

4. Creating sustainable, green and well-connected communities

Local Performance Measures	Target	23-24 Full Year Actual	Status
Keep Wales Tidy - % streets graded B or above	95.00	100.00	★
Keep Wales Tidy - cleanliness index score	85.00	100.00	★
Percentage of Sustainable Drainage Approval Body Applications received completed within time	100.00	100.00	★
Percentage of waste collection routes collected on the scheduled WEEK of collection	95.00	98.72	★
Percentage of waste collection routes collected on the scheduled DAY of collection	90.00	93.76	★
Number of Incoming Mail items	32,000	31,052	★
Number of Outgoing Mail items (excluding elections material)	120,000	145,431	■
Public Access Computer usage across all libraries	6,000	11,191	★
Percentage of waste reused, recycled or composted	64.00	71.69	★
Average number of working days taken to clear fly-tipping incidents	5.00	2.42	★
Kilograms of residual waste generated per person	165.00	126.82	★

National Benchmark Indicators	All Wales Average	Ceredigion	Quartile Ranking
Amount of council tax received as a % of the total debit (2023-24) ((CT)	96.0	96.7	2
Total number of recorded fly-tipping incidents per 1000 of population (2022-23)	6.4	2.5	1
Kilograms of residual household waste collected per dwelling (2022-23)	365	325	2
Percentage of complaints that the Ombudsman upheld against the local authority (2022 April-Sept)	6.1	0	1
Percentage of complaints that were upheld (2022 April – Sept)	40.4	51.0	3
Percentage of complaints closed within 20 days (2022 April-Sept)	76.4	55.1	4