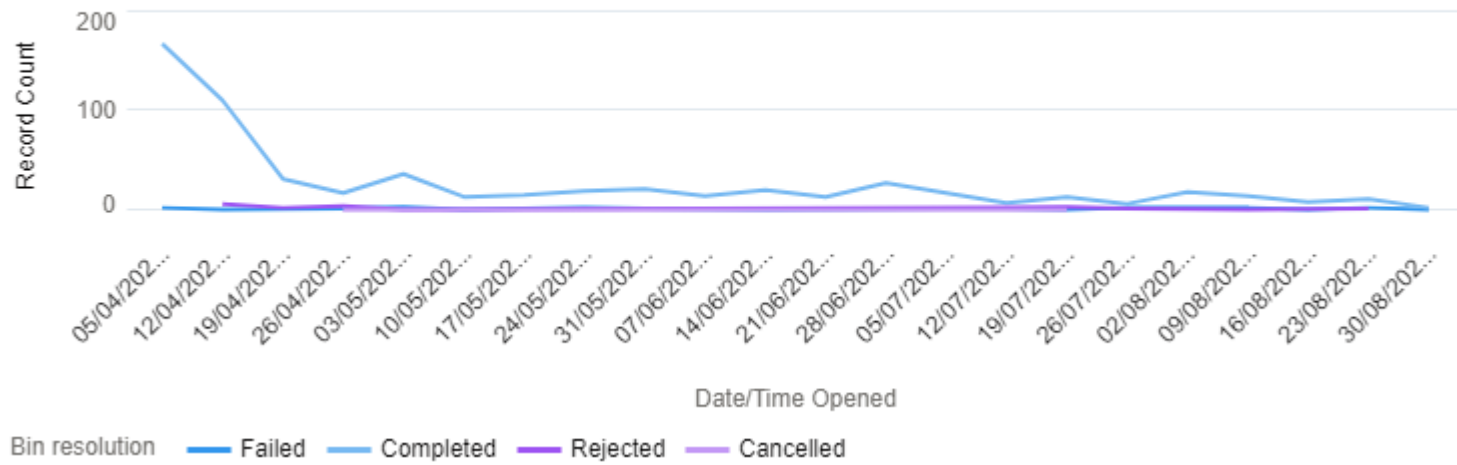**APPENDIX A - Community Services Performance Charts**
New waste collection performance indicators (replacing CS1a & CS1b)

The data covers the period from contract start to date.

Number of missed refuse collections

Performance Summary

As can be seen at the start of the contract, the missed rubbish collections are much higher than currently and reflects the challenges that were faced at the time. Over the last 4 weeks the average misses per week is 14 rubbish collections.

