












Key Performance Measure 2018/19: full year outturn		Target 2018/19	Outturn 2018/19	Symbol
Democratic, Legal & Policy Services				
DL001	Number of compliments received	Data Only	205	N/A
DL002	Number of complaints received	Data Only	496	N/A
DL003	% of Land Charge searches carried out within 10 working days	95%	100%	★
Community Services				
CS001a	Number of users of Wycombe Leisure Centre	Data Only	671,350	N/A
CS001b	Number of users of Court Garden Leisure Complex	Data Only	118,182	N/A
CS001c	Number of users of Risborough Springs Swim and Fitness Centre	Data Only	151,031	N/A
CS002	Number of visits / usages to Wycombe Museum (Q1&2 only)	Data only	44,033	N/A
Housing & Environment				
NI192 (JWS5)	% of household waste reused, recycled and composted	52.80%	52.60%	●
BV082ai (JWS1)	% of household waste recycled	25.20%	24.31%	●
BV082aai (JWS3)	Tonnes of household waste recycled	23,558.00	23,380	●
BV082bi (JWS2)	% household waste composted	28.40%	28.21%	●
BV082bii (JWS4)	Tonnes of household waste composted	27,525.00	27,507	●
ES001 (JWS8)	Number of waste and recycling collections missed	New KPM	3,677	N/A
ES002i (JWS10)	Average number of days to remove fly-tips (from notification)	New KPM	2.39	N/A
ES003 (JWS11)	% of calls abandoned to joint waste service	New KPM	29.17%	N/A
ES004 (JWS12)	% of calls answered by joint waste service within 20 seconds	New KPM	70.17%	N/A
ES014 (JWS13)	Overall joint waste service customer satisfaction survey	Not undertaken		N/A
ES005	% of programmed food premises interventions carried out	90%	95.39%	★
ES006	Number of people in temporary accommodation	Data only	82	N/A
ES09a	Percentage of people prevented from becoming homeless through WDC advice/approaches to the homelessness service	KPM changed	347	N/A
Planning & Sustainability				
NI157a	% of MAJOR applications determined in 13 weeks	60%	80.0%	★
NI157b	% of MINOR applications determined in 8 weeks	65%	74.4%	★
NI157c	% of OTHER applications determined in 8 weeks	80%	86.2%	★
BV204	% of section 78 planning appeals allowed	< 40%	22.4%	★
PS001	% of all decisions delegated to officers	96%	98.4%	★

PS002	Achieve 100% cost recovery of work that attracts a charge	100%	94%	
PS003	% of fee earning BC work carried out in-house	80%	77%	
HR, IT, CSC & Facilities Management				
BV008	% of invoices paid within 30 days	98%	99.6%	
BV012	Average number of working days lost to sickness absence	6.8	7.23	
HR001	% of calls to CSC answered	90%	96.5%	
HR002	% of all calls to CSC answered within 20 seconds	70%	77.4%	
HR003	% of calls to CSC abandoned	<5%	3.5%	
HR004	Overall satisfaction levels	Data only	93.6%	N/A
Finance & Commercial				
CI001	% of fraud referral risk assessed within 5 working days	100%	100%	
CI004	Total value of SPD savings identified from an investigation.	Data Only	£21,318.24	N/A
CI005	Total value of CTR savings identified from an investigation	Data Only	£27,547.77	N/A
CI007	Number of fraud sanctions administered	Data Only	38	N/A
BV078a	Average time for processing new HB / CTB claims (days)	20	19.79	
BV078b	Average time for processing HB / CTR (Council tax reduction): change events (days)	7	4.35	
BV009	Council Tax Collected	98.4%	98.4%	
BV010	NNDR Collected	98.8%	98.4%	