

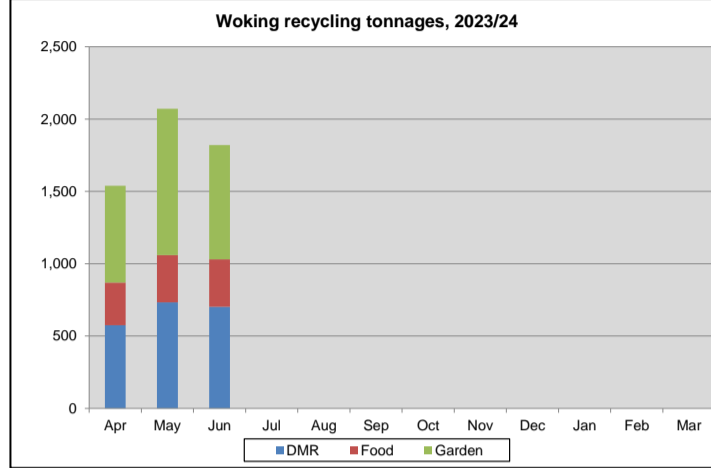
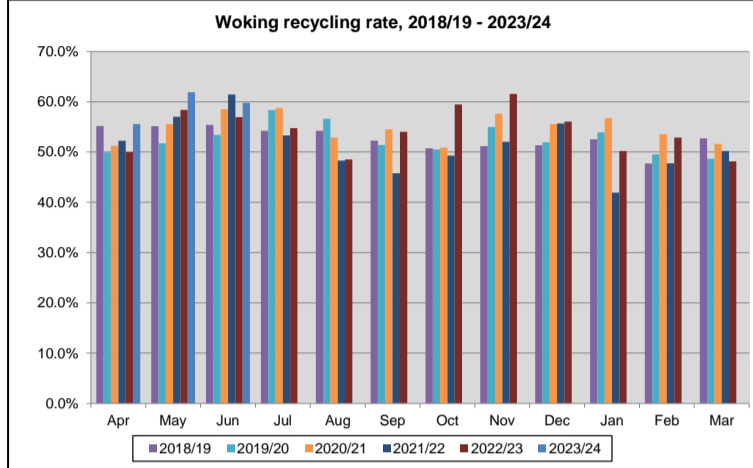
Council **Woking**
 User to select from drop-down list

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	Jun 2022	Jun 2023	Change	Mar 2020	Jun 2022	Jun 2023	Change	Mar 2020	Jun 2022	Jun 2023	Change	2020 Change
	Dry mixed recycling	647	732	767	4.7%	21	24	26	4.7%	8,492	8,547	8,264	-3.3%	-2.7%
	Food waste	326	312	329	5.2%	11	10	11	5.2%	3,923	3,886	3,702	-4.7%	-5.6%
	Garden waste	535	734	790	7.6%	17	24	26	7.6%	7,175	5,119	7,585	48.2%	5.7%
	Textiles	11	7	4	-41.6%	0	0	0	-41.6%	158	74	67	-8.5%	-57.3%
	WEEE	2	1	3	109.9%	0	0	0	109.9%	41	18	36	99.6%	-12.3%
	Other recycling	10	3	0	-100.0%	0	0	0	-100.0%	63	26	24	-7.0%	-62.2%
	Total recycling	1,531	1,789	1,892	5.8%	49	60	63	5.8%	19,851	17,669	19,678	11.4%	-0.9%
	Residual household waste	1,343	1,218	1,179	-3.2%	43	41	39	-3.2%	14,415	15,506	14,935	-3.7%	3.6%
	Other waste	222	135	138	2.2%	7	4	5	2.2%	2,704	1,951	2,415	23.8%	-10.7%
	Fly tipping	17	10	0	-100.0%	1	0	0	-100.0%	224	139	97	-29.8%	-56.6%
	Total waste & recycling	3,114	3,152	3,208	1.8%	100	105	107	1.8%	37,195	35,265	37,125	5.3%	-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
575	733	702									
295	327	329									
670	1,012	790									
5	7	4									
1	4	3									
89	77	90									
1,635	2,160	1,918									
1,267	1,296	1,243									
41	33	47									
1	0	0									
2,942	3,489	3,208									

Recycling rate	Current month
	Quarterly
	Last 12 months

55.6%	61.9%	59.8%									
		59.3%									
		55.5%									

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)	92.5	87.3	97.0	90.3	100.2	88.3	85.7	80.4	90.9	88.1	92.5	80.4	368	355	345	-2.6%	-6.2%
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%	49.7%	55.4%	51.5%	55.8%	4.3%	0.4%

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	38	50	52									
Missed assisted collections	0	40	62	57									
Missed collections not rectified	0	10	14	17									
Repeated missed collection	0	1	5	2									
Repeated missed assisted collections	0	0	3	5									
Reported spillage	0	0	0	1									
Reported waste separation failure	0	0	0	0									
Failure to carry out collection (assisted)	0	1	0	2									
Failure to carry out collection (non-assisted)	0	7	2	7									
Missed bulky collection	0	1	1	0									
Street cleaning performance failure not...	0				#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Flytipping, flyposting or graffiti non-removal	0				#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Customer contact service response times	0	0	0	0									
Garden waste cancellation missed	0	0	0	0									
Litter and Detritus Survey	4%				#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
Detritus survey	8%				#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

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.