APPENDIX A - Community Services Performance Charts

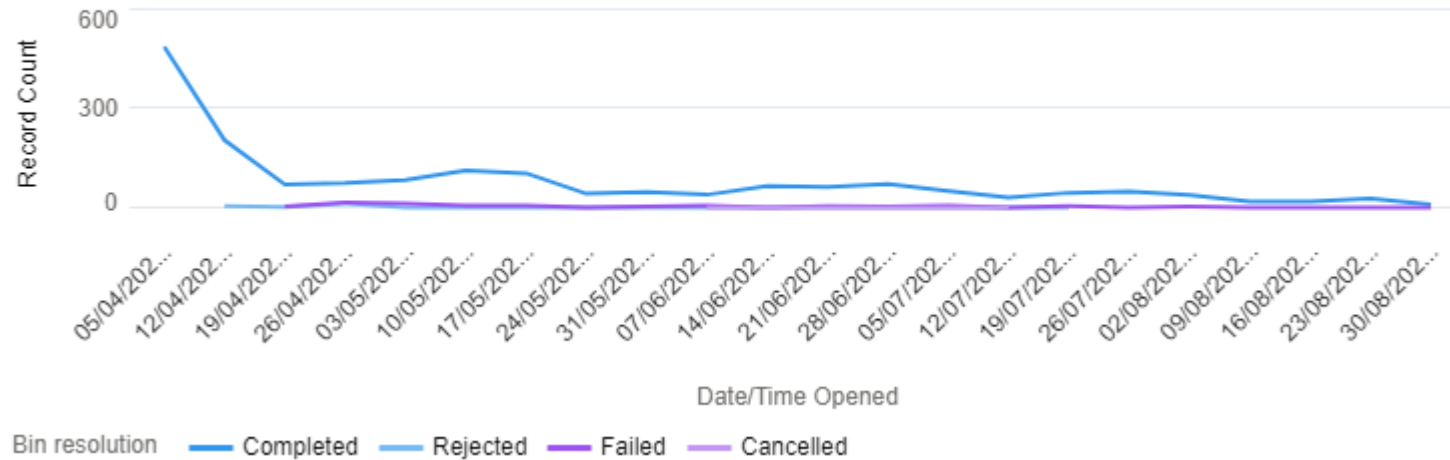Number of missed recycling collections

No of Missed Mixed Recycling
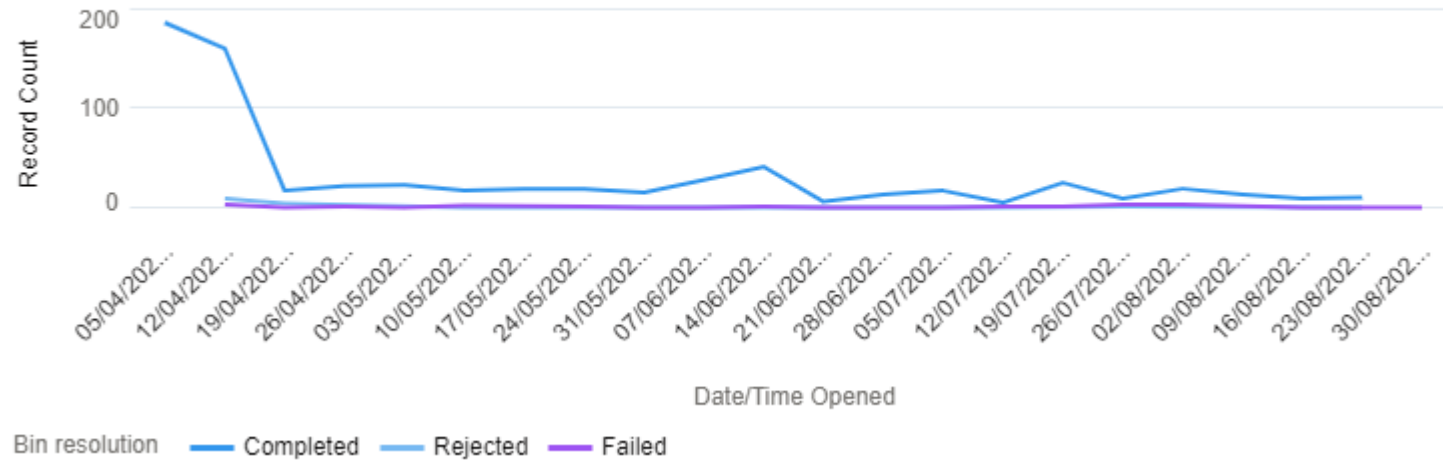
Performance Summary

The missed recycling collections very closely mirror the missed rubbish collections and the associated challenges. At this time, only the latest 4 weeks performance can be reported for missed recycling collections. Over the last 4 weeks the average misses per week is 14 per week.

APPENDIX A - Community Services Performance Charts

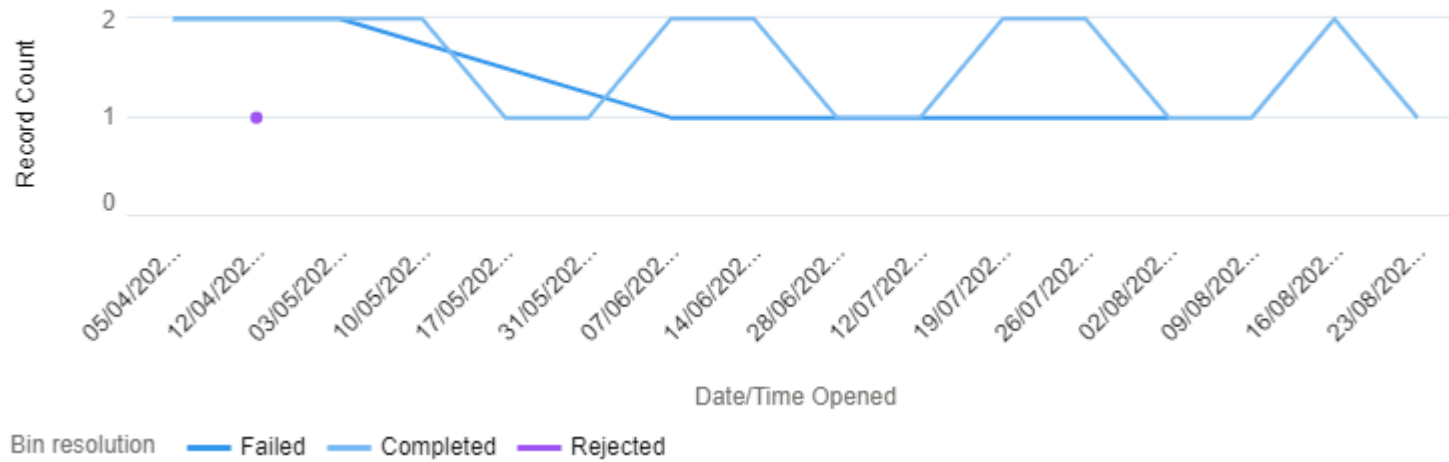Number of missed food waste collections

Number of Missed Food Waste

Performance Summary

The missed food waste collection again mirrors the other two collections, though at higher rate. The service has improved but the number of missed collections is higher at an average of 27 per week. There are several missed collections due to the crews not seeing the caddy out for collection. If the bin is placed on the right-hand side of the bin and the crew are working up the road from left to right, then they may not see it. This has been witnessed when reviewing the vehicles CCTV systems. Work on improving this service continues with Biffa, who are issuing guidance to staff on the collection method. The Council will be providing advice to residents about presenting their food waste caddies to help improve the situation.

