

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

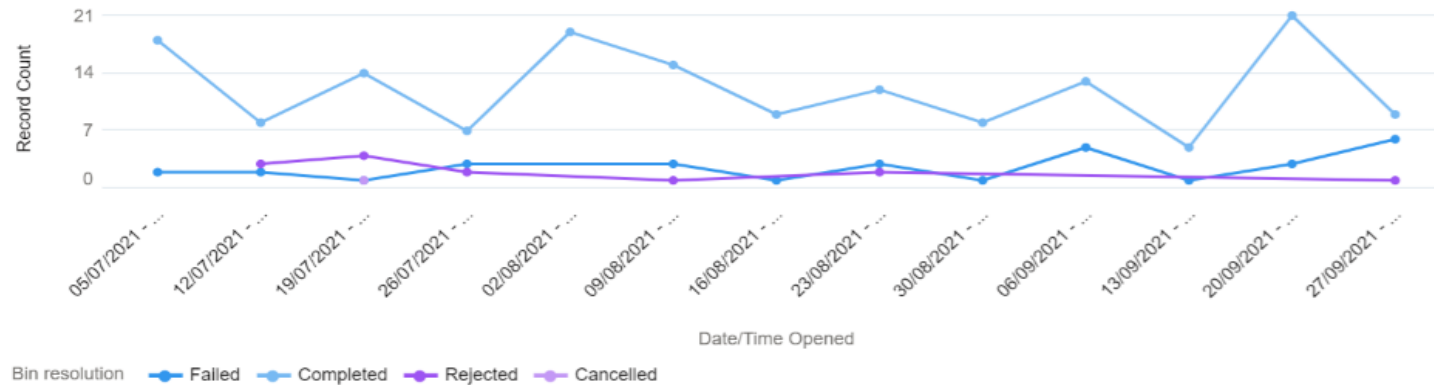
Quarter 1 – Missed Rubbish

Number of Missed Rubbish



Quarter 2 – Missed rubbish

Number of Missed Rubbish



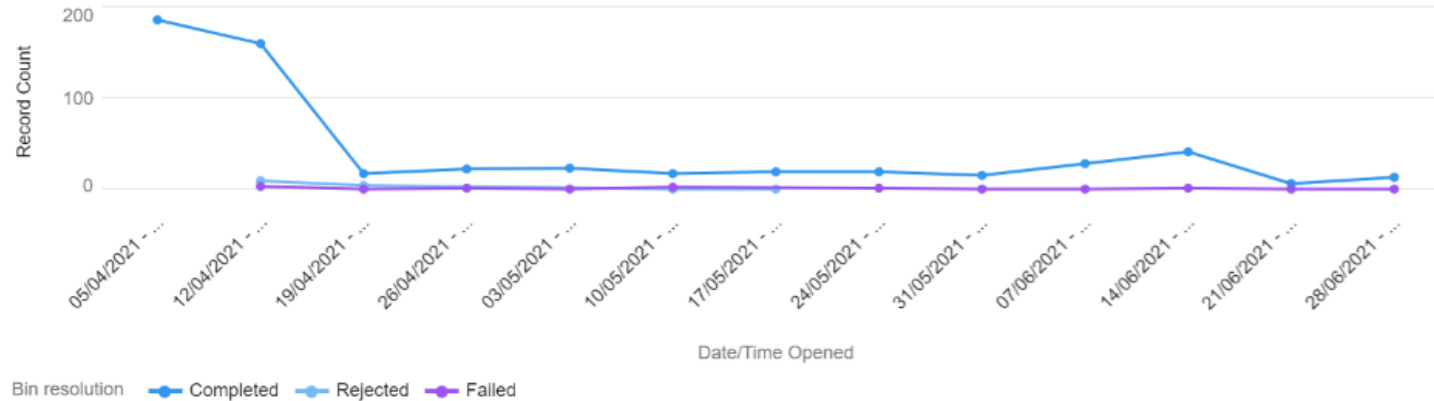
Performance Summary

- As can be seen from the graphs there has been a significant improvement in the number of missed rubbish bins being reported by residents. This was as expected as it has taken some time for the new service to bed in. Over the last four weeks of Quarter 2 the average number of misses per week is 13 per week.
- Please note, the scale on the y-axis is reduced on the Quarter 2 graph, in comparison to the Quarter 1 graph, due to improved performance.

