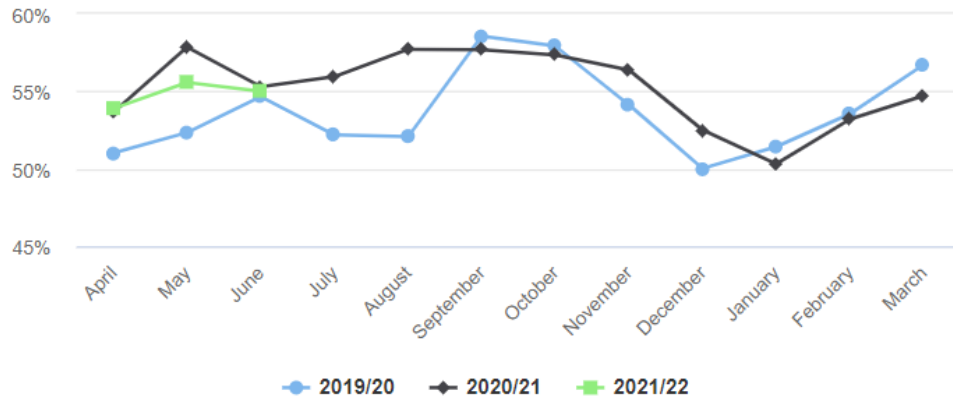
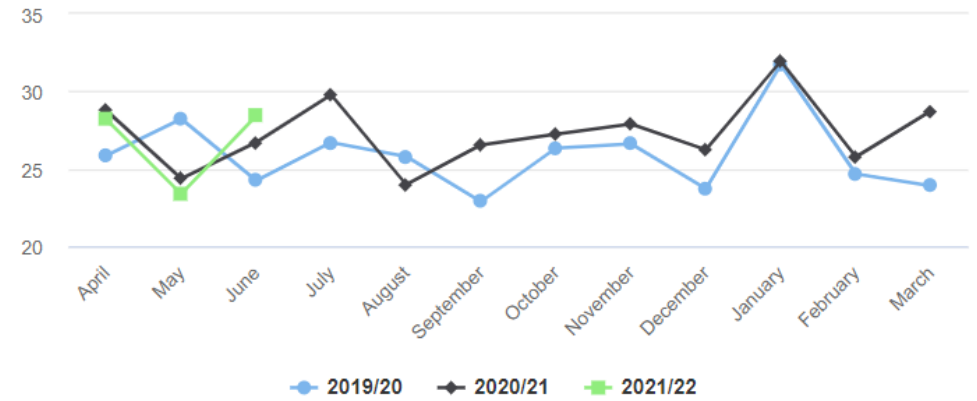


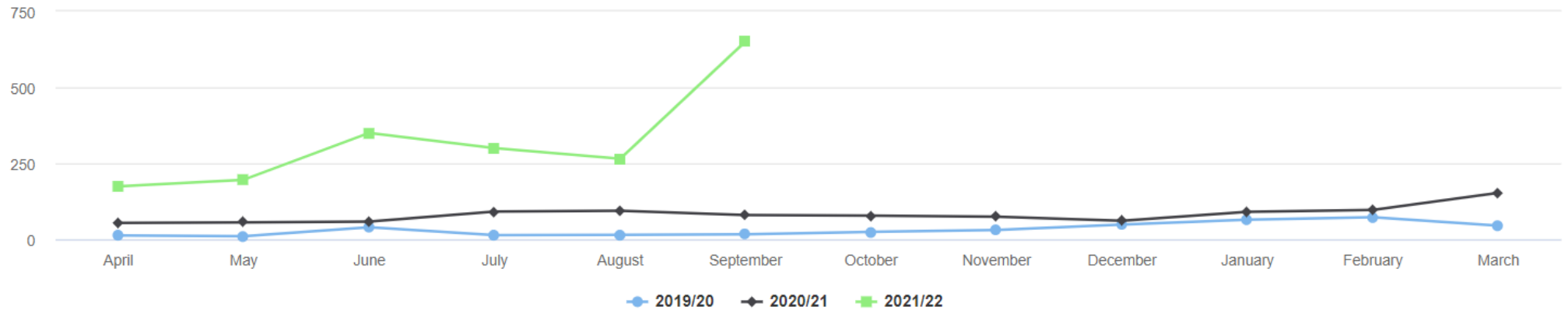
WD-NI 192 Percentage of household waste sent for reuse, recycling and ...