APPENDIX A - Community Services Performance Charts

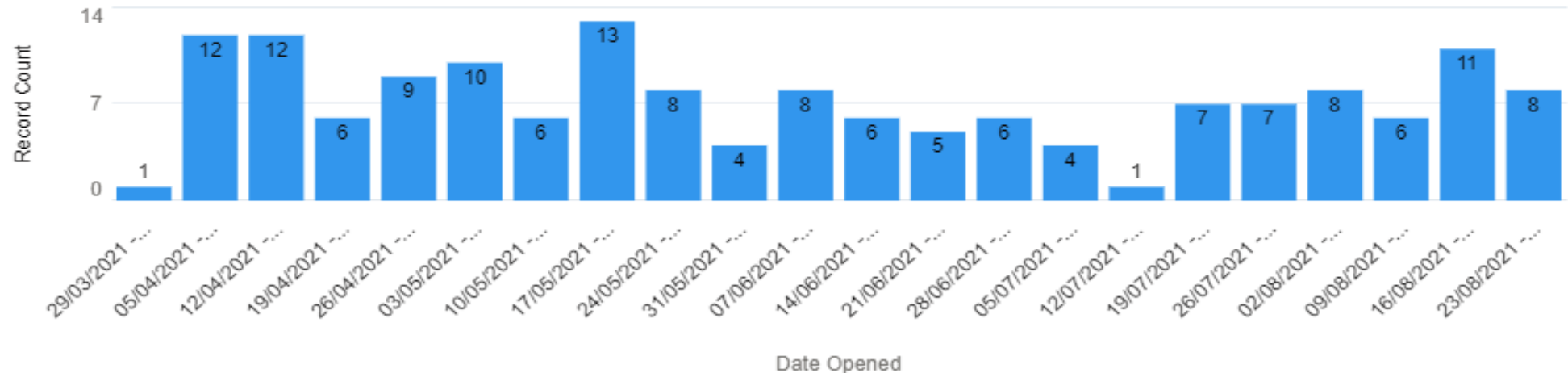Missed textile, small WEEE and Battery collections

Number of Missed Clothes WEEE

Performance Summary

The number of missed collections for textiles, small WEEE and Batteries is low and there are no issues currently.

