

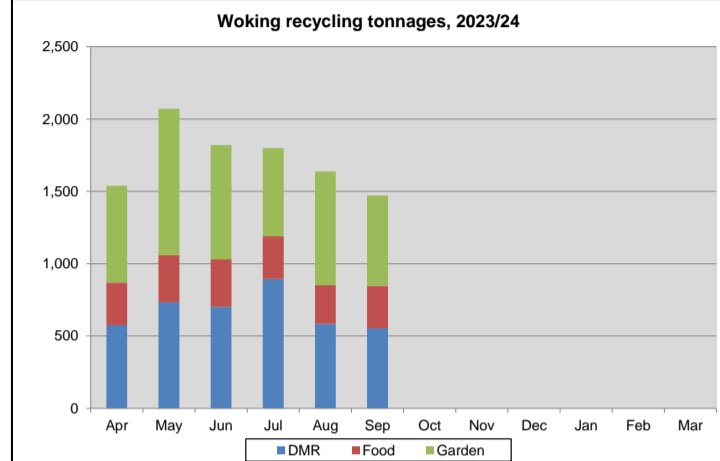
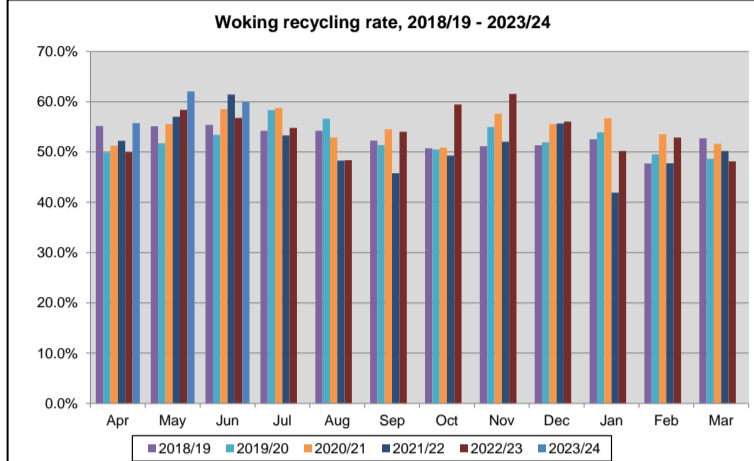
Council **Woking**
 User to select from drop-down list

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				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
647	669	620	-7.4%	64	67	62	-7.4%	8,492	8,416	8,506	1.1%	0.2%
326	317	293	-7.4%	16	14	14	-2.9%	3,923	3,814	3,653	-4.2%	-6.9%
535	688	624	-9.3%	25	31	30	-5.0%	7,175	5,492	7,952	44.8%	10.8%
11	8	0	-100.0%	0	0	0	-100.0%	158	81	54	-33.9%	-66.0%
2	4	2	-42.6%	0	0	0	-42.6%	41	23	35	56.8%	-13.0%
10	3	0	-100.0%	0	0	0	-100.0%	63	27	16	-42.9%	-75.2%
1,531	1,689	1,539	-8.8%	106	113	106	-6.5%	19,851	17,853	20,216	13.2%	1.8%
1,343	1,332	1,219	-8.4%	122	111	111	-0.1%	14,415	15,314	14,749	-3.7%	2.3%
222	159	137	-13.6%	11	7	7	-9.5%	2,704	1,974	2,532	28.2%	-6.4%
17	10	0	-100.0%	1	0	0	-100.0%	224	141	60	-57.6%	-73.3%
3,114	3,189	2,896	-9.2%	239	232	223	-3.7%	37,195	35,283	37,557	6.4%	1.0%



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	895	584	553						
295	327	329	295	268	293						
670	1,012	790	610	786	624						
5	7	4	8	3	0						
1	4	3	3	4	2						
94	82	96	49	59	72						
1,640	2,165	1,924	1,860	1,703	1,545						
1,237	1,256	1,192	1,283	1,437	1,286						
64	68	93	59	84	65						
1	0	0	0	0	0						
2,942	3,488	3,208	3,202	3,223	2,896						

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
55.8%	62.1%	60.0%	58.1%	52.8%	53.4%						
		59.4%			54.8%						
		55.5%			56.1%						

Quarterly indicators

	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
Performance against SEP Joint Strategy																	
Total waste & recycling per person (kg)	100.2	88.3	85.7	80.4	90.9	88.1	92.5	80.4	89.8					345	348	0.7%	
Recycling rate (Defra definition)	56.3%	49.8%	53.1%	45.5%	57.2%	54.6%	60.9%	49.7%	61.3%					51.6%	56.9%	5.3%	

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	38	50	52	36	32	32						
Missed assisted collections	0	40	62	57	45	35	31						
Missed collections not rectified	0	10	14	17	8	4	11						
Repeated missed collection	0	1	5	2	4	0	0						
Repeated missed assisted collections	0	0	3	5	3	0	0						
Reported spillage	0	0	0	1	0	2	0						
Reported waste separation failure	0	0	0	0	0	0	0						
Failure to carry out collection (assisted)	0	1	0	2	1	5	0						
Failure to carry out collection (non-assisted)	0	7	2	7	6	3	0						
Missed bulky collection	0	1	1	0	0	0	0						
Street cleaning performance failure not...	0												
Flytipping, flyposting or graffiti non-removal	0												
Customer contact service response times	0	104	394		41								
Garden waste cancellation missed	0	0	0	0	0	0	0						
Litter and Detritus Survey	4%												
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.

