

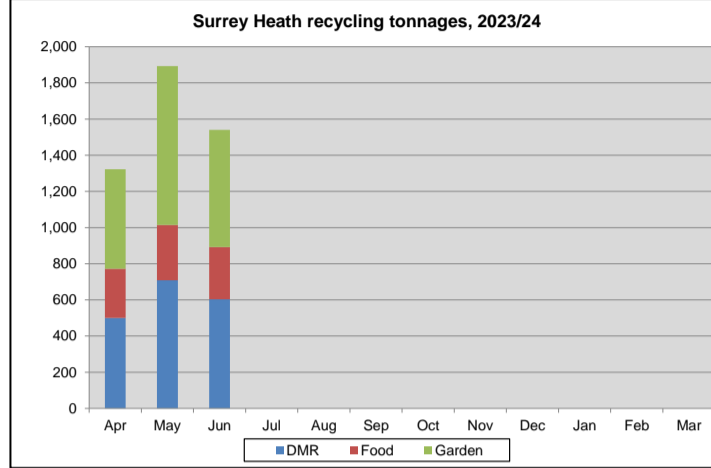
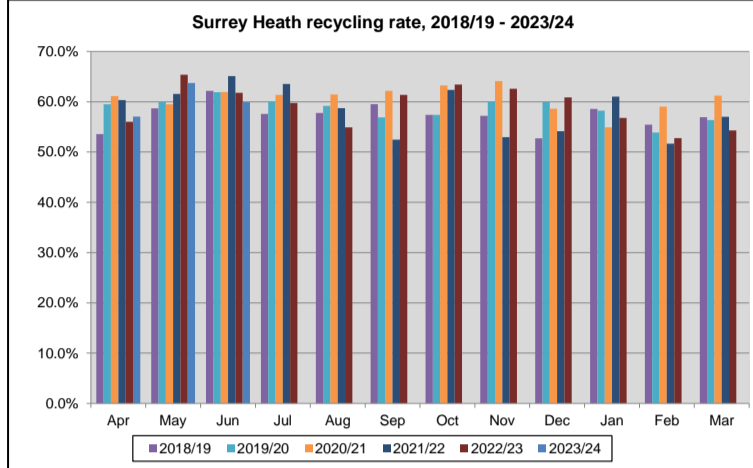
Council **Surrey Heath**
 User to select from drop-down list

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	Jun 2022	Jun 2023	Change	Mar 2020	Jun 2022	Jun 2023	Change	Mar 2020	Jun 2022	Jun 2023	Change	2020 Change
	Dry mixed recycling	793	762	699	-8.4%	26	25	23	-8.4%	9,587	9,605	8,784	-8.5%	-8.4%
	Food waste	300	306	289	-5.5%	10	10	10	-5.5%	3,450	3,687	3,477	-5.7%	0.8%
	Garden waste	373	613	648	5.6%	12	20	22	5.6%	5,024	4,190	5,935	41.7%	18.1%
	Textiles	20	25	2	-92.6%	1	1	0	-92.6%	341	257	161	-37.4%	-52.8%
	WEEE	3	4	1	-79.9%	0	0	0	-79.9%	36	43	33	-23.1%	-7.5%
	Other recycling	4	5	0	-100.0%	0	0	0	-100.0%	145	49	22	-55.6%	-84.9%
	Total recycling	1,492	1,716	1,638	-4.5%	48	57	55	-4.5%	18,583	17,831	18,412	3.3%	-0.9%
	Residual household waste	933	948	991	4.5%	30	32	33	4.5%	10,742	11,554	11,442	-1.0%	6.5%
	Other waste	180	134	116	-13.5%	6	4	4	-13.5%	2,155	1,615	1,894	17.3%	-12.1%
	Fly tipping	18	3	0	-100.0%	1	0	0	-100.0%	220	62	14	-78.2%	-93.8%
	Total waste & recycling	2,623	2,801	2,745	-2.0%	85	93	92	-2.0%	31,700	31,062	31,761	2.3%	0.2%



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-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
500	709	603									
273	306	289									
550	879	648									
13	13	2									
1	4	1									
74	117	101									
1,410	2,027	1,644									
1,046	1,139	1,086									
16	15	15									
1	0	0									
2,472	3,181	2,745									

Recycling rate	Current month
	Quarterly
	Last 12 months

57.0%	63.7%	59.9%									
		60.5%									
		59.2%									

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	Mar 2022	Mar 2023	Change	2019 Change
Performance against SEP Joint Strategy																	
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	84.6	358	358	346	-3.3%	-3.4%
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%	54.7%	62.9%	59.2%	59.3%	0.0%	-3.7%

Key Performance Indicators

Performance against Amey contract	Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Missed collections per 100,000 collections	80	33	51	52									
Missed assisted collections	0	19	20	21									
Missed collections not rectified	0	0	1	0									
Repeated missed collection	0	0	0	1									
Repeated missed assisted collections	0	0	2	0									
Reported spillage	0	0	0	0									
Reported waste separation failure	0												
Failure to carry out collection (assisted)	0	0	0	0									
Failure to carry out collection (non-assisted)	0	7	9	10									
Missed bulky collection	0	0	10	0									
Street cleaning performance failure not...	0	0	0	0									
Flytipping, flyposting or graffiti non-removal	0	0	0	0									
Customer contact service response times	0												
Garden waste cancellation missed	0												
Litter and Detritus Survey	4%			0.2%									
Detritus survey	8%			6.2%									

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