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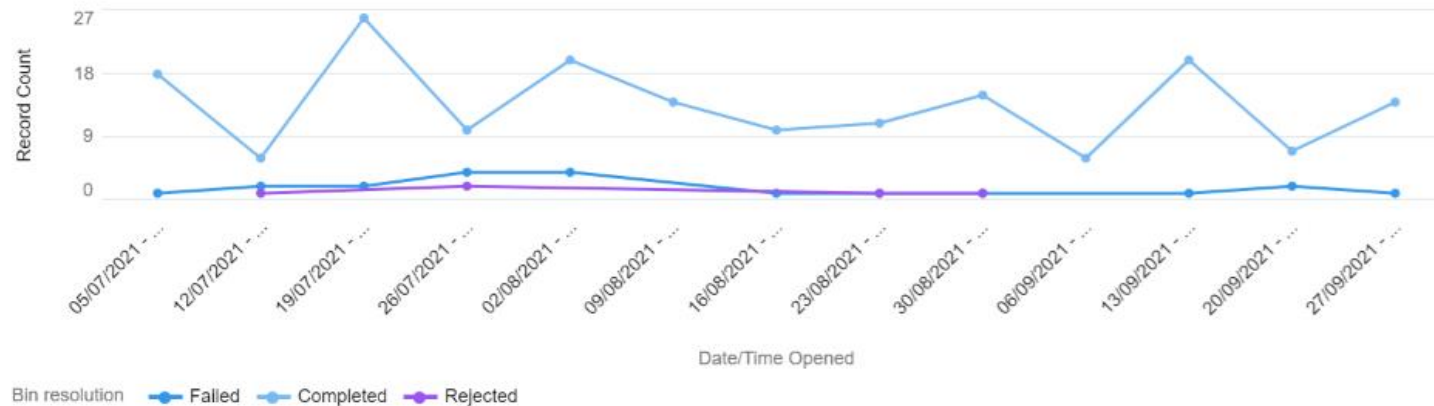
Quarter 1 – Missed mixed recycling

No of Missed Mixed Recycling



Quarter 2 – Missed mixed recycling

No of Missed Mixed Recycling



Performance Summary

- The missed mixed recycling performance closely mirrors that seen for the missed rubbish bins. As the service has stabilised the number of misses has reduced, and over the last four weeks of Quarter 2 the average miss per week was 12 missed mixed recycling bins.
- Please note, the scale on the y-axis is reduced on the Quarter 2 graph, in comparison to the Quarter 1 graph, due to improved performance.

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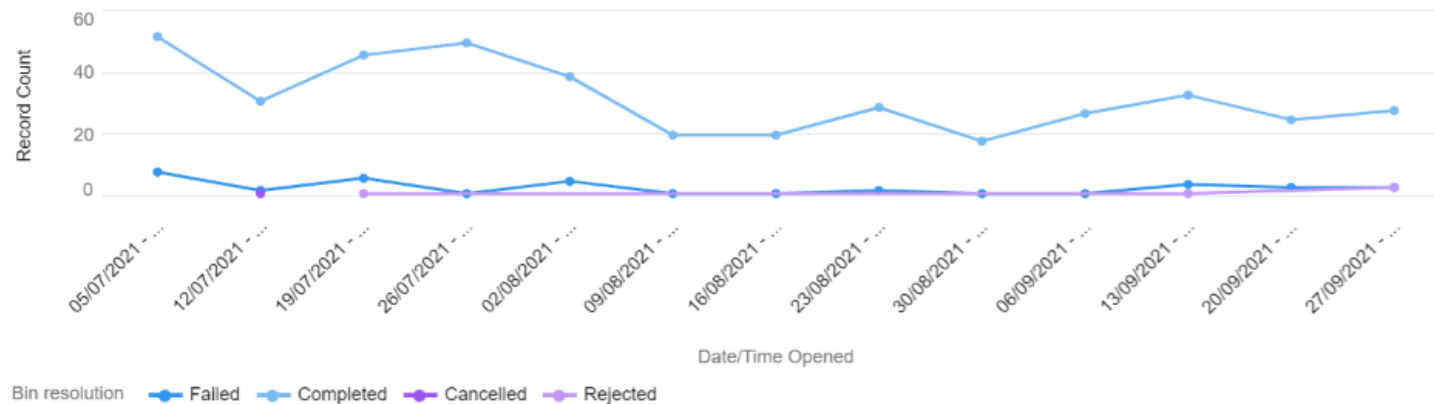
Quarter 1 – Missed food waste

Number of Missed Food Waste



Quarter 2 – Missed food waste

Number of Missed Food Waste



