

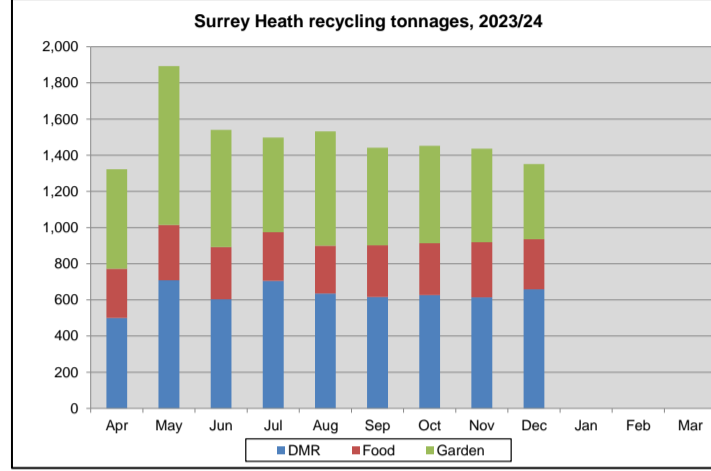
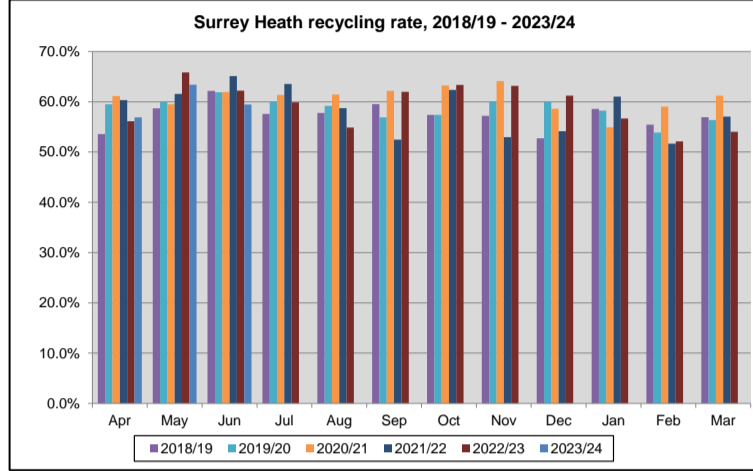
Council **Surrey Heath**
 User to select from drop-down list

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	Dec 2022	Dec 2023	Change	Mar 2020	Dec 2022	Dec 2023	Change	Mar 2020	Dec 2022	Dec 2023	Change	2020	Change
793	816	710	-13.0%	37	35	35	0.1%	9,587	9,187	8,773	-4.5%		-8.5%
300	305	277	-9.1%	14	13	14	4.5%	3,450	3,529	3,454	-2.1%		0.1%
373	368	415	12.8%	18	16	21	29.7%	5,024	5,234	6,290	20.2%		25.2%
20	8	10	21.7%	1	0	0	25.8%	341	245	147	-40.0%		-57.0%
3	4	3	-26.4%	0	0	0	-14.8%	36	36	32	-11.5%		-11.6%
4	0	0	-100.0%	0	0	0	-100.0%	145	41	4	-89.6%		-97.1%
1,492	1,502	1,415	-5.7%	70	65	70	8.4%	18,583	18,270	18,701	2.4%		0.6%
933	951	905	-4.8%	44	41	45	9.4%	10,742	11,284	11,547	2.3%		7.5%
180	369	260	-29.7%	9	16	13	-19.1%	2,155	1,973	1,810	-8.3%		-16.0%
18	2	0	-100.0%	1	0	0	-100.0%	220	18.96	5	-73.7%		-97.7%
2,623	2,824	2,580	-8.6%	124	122	129	5.0%	31,700	31,546	32,062	1.6%		1.1%



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	706	635	616	627	614	659			
273	306	289	269	265	286	287	305	277			
550	879	648	523	632	540	539	516	415			
23	13	12	13	16	2	13	12	10			
1	4	1	4	1	4	1	4	3			
74	117	101	118	68	95	99	225	222			
1,420	2,028	1,655	1,632	1,616	1,542	1,566	1,676	1,586			
1,055	1,145	1,103	985	1,068	1,007	1,030	1,106	957			
21	27	26	26	29	28	27	37	38			
1	0	0	0	0	0	0	0	0			
2,496	3,199	2,784	2,644	2,713	2,577	2,623	2,819	2,580			

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
56.9%	63.4%	59.4%	61.7%	59.6%	59.8%	59.7%	59.4%	61.5%			
		60.2%			60.4%			60.2%			
		59.2%			59.5%			58.9%			

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	Sep 2022	Sep 2023	Change	2019 Change
Performance against SEP Joint Strategy																	
Total waste & recycling per person (kg)	99.2	87.8	82.4	88.3	91.9	81.6	90.6	84.6	92.4	86.6				344	354	2.9%	
Recycling rate (Defra definition)	61.7%	59.2%	58.0%	57.6%	61.9%	59.1%	61.0%	54.7%	60.6%	60.1%				59.2%	59.2%	0.0%	

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	37	45	38			
Missed assisted collections	0	19	20	21	31	30	14	11	15	9			
Missed collections not rectified	0	0	1	0	1	0	0	0	0	1			
Repeated missed collection	0	0	0	1	5	7	3	3	3	1			
Repeated missed assisted collections	0	0	2	0	2	0	3	0	0	0			
Reported spillage	0	0	0	0	0	0	0	0	1	0			
Reported waste separation failure	0												
Failure to carry out collection (assisted)	0	0	0	0	1	2	3	0	0	2			
Failure to carry out collection (non-assisted)	0	7	9	10	5	5	5	8	8	4			
Missed bulky collection	0	0	10	0	0	1	0	0	0	0			
Street cleaning performance failure not...	0	0	0	0	0	0	0	0	0	0			
Flytipping, flyposting or graffiti non-removal	0	0	0	0	0	0	0	0	0	0			
Customer contact service response times	0	0	0	0	0	0	0	0	0	0			
Garden waste cancellation missed	0												
Litter and Detritus Survey	4%			0.2%			0.7%			0.0%			
Survey	8%			6.2%			3.5%			5.7%			

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