APPENDIX A - Community Services Performance Charts

Number of missed assisted collection

Missed Assisted Collections
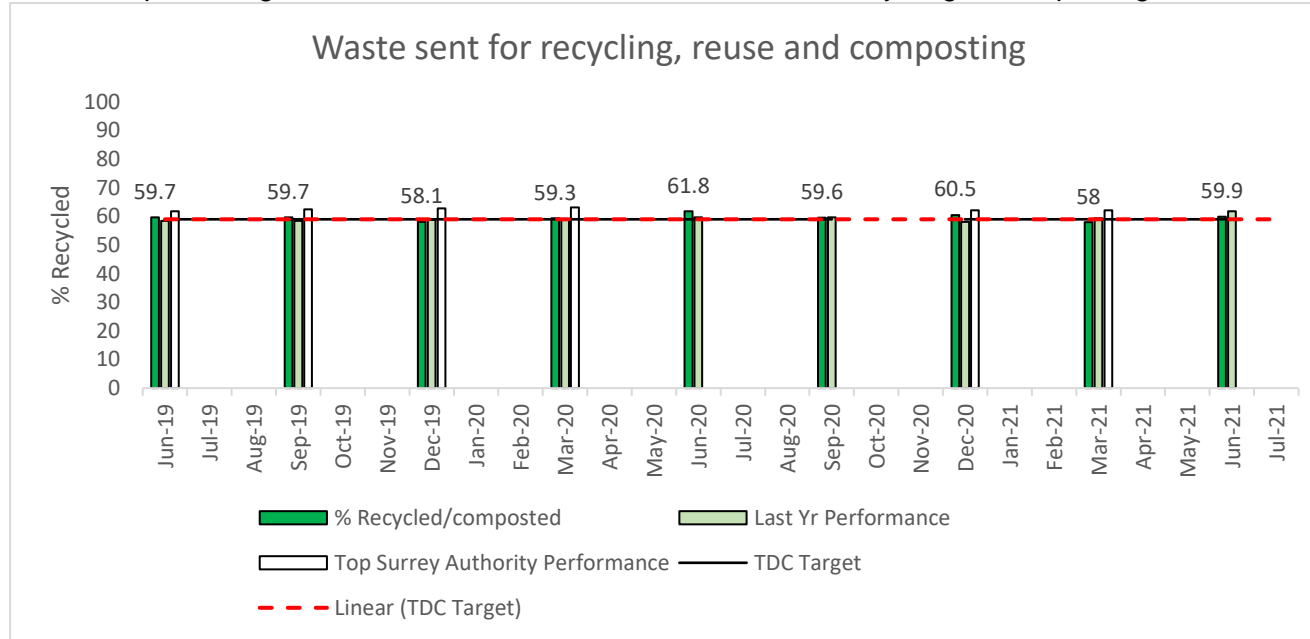

Performance Summary

Assisted collections rely on local knowledge of the crew and with a change of round structures at the start of the contract some of the knowledge was lost. There are 1,767 assisted collections per week across all the services and the service has not improved significantly since the contract start. Officers continue to work with Biffa to make improvements. An error was found in one of the reporting forms which has led to some under reporting on the above numbers especially at the start of the contract. This issue has been resolved.

Overall Summary

Clearly as can be seen above, there were more misses at the start of the new contract than now, which is encouraging. The previous performance measure was for Biffa to complete 99.9% of collections first time, using the latest four-week data that performance is still at 99.9%. However, the new performance measures allow officers to more readily understand which services may be struggling. In terms of missed assisted collection it was not possible to report on these through the previous systems. Consequently, officers do not have any comparator data aside from exception reports of these misses in the previous contract. Therefore it is not a new issue, but the new reporting mechanism will assist officers and Biffa to identify issues and work on improvements.

APPENDIX A - Community Services Performance Charts

CS2 - The percentage of household waste that is sent for reuse, recycling or composting.

Waste sent for recycling, reuse and composting

Performance Summary

- On target, the recycling figures for Q1 2021/22 are provided by the Surrey Environment Partnership.

- Note: data is subject to annual audit by the Department for Environment, Food and Rural Affairs and their subsequent sign-off (October / November).

- Target: 59%.

CS3 - Average time to remove fly-tips (working days)


Average time to remove fly-tips
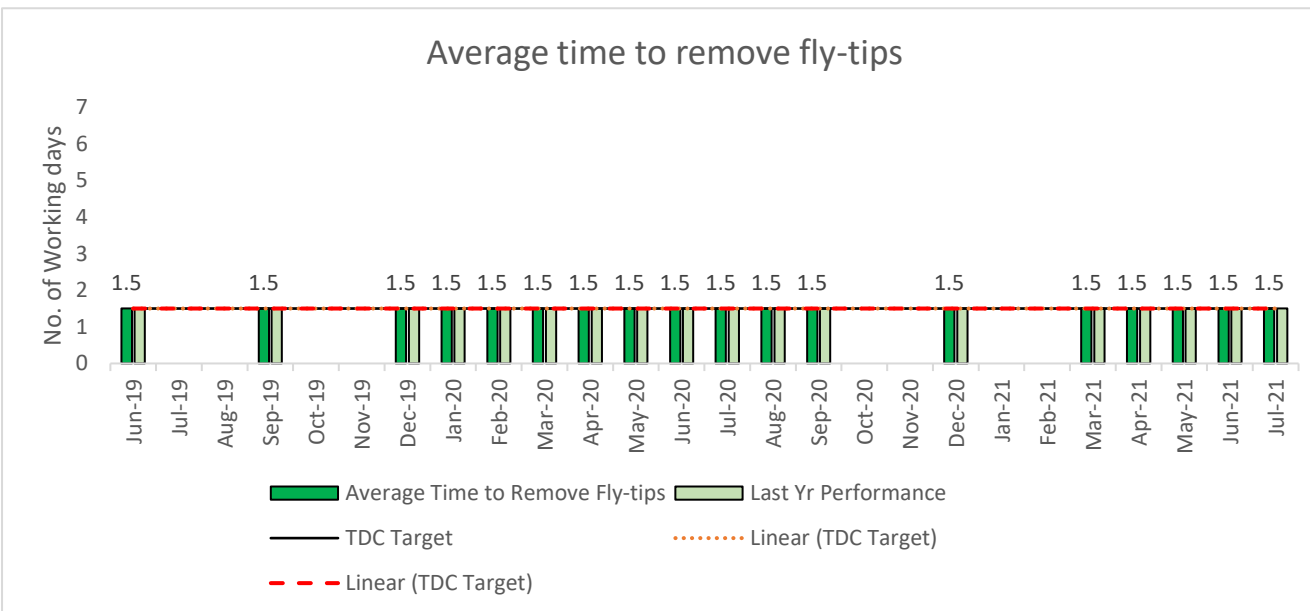
Performance Summary

- Consistent performance into Quarter 1 2021/22.

