

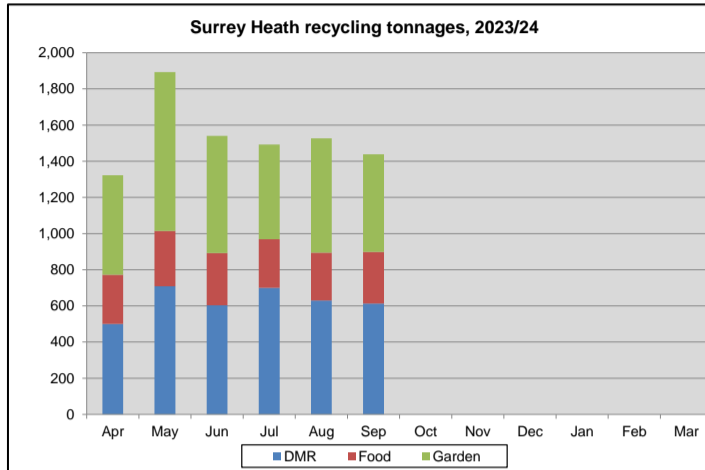
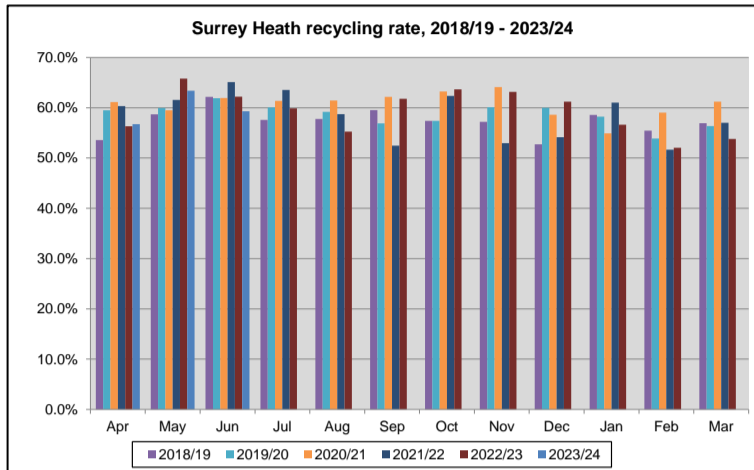
Council **Surrey Heath**  
 User to select from drop-down list

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				Average daily tonnages				Moving Annual Total (rolling 12 months)				
Mar 2020	Sep 2022	Sep 2023	Change	Mar 2020	Sep 2022	Sep 2023	Change	Mar 2020	Sep 2022	Sep 2023	Change	2020 Change
793	809	688	-15.0%	37	36	33	-10.4%	9,587	9,389	8,894	-5.3%	-7.2%
300	285	286	0.3%	14	13	14	5.1%	3,450	3,578	3,479	-2.8%	0.8%
373	509	540	6.0%	18	23	26	11.0%	5,024	4,254	6,405	50.6%	27.5%
20	28	0	-100.0%	1	1	0	-100.0%	341	269	117	-56.5%	-65.7%
3	3	4	3.5%	0	0	0	8.8%	36	37	33	-10.9%	-7.2%
4	5	0	-100.0%	0	0	0	-100.0%	145	49	9	-81.3%	-93.7%
1,492	1,640	1,517	-7.5%	70	74	72	-2.2%	18,583	17,575	18,937	7.8%	1.9%
933	943	932	-1.2%	44	43	44	3.5%	10,742	11,332	11,503	1.5%	7.1%
180	105	48	-54.5%	9	5	2	-52.3%	2,155	1,569	1,946	24.0%	-9.7%
18	4	0	-100.0%	1	0	0	-100.0%	220	39	8	-80.5%	-96.5%
2,623	2,692	2,496	-7.3%	124	122	119	-2.3%	31,700	30,515	32,394	6.2%	2.2%



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	Garden waste
	Textiles
	WEEE
	Other recycling
Total	
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	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	700	630	612						
273	306	289	269	265	286						
550	879	648	523	632	540						
13	13	2	12	15	0						
1	4	1	4	1	4						
74	117	101	118	68	25						
1,410	2,028	1,645	1,626	1,611	1,467						
1,055	1,145	1,103	985	1,068	1,007						
21	27	26	26	29	23						
1	0	0	0	0	0						
2,486	3,199	2,774	2,638	2,708	2,496						

Recycling rate	Current month
	Quarterly
	Last 12 months

Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
56.7%	63.4%	59.3%	61.6%	59.5%	58.8%						
		60.1%			60.0%						
		59.2%			59.4%						

Quarterly indicators

Performance against SEP Joint Strategy	2021/22				2022/23				2023/24				Moving Annual Average (rolling 12 months)				
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Jun 2019	Jun 2022	Jun 2023	Change	2019 Change
Total waste & recycling per person (kg)	99.2	87.8	82.4	88.3	91.9	81.6	90.6	84.6	92.4					350	348	-0.7%	
Recycling rate (Defra definition)	61.7%	59.2%	58.0%	57.6%	61.9%	59.1%	61.0%	54.7%	60.6%					59.2%	58.9%	-0.3%	

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	52	52	55	64	38						
Missed assisted collections	0	19	20	21	31	30	14						
Missed collections not rectified	0	0	1	0	1	0	0						
Repeated missed collection	0	0	0	1	5	7	3						
Repeated missed assisted collections	0	0	2	0	2	0	3						
Reported spillage	0	0	0	0	0	0	0						
Reported waste separation failure	0												
Failure to carry out collection (assisted)	0	0	0	0	1	2	0						
Failure to carry out collection (non-assisted)	0	7	9	10	5	5	0						
Missed bulky collection	0	0	10	0	0	1	0						
Street cleaning performance failure not...	0	0	0	0	0	0	0						
Flytipping, flyposting or graffiti non-removal	0	0	0	0	0	0	0						
Customer contact service response times	0	0	0	0	0	0	0						
Garden waste cancellation missed	0												
Litter and Detritus Survey	4%			0.2%			0.7%						
Survey	8%			6.2%			3.5%						

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