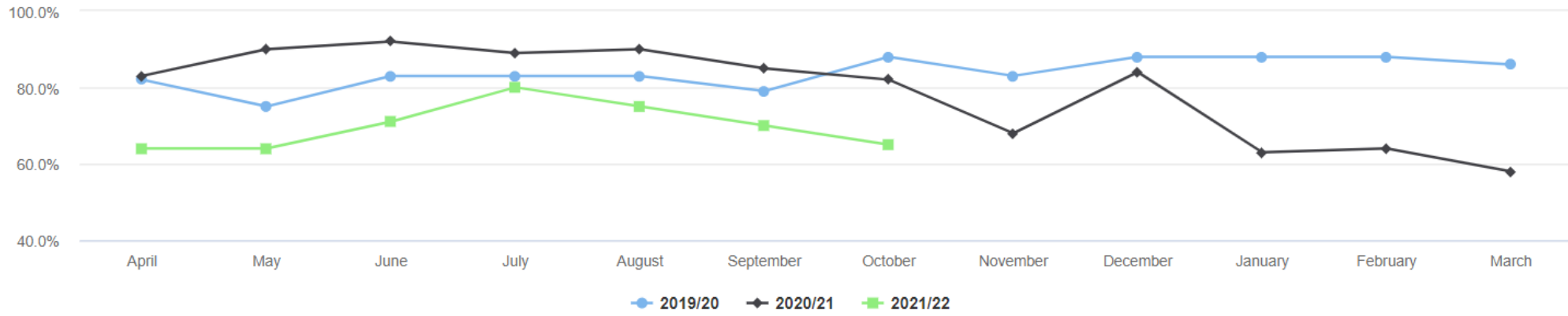
WD-NI 191 Residual household waste per household (average kgs per ho...



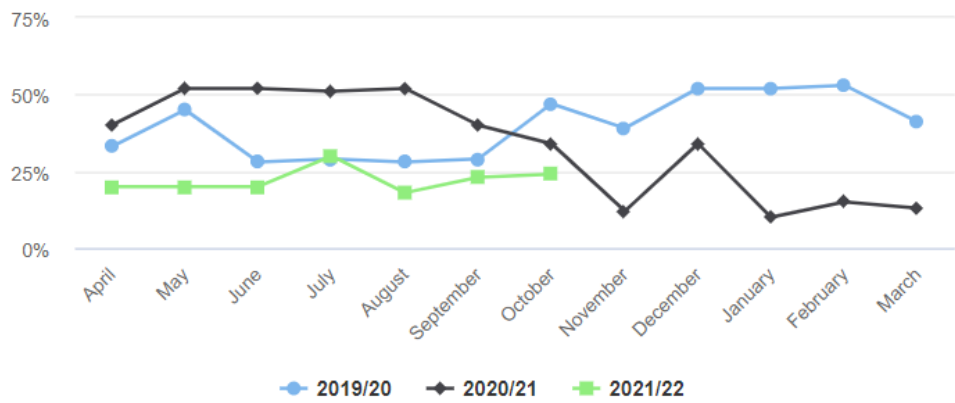
WD-L20b Average No. of collections missed per 100,000 collections of household waste



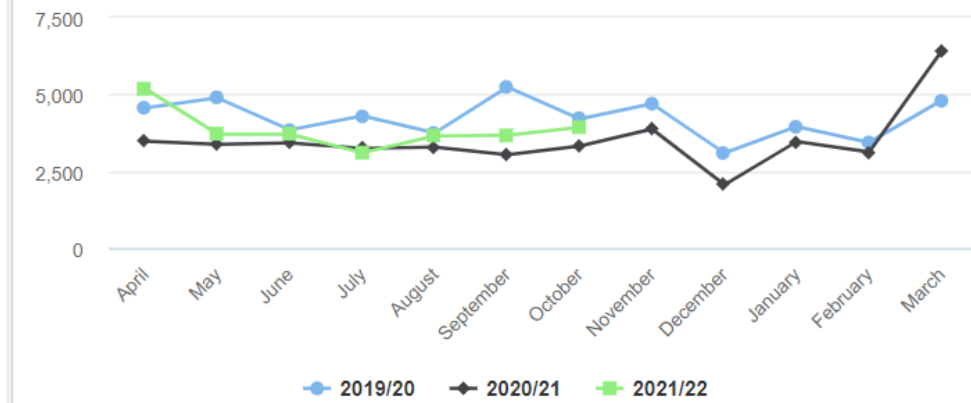
CST2a CST Percentage of telephone calls answered