- Note: this indicator does not measure waste left outside properties that is due to be collected by regular household waste service. Further, if a case is reported, and then further reports received on the same case, the duplicate cases are closed immediately as the case has already been logged on the system.

- Target: 1.5 days (2021/22)

APPENDIX A - Community Services Performance Charts

CS4 – Percentage of roads, footpaths and public open spaces, which are TDC's responsibility which meet the environment cleanliness standard
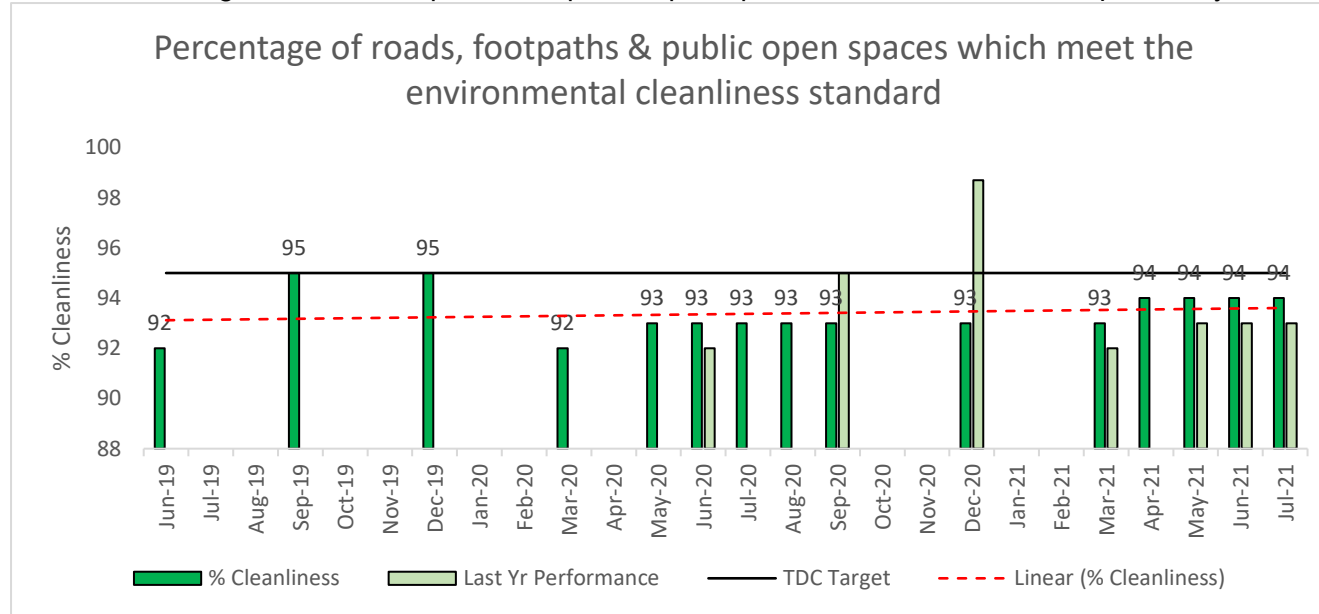
Performance Summary

- Performance marginally below target in Quarter 1 and into July 21.

- Officers are currently reviewing the methodology for this indicator to find a more appropriate approach.

- Target: 95% (2021/22)

