

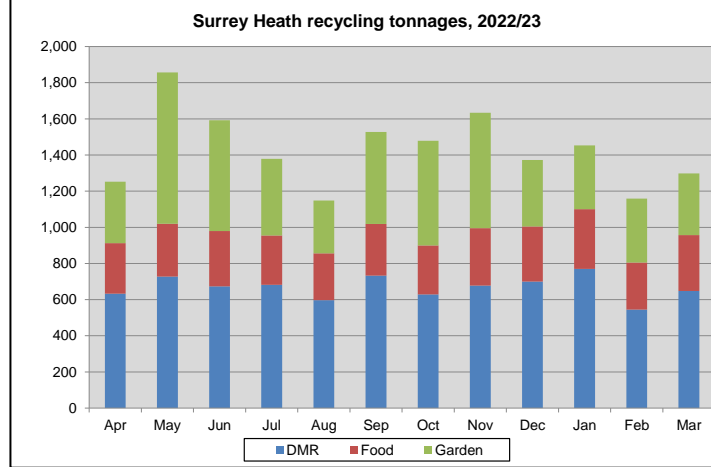
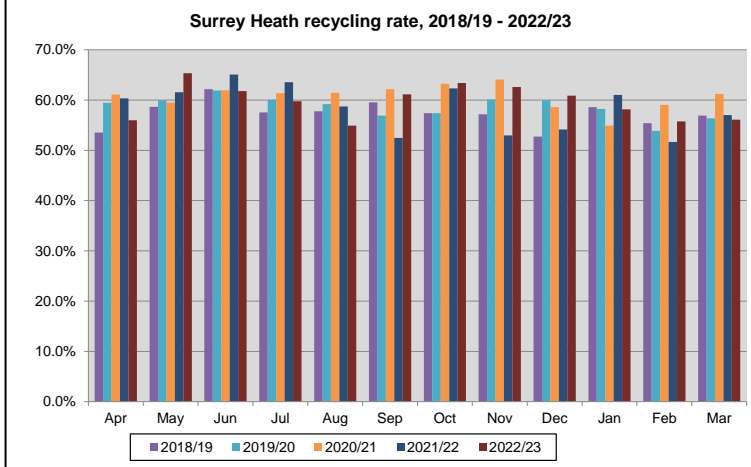
Council **Surrey Heath**  
 User to select from drop-down list

Monthly indicators

Recycling performance

Recycling	Dry mixed recycling
	Food waste
	Garden waste
	Textiles
	WEEE
	Other recycling
Total recycling	
Residual	Residual household waste
	Other waste
	Fly tipping
Total waste & recycling	

		Latest month				Moving Annual Total (rolling 12 months)								
		Total tonnages		Average daily tonnages										
		Mar 2020	Mar 2022	Mar 2023	Change	Mar 2020	Mar 2022	Mar 2023	Change	Mar 2020	Mar 2022	Mar 2023	Change	2020 Change
Recycling	Dry mixed recycling	793	781	738	-5.5%	26	25	24	-5.5%	9,587	9,842	8,979	-8.8%	-6.3%
	Food waste	300	319	308	-3.4%	10	10	10	-3.4%	3,450	3,787	3,486	-7.9%	1.0%
	Garden waste	373	299	342	14.5%	12	10	11	14.5%	5,024	4,310	5,650	31.1%	12.4%
	Textiles	20	24	10	-60.2%	1	1	0	-60.2%	341	254	199	-21.8%	-41.6%
	WEEE	3	1	4	221.6%	0	0	0	221.6%	36	47	36	-22.7%	1.2%
	Other recycling	4	4	0	-100.0%	0	0	0	-100.0%	145	56	26	-54.0%	-82.2%
	<b>Total recycling</b>	<b>1,492</b>	<b>1,428</b>	<b>1,401</b>	<b>-1.9%</b>	<b>48</b>	<b>46</b>	<b>45</b>	<b>-1.9%</b>	<b>18,583</b>	<b>18,296</b>	<b>18,376</b>	<b>0.4%</b>	<b>-1.1%</b>
Residual	Residual household waste	933	1,033	993	-3.9%	30	33	32	-3.9%	10,742	11,793	11,267	-4.5%	4.9%
	Other waste	180	191	155	-19.0%	6	6	5	-19.0%	2,155	1,644	1,940	18.0%	-10.0%
	Fly tipping	18	2	4	114.6%	1	0	0	114.6%	220	93	20	-78.2%	-90.8%
	<b>Total waste &amp; recycling</b>	<b>2,623</b>	<b>2,653</b>	<b>2,552</b>	<b>-3.8%</b>	<b>85</b>	<b>86</b>	<b>82</b>	<b>-3.8%</b>	<b>31,700</b>	<b>31,826</b>	<b>31,603</b>	<b>-0.7%</b>	<b>-0.3%</b>