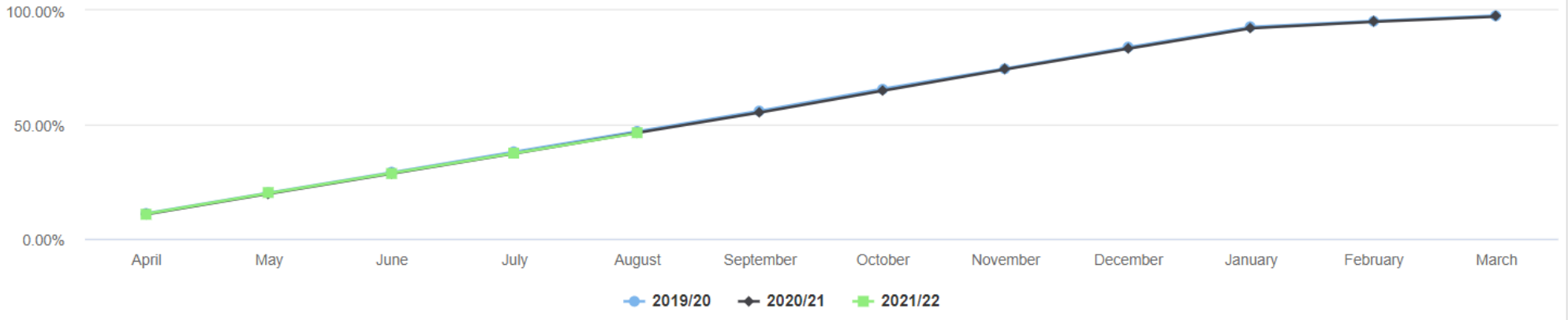
CST1a CST Grade of Service (% of calls answered within 20 seconds)



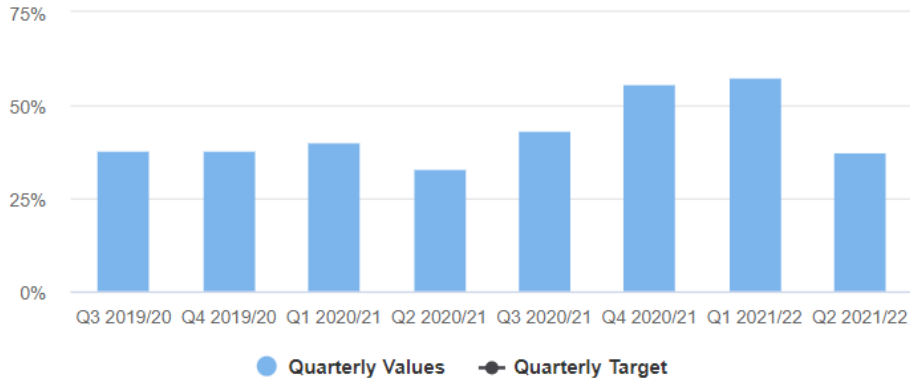
WD-CST10 Total Calls to WD



WD-BV9 % of Council Tax collected



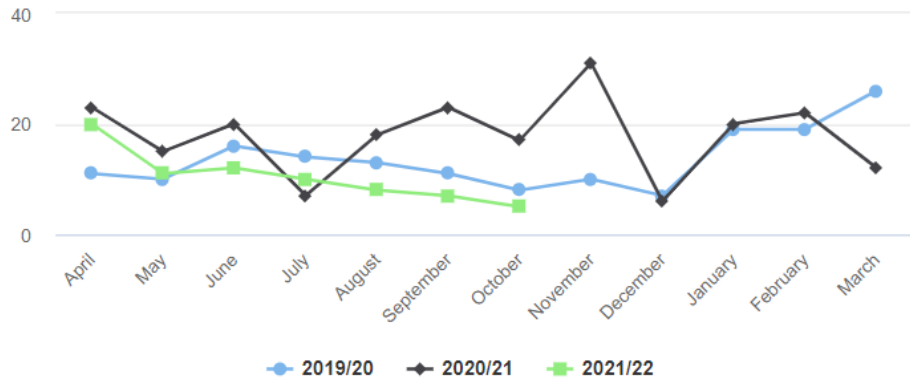
**% of customer contact through online interaction**