CS5 – Percentage of establishments with a rating of 3 (generally satisfactory) or better under the Food Hygiene Rating Scheme
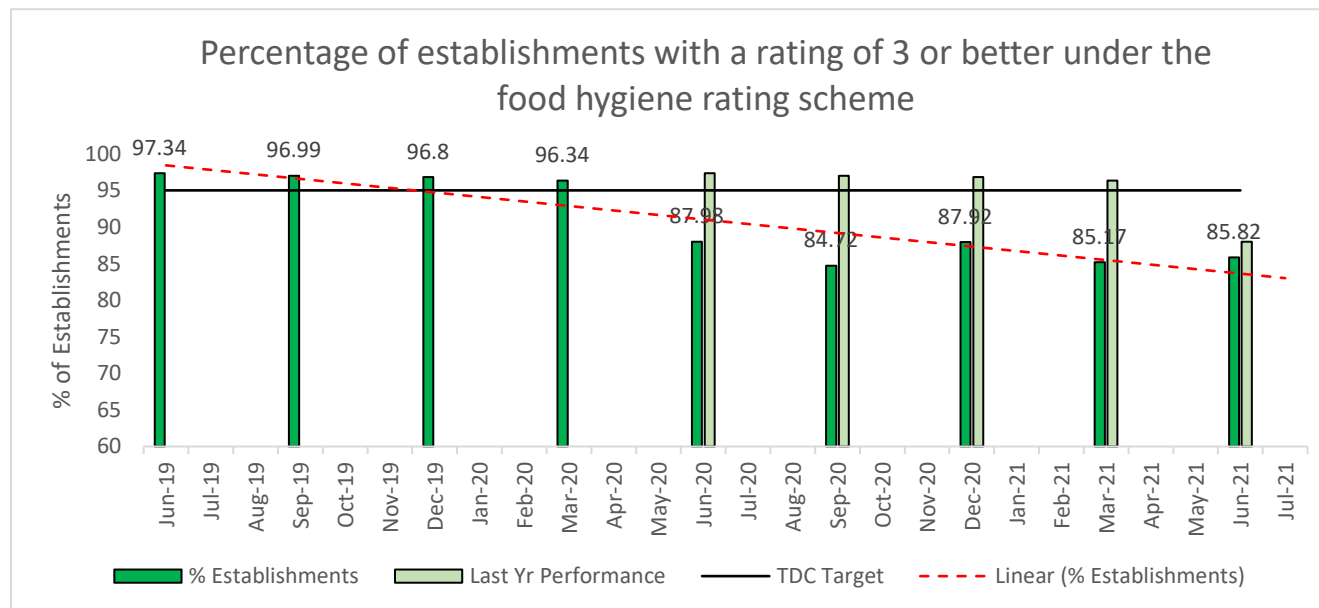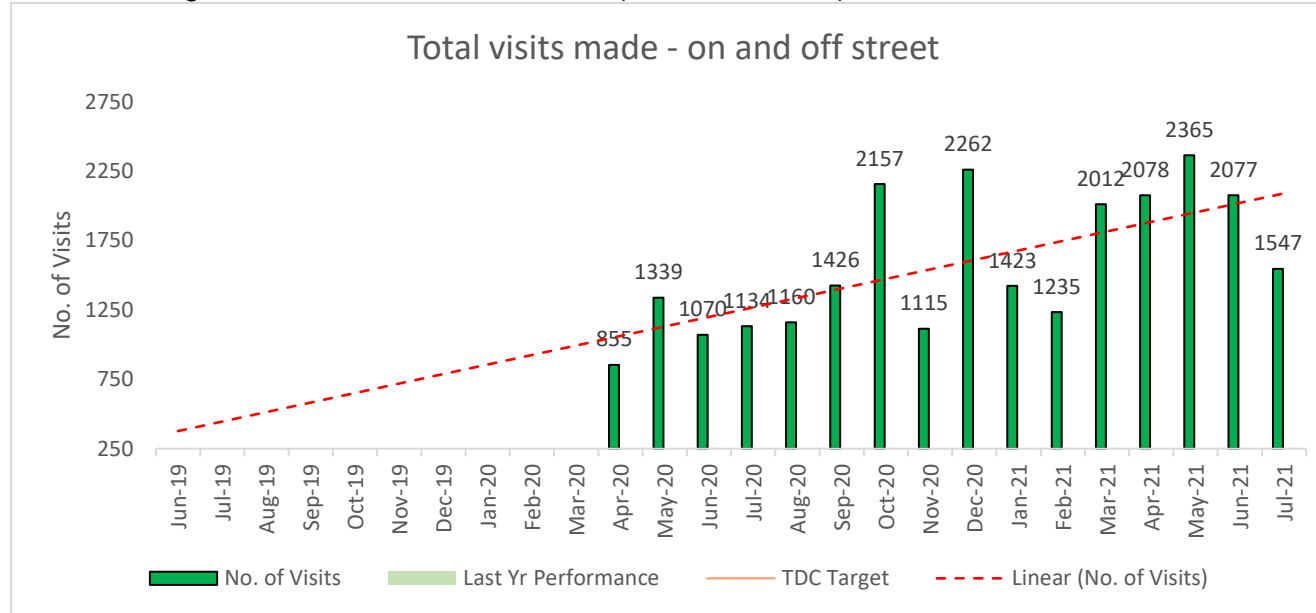

Performance Summary

- Due to the continuing restrictions on officer site visits and on the operation of food businesses during the COVID-19 lockdown, face-to-face inspections in Tandridge have not been possible. However, overdue inspections of high risk food businesses and the inspection of newly registered food businesses, continued to be screened to identify any potential public health/consumer protection concerns and prioritised for either remote telephone intervention and/or inspection when permitted.

- During this quarter the Food Enforcement Service experienced significant additional challenges with supporting businesses in navigating their way through the Government's 3 Steps document and advising on the implications of the Government's announcement on 12th June of the delay in moving to Step 4.

- There are also vacancies within the team which are currently being recruited.

