	54%	Target not set	54% 2023 People's Survey	Target not set			2023 People's Survey	To retain weekly collections of residual waste
PI PS8 (BV90a)	Satisfaction with household waste collection	N/A	N/A	83%	Target not set	83% 2023 People's Survey	Target not set			2023 People's Survey	To retain weekly collections of residual waste
PI PS9 (BV90b)	Satisfaction with waste recycling	N/A	N/A	69%	Target not set	69% 2023 People's Survey – Satisfaction with doorstep recycling	Target not set			2023 People's Survey – Question was Satisfaction with doorstep recycling	To retain weekly collections of residual waste