

Locally set indicators to measure our performance in waste management

Description	Contents/format	Target2004/05	2004/05	Target 2005/06	Target2006/07	Target 2007/08
ENVIRONMENT						
Participation rate for home composting	%	52%	50%	55%	55%	55%
Recycling rate at the Reuse and Recycling Centre	%	23%	26%	35%	45%	50%
Recycling participation rates	%	NEW	Average approx 50%	55%	65%	75%
Number of collections missed per 100,000 collections of household waste	Number	100	125	100	90	80
Speed of racist or offensive graffiti removal	Number of hours	NEW	NEW	12 hours	8 hours	4 hours
Speed of fly tip removal	Number of hours	NEW	NEW	12 hours	8 hours	4 hours
Satisfaction score for handling waste enquiries through the contact centre	%	NEW	NEW	90%	92%	94%