- Target: 95% (2021/22)
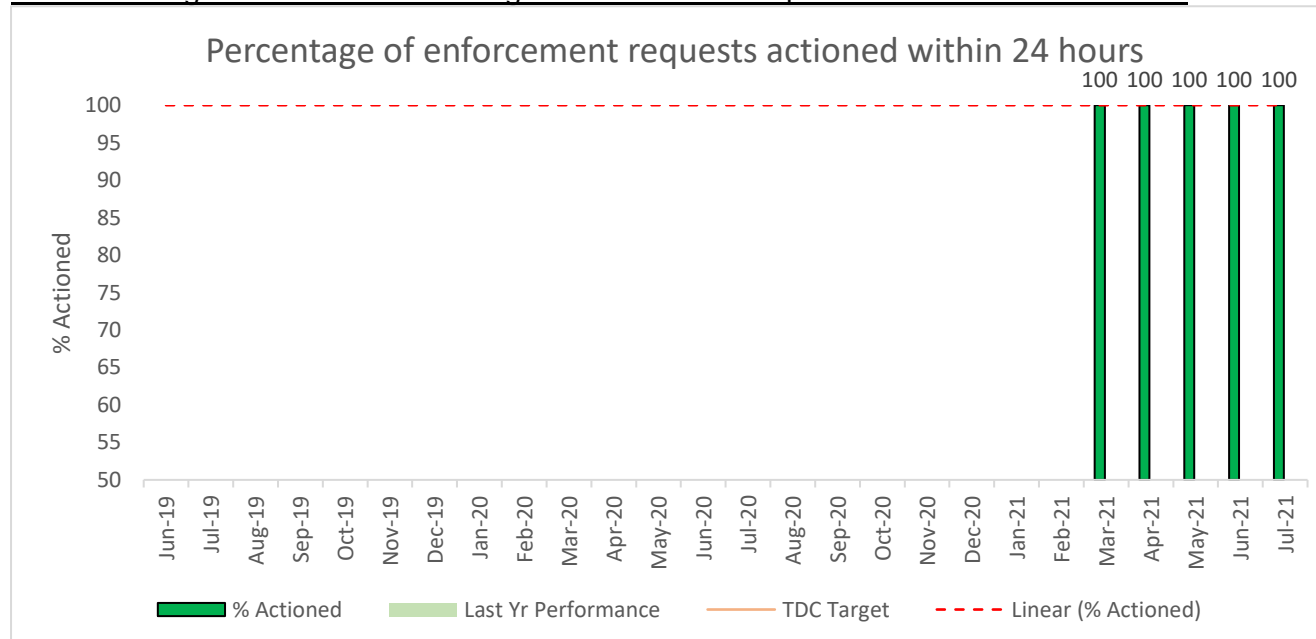
APPENDIX A - Community Services Performance Charts

CS6 – Parking enforcement: Total visits made (on and off street)

Total visits made - on and off street

Performance Summary

- In line with expectations. This KPI needs to be viewed together with "recorded time spent" in the district. Some roads are longer than others and take a greater amount of time to enforce.

- No target set.

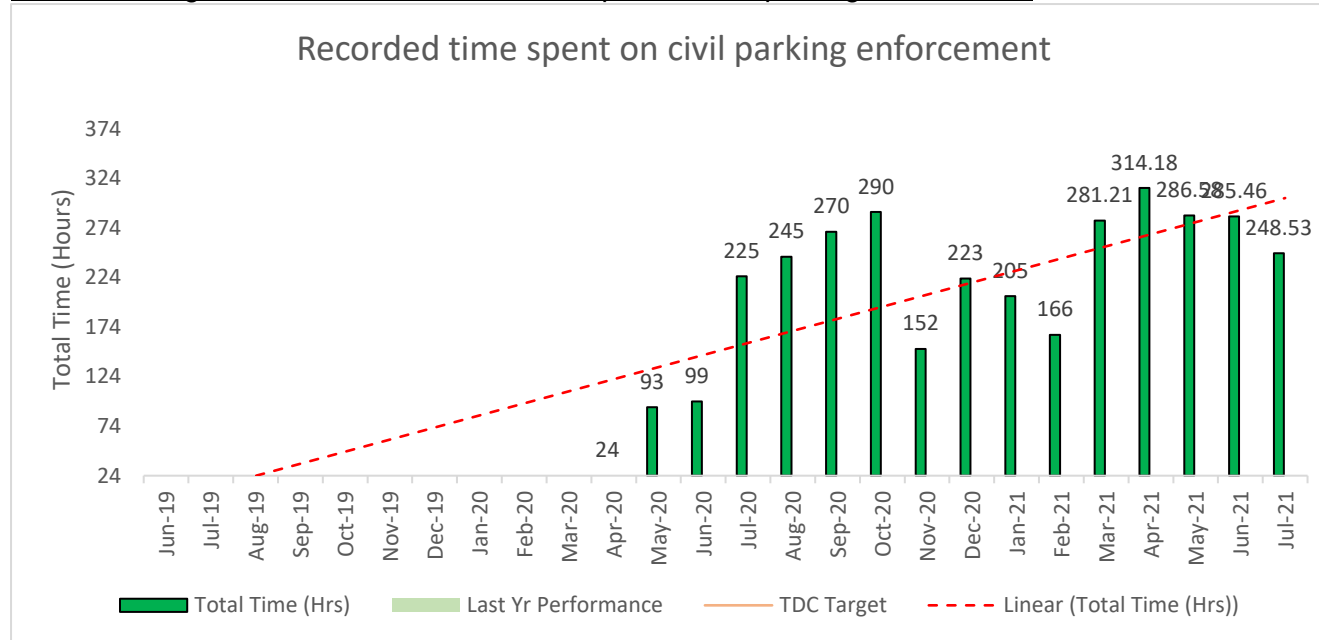CS7 – Parking enforcement: Percentage of enforcement requests actioned within 24 hours