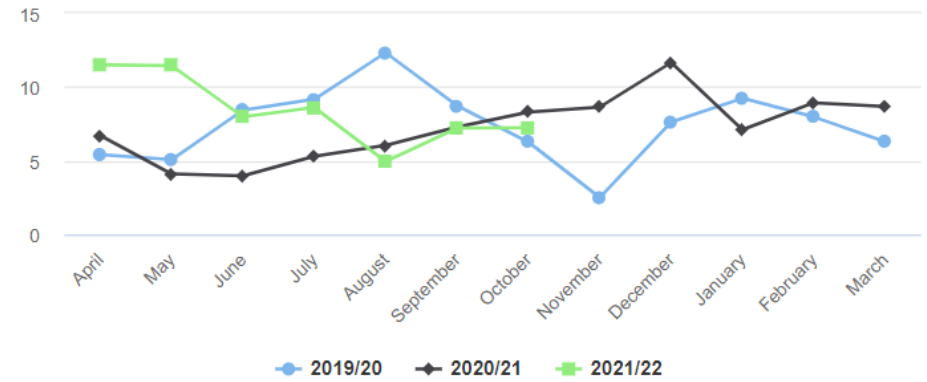
**WEB Online submissions - Liberty & W360**



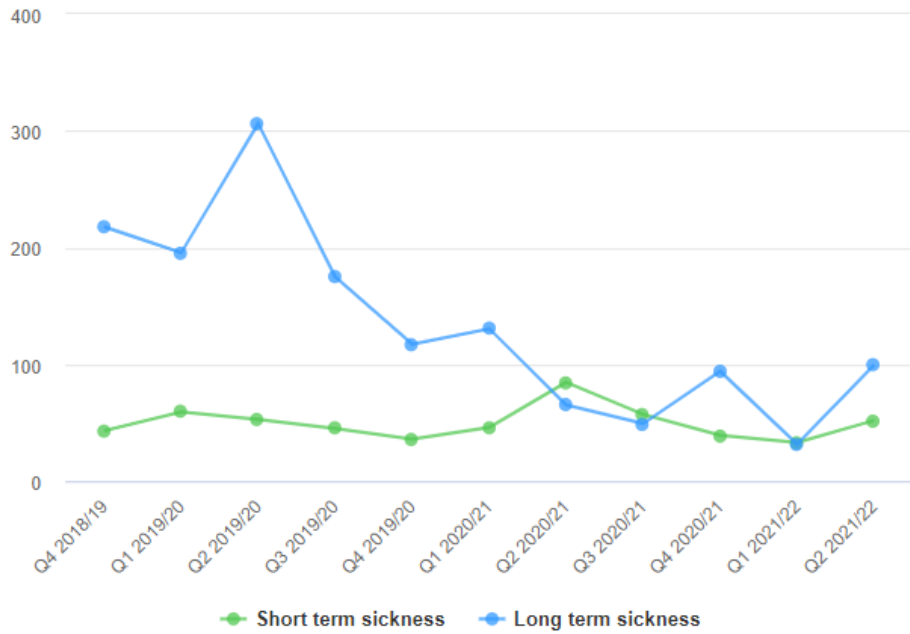
**Number of households where homelessness prevented**



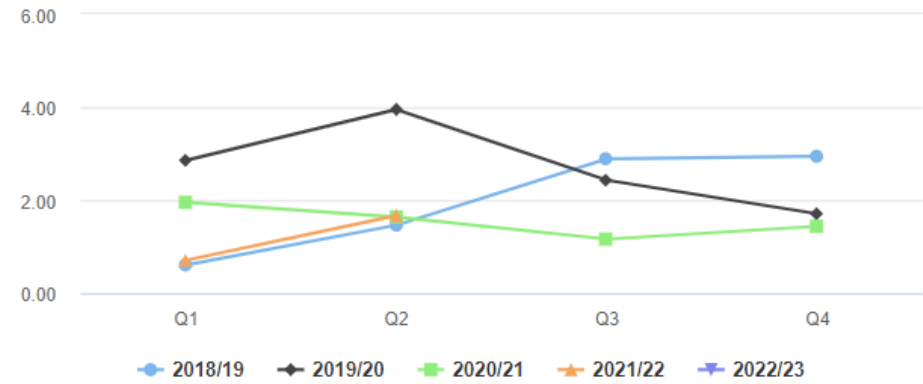
**Level of temporary accommodation use (Avg over the month)**



WD Sickness



Working Days Lost Due to Sickness Absence (average days per FTE)



WD-P1 Employment estates occupancy levels (snapshot)

