

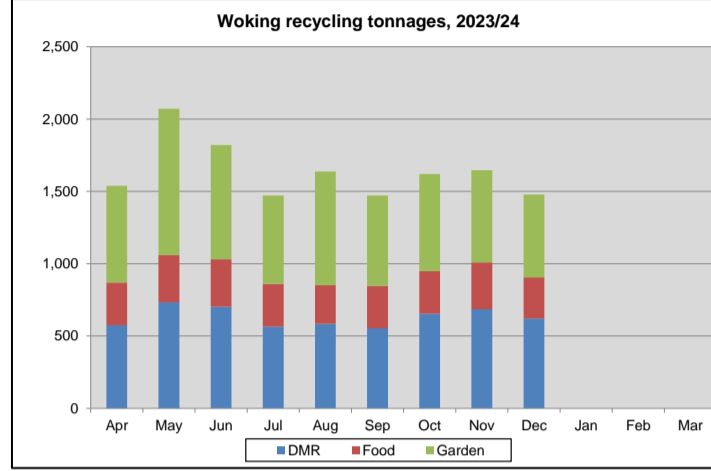
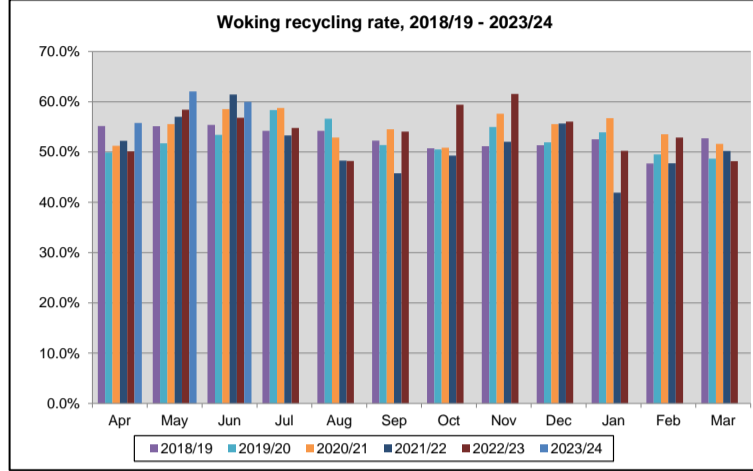
Council **Woking**
 User to select from drop-down list

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 | Dec 2022 | Dec 2023 | Change | Mar 2020 | Dec 2022 | Dec 2023 | Change | Mar 2020 | Dec 2022 | Dec 2023 | Change | 2020 Change | |
| 647 | 815 | 693 | -14.9% | 64 | 63 | 69 | 10.6% | 8,492 | 8,284 | 8,112 | -2.1% | -4.5% | |
| 326 | 322 | 283 | -12.1% | 16 | 14 | 14 | 1.1% | 3,923 | 3,729 | 3,630 | -2.6% | -7.5% | |
| 535 | 468 | 573 | 22.3% | 25 | 20 | 29 | 40.6% | 7,175 | 6,647 | 7,708 | 16.0% | 7.4% | |
| 11 | 2 | 3 | 36.7% | 0 | 0 | 0 | 36.6% | 158 | 84 | 71 | -15.8% | -55.1% | |
| 2 | 4 | 1 | -73.0% | 0 | 0 | 0 | -71.7% | 41 | 30 | 34 | 11.2% | -17.2% | |
| 10 | 2 | 0 | -100.0% | 0 | 0 | 0 | -100.0% | 63 | 28 | 8 | -71.7% | -87.3% | |
| 1,531 | 1,613 | 1,553 | -3.7% | 106 | 97 | 112 | 15.3% | 19,851 | 18,803 | 19,563 | 4.0% | -1.5% | |
| 1,343 | 1,143 | 1,061 | -7.1% | 122 | 114 | 106 | -7.1% | 14,415 | 15,116 | 14,565 | -3.6% | 1.0% | |
| 222 | 204 | 263 | 29.1% | 11 | 9 | 13 | 48.5% | 2,704 | 2,237 | 2,444 | 9.2% | -9.6% | |
| 17 | 12 | 0 | -100.0% | 1 | 1 | 0 | -100.0% | 224 | 140.54 | 27 | -81.0% | -88.1% | |
| 3,114 | 2,972 | 2,878 | -3.2% | 239 | 221 | 232 | 4.8% | 37,195 | 36,297 | 36,598 | 0.8% | -1.6% | |



| | |
|-------------------------|--------------------------|
| 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 | 566 | 584 | 554 | 655 | 686 | 622 | | | |
| 295 | 327 | 329 | 295 | 268 | 293 | 295 | 323 | 283 | | | |
| 670 | 1,012 | 790 | 610 | 786 | 624 | 670 | 638 | 573 | | | |
| 6 | 8 | 5 | 9 | 6 | 4 | 7 | 5 | 3 | | | |
| 1 | 4 | 3 | 3 | 4 | 2 | 3 | 3 | 1 | | | |
| 94 | 82 | 96 | 51 | 61 | 75 | 98 | 226 | 152 | | | |
| 1,642 | 2,166 | 1,925 | 1,534 | 1,709 | 1,552 | 1,729 | 1,880 | 1,634 | | | |
| 1,237 | 1,256 | 1,192 | 1,252 | 1,437 | 1,286 | 1,175 | 1,208 | 1,133 | | | |
| 64 | 68 | 93 | 57 | 81 | 62 | 94 | 145 | 111 | | | |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| 2,943 | 3,489 | 3,210 | 2,843 | 3,227 | 2,900 | 2,998 | 3,233 | 2,878 | | | |

| | |
|----------------|----------------|
| 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% | 53.9% | 53.0% | 53.5% | 57.7% | 58.2% | 56.8% | | | |
| | | 59.4% | | | 53.5% | | | 57.6% | | | |
| | | 55.5% | | | 55.8% | | | 55.3% | | | |

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) | 100.2 | 88.3 | 85.7 | 80.4 | 90.9 | 88.1 | 92.5 | 80.4 | 89.8 | 87.3 | | | | 345 | 350 | 1.5% | |
| Recycling rate (Defra definition) | 56.3% | 49.8% | 53.1% | 45.5% | 57.2% | 54.6% | 60.9% | 49.7% | 61.3% | 56.4% | | | | 52.8% | 57.3% | 4.5% | |

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 | 31 | 33 | 35 | | | |
| Missed assisted collections | 0 | 40 | 62 | 57 | 45 | 35 | 31 | 33 | 36 | 21 | | | |
| Missed collections not rectified | 0 | 10 | 14 | 17 | 8 | 4 | 11 | 29 | 19 | 49 | | | |
| Repeated missed collection | 0 | 1 | 5 | 2 | 4 | 0 | 0 | 0 | 2 | 1 | | | |
| Repeated missed assisted collections | 0 | 0 | 3 | 5 | 3 | 0 | 0 | 0 | 1 | 2 | | | |
| Reported spillage | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | | | |
| Reported waste separation failure | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Failure to carry out collection (assisted) | 0 | 1 | 0 | 2 | 1 | 5 | 8 | 2 | 5 | 2 | | | |
| Failure to carry out collection (non-assisted) | 0 | 7 | 2 | 7 | 6 | 3 | 2 | 5 | 2 | 2 | | | |
| Missed bulky collection | 0 | 1 | 1 | 0 | 0 | 0 | 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 | 0 | 0 | 0 | | | |
| Litter and Detritus Survey | 4% | | | | | | | | | | | | |
| Detritus 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.