Percentage of enforcement requests actioned within 24 hours

Performance Summary

- Sevenoaks District Council continue to be very responsive in dealing with requests.

- No target set.
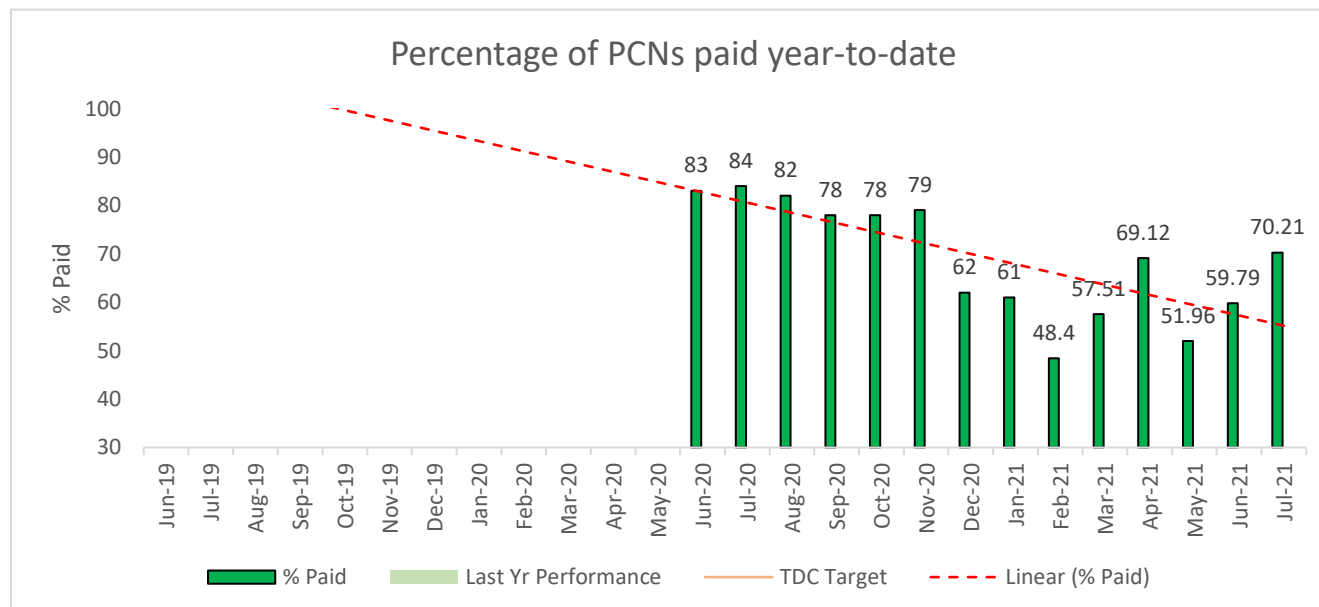
APPENDIX A - Community Services Performance Charts

CS8 – Parking enforcement: Recorded time spent on civil parking enforcement

Recorded time spent on civil parking enforcement

Performance Summary

- In line with expectations.

- No target set.

CS9 – Parking enforcement: Percentage of PCNs paid year-to-date

Percentage of PCNs paid year-to-date

Performance Summary

- Performance improving on previous end of Quarter figure, and further improving in July 2021.

- No target set.

APPENDIX A - Community Services Performance Charts

CS10 – Parking notices issued by area

Area Name	May-21		Jun-21		Jul-21	
	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings
Bletchingley and Nutfield	2		2		1	
Burstow, Horne, Smallfield and Outwood	1		2			
Caterham (including Chaldon, Harestone, Portley, Queens Park & Valley)	198	7	188	4	191	1
Dormansland and Felcourt	1		3			
Felbridge						
Godstone	1		1		1	
Limpsfield	8		2		13	
Lingfield and Crowhurst	7		22		16	
Oxted North & Tandridge	34	1	81		101	
Oxted South	2		2			
Tatsfield and Titsey						
Warlingham East, Warlingham West and Chelsham and Farleigh	22	2	20		40	3
Westway						
Whyteleafe	55	3	59	3	63	
Woldingham			1		7	
Totals:			383	7	433	4