

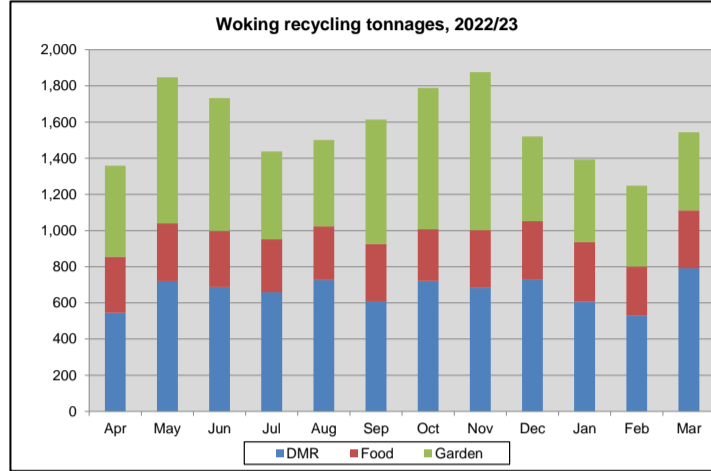
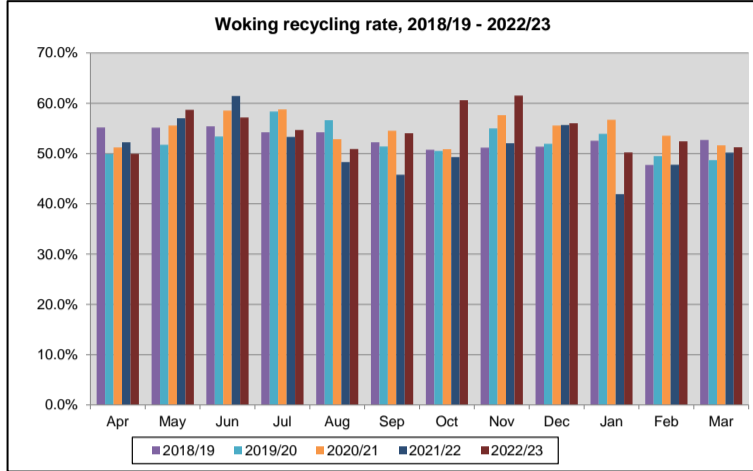
Council **Woking**
 User to select from drop-down list

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 | | 2020 Change | | |
| | | 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 | 647 | 623 | 883 | 41.7% | 21 | 20 | 28 | 41.7% | 8,492 | 8,759 | 8,808 | 0.6% | 3.7% |
| | Food waste | 326 | 335 | 321 | -4.3% | 11 | 11 | 10 | -4.3% | 3,923 | 3,999 | 3,694 | -7.6% | -5.8% |
| | Garden waste | 535 | 570 | 432 | -24.1% | 17 | 18 | 14 | -24.1% | 7,175 | 5,407 | 7,158 | 32.4% | -0.2% |
| | Textiles | 11 | 6 | 3 | -55.8% | 0 | 0 | 0 | -55.8% | 158 | 95 | 64 | -32.9% | -59.6% |
| | WEEE | 2 | 1 | 4 | 143.3% | 0 | 0 | 0 | 143.3% | 41 | 18 | 36 | 97.0% | -12.3% |
| | Other recycling | 10 | 2 | 0 | -100.0% | 0 | 0 | 0 | -100.0% | 63 | 26 | 0 | -100.0% | -100.0% |
| | Total recycling | 1,531 | 1,536 | 1,642 | 6.8% | 49 | 50 | 53 | 6.8% | 19,851 | 18,305 | 19,758 | 7.9% | -0.5% |
| Residual | Residual household waste | 1,343 | 1,489 | 1,404 | -5.7% | 43 | 48 | 45 | -5.7% | 14,415 | 15,731 | 15,049 | -4.3% | 4.4% |
| | Other waste | 222 | 167 | 170 | 2.0% | 7 | 5 | 5 | 2.0% | 2,704 | 2,027 | 2,436 | 20.2% | -9.9% |
| | Fly tipping | 17 | 10 | 9 | -9.5% | 1 | 0 | 0 | -9.5% | 224 | 139 | 136 | -2.3% | -39.5% |
| | Total waste & recycling | 3,114 | 3,203 | 3,226 | 0.7% | 100 | 103 | 104 | 0.7% | 37,195 | 36,201 | 37,378 | 3.3% | 0.5% |



| | |
|-------------------------|--------------------------|
| 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 | 545 | 720 | 687 | 659 | 727 | 609 | 722 | 685 | 730 | 606 | 530 | 791 |
| | 310 | 319 | 312 | 293 | 296 | 317 | 285 | 317 | 322 | 331 | 272 | 321 |
| | 504 | 807 | 734 | 485 | 479 | 688 | 783 | 874 | 468 | 456 | 447 | 432 |
| | 2 | 6 | 7 | 8 | 7 | 8 | 8 | 4 | 2 | 7 | 2 | 3 |
| | 3 | 4 | 1 | 4 | 2 | 4 | 4 | 2 | 4 | 2 | 3 | 4 |
| | 74 | 57 | 69 | 72 | 42 | 93 | 152 | 346 | 131 | 254 | 115 | 98 |
| | 1,439 | 1,914 | 1,810 | 1,521 | 1,553 | 1,718 | 1,953 | 2,228 | 1,657 | 1,655 | 1,369 | 1,648 |
| Residual | 1,375 | 1,284 | 1,290 | 1,195 | 1,443 | 1,395 | 1,188 | 1,261 | 1,228 | 1,519 | 1,171 | 1,496 |
| | 68 | 64 | 65 | 65 | 54 | 66 | 80 | 132 | 73 | 120 | 72 | 72 |
| | 17 | 13 | 10 | 13 | 15 | 10 | 10 | 11 | 12 | 9 | 8 | 9 |
| | 2,882 | 3,262 | 3,166 | 2,781 | 3,050 | 3,179 | 3,221 | 3,622 | 2,957 | 3,295 | 2,612 | 3,216 |

| | |
|----------------|----------------|
| 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 | 49.9% | 58.7% | 57.2% | 54.7% | 50.9% | 54.0% | 60.6% | 61.5% | 56.0% | 50.2% | 52.4% | 51.2% |
| | | | 55.5% | | | 53.2% | | | 59.6% | | | 51.2% |
| | 51.4% | 51.6% | 51.1% | 51.2% | 51.4% | 52.1% | 53.1% | 54.0% | 54.0% | 54.6% | 54.9% | 54.9% |

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 |
| Performance against SEP Joint Strategy | | | | | | | | | | | | | | | | | |
| Total waste & recycling per person (kg) | 92.5 | 87.3 | 97.0 | 90.3 | 100.2 | 88.3 | 85.7 | 80.4 | 90.9 | 88.1 | 92.5 | | 359 | 372 | 342 | -7.9% | -4.6% |
| Recycling rate (Defra definition) | 55.8% | 58.4% | 56.0% | 51.3% | 56.3% | 49.8% | 53.1% | 45.5% | 57.2% | 54.6% | 60.9% | | 56.9% | 53.1% | 54.9% | 1.8% | -2.0% |

Key Performance Indicators

| Performance against Amey contract | | 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 |
|--|-----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Missed collections per 100,000 collections | | 80 | 61 | 52 | 51 | 53 | 70 | 40 | 37 | 34 | 40 | 41 | 44 | 42 |
| Missed assisted collections | | 0 | 70 | 67 | 54 | 55 | 90 | 38 | 31 | 45 | 31 | 44 | 45 | 43 |
| Missed collections not rectified | | 0 | 42 | 12 | 30 | 45 | 68 | 21 | 5 | 10 | 8 | 9 | 13 | 5 |
| Repeated missed collection | | 0 | 2 | 8 | 6 | 9 | 7 | 6 | 4 | 6 | 6 | 0 | 6 | 27 |
| Repeated missed assisted collections | | 0 | 0 | 1 | 3 | 3 | 6 | 3 | 2 | 0 | 1 | 2 | 1 | 14 |
| Reported spillage | | 0 | 1 | 11 | 0 | 1 | 0 | 2 | 2 | 1 | 0 | 0 | 0 | 0 |
| Reported waste separation failure | | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Failure to carry out collection (assisted) | | 0 | 3 | 0 | 0 | 5 | 2 | 1 | 1 | 4 | 0 | 4 | 1 | 3 |
| Failure to carry out collection (non-assisted) | | 0 | 16 | 6 | 11 | 12 | 13 | 7 | 15 | 4 | 1 | 10 | 4 | 10 |
| Missed bulky collection | | 0 | 2 | 6 | 4 | 4 | 10 | 4 | 4 | 0 | 6 | 6 | 6 | 0 |
| Street cleaning performance failure not... | | 0 | | | | | | | | | | | | |
| Flytipping, flyposting or graffiti non-removal | | 0 | | | | | | | | | | | | |
| Customer contact service response times | | 0 | 95 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Garden waste cancellation missed | | 0 | - | - | - | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Litter and Detritus Survey | Litter survey | 4% | | | | | | | | | | | | |
| | Detritus survey | 8% | | | | | | | | | | | | |

Notes
 Customer contact service response times (KPI13) * This total is for Woking and Surrey Heath combined and based on call answering times only. The calls cannot be separated out for each area.