Recycling	Dry mixed recycling
	Food waste
	Garden waste
	Textiles
	WEEE
	Other recycling
Total	
Residual	Residual household waste
	Other waste
	Fly Tipping
Total waste & recycling	

	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Recycling	633	728	673	682	597	733	629	677	700	770	545	648
	279	292	306	272	259	285	271	318	305	330	260	308
	341	837	613	424	291	509	578	639	368	353	353	342
	20	22	25	20	22	28	24	7	8	12	1	10
	3	2	4	4	2	3	2	3	4	4	2	4
	54	131	106	80	29	80	182	221	321	163	57	118
	<b>1,330</b>	<b>2,011</b>	<b>1,728</b>	<b>1,482</b>	<b>1,201</b>	<b>1,639</b>	<b>1,686</b>	<b>1,865</b>	<b>1,706</b>	<b>1,631</b>	<b>1,219</b>	<b>1,430</b>
Residual	1,012	1,032	1,038	969	957	1,012	937	1,071	1,048	1,126	945	1,082
	34	34	32	29	30	30	36	45	48	47	23	37
	1	4	3	1	1	4	1	0	2	0	0	4
	<b>2,377</b>	<b>3,077</b>	<b>2,798</b>	<b>2,481</b>	<b>2,188</b>	<b>2,681</b>	<b>2,659</b>	<b>2,981</b>	<b>2,803</b>	<b>2,804</b>	<b>2,187</b>	<b>2,549</b>

Recycling rate	Current month
	Quarterly
	Last 12 months

	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Recycling rate	56.0%	65.4%	61.8%	59.8%	54.9%	61.1%	63.4%	62.6%	60.9%	58.2%	55.7%	56.1%
			61.4%			58.8%			62.3%			56.8%
	58.6%	59.0%	58.6%	58.2%	57.9%	58.6%	58.7%	59.5%	60.0%	59.8%	60.0%	59.9%

Quarterly indicators

	2019/20				2021/22				2022/23				Moving Annual Average (rolling 12 months)				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Jun 2019	Dec 2021	Dec 2022	Change	2019 Change
<b>Performance against SEP Joint Strategy</b>																	
Total waste & recycling per person (kg)	90.1	86.9	93.6	88.8	99.2	87.8	82.4	88.3	91.9	81.6	90.6		356	366	348	-4.9%	-2.2%
Recycling rate (Defra definition)	63.8%	63.2%	65.4%	59.3%	61.7%	59.2%	58.0%	57.6%	61.9%	59.1%	61.0%		63.5%	58.6%	59.9%	1.3%	-3.6%

Key Performance Indicators

	Target	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
<b>Performance against Amey contract</b>													
Missed collections per 100,000 collections	80	44	76	57	54	804	62	50	46	38	47	38	30
Missed assisted collections	0	22	46	26	29	101	26	26	23	19	24	33	16
Missed collections not rectified	0	2	0	2	3	3,065	13	1	1	3	0	3	0
Repeated missed collection	0	0	8	13	6	16	20	12	2	1	1	2	11
Repeated missed assisted collections	0	0	1	3	1	0	2	0	3	0	0	1	4
Reported spillage	0	0	3	1	3	3	1	1	1	0	0	0	0
Reported waste separation failure	0												
Failure to carry out collection (assisted)	0	1	0	1	0	1	2	1	0	1	1	6	3
Failure to carry out collection (non-assisted)	0	7	11	10	9	9	11	8	20	11	28	8	16
Missed bulky collection	0	4	5	3	7	2	1	1	0	1	1	2	0
Street cleaning performance failure not...	0	0	2	0	1	1	0	2	1	0	0	0	0
Flytipping, flyposting or graffiti non-removal	0	0	1	0	0	0	0	0	0	0	0	2	0
Customer contact service response times	0												
Garden waste cancellation missed	0	-	-	-									
Litter and Detritus													
Survey	4%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	0.0%	0.0%	0.5%	0.0%	0.0%	0.2%
Survey	8%	0.0%	0.0%	8.7%	0.0%	0.0%	8.5%	0.0%	0.0%	8.0%	0.0%	0.0%	6.5%

Notes  
 Customer contact service response times (KPI13) \* Included in line for Woking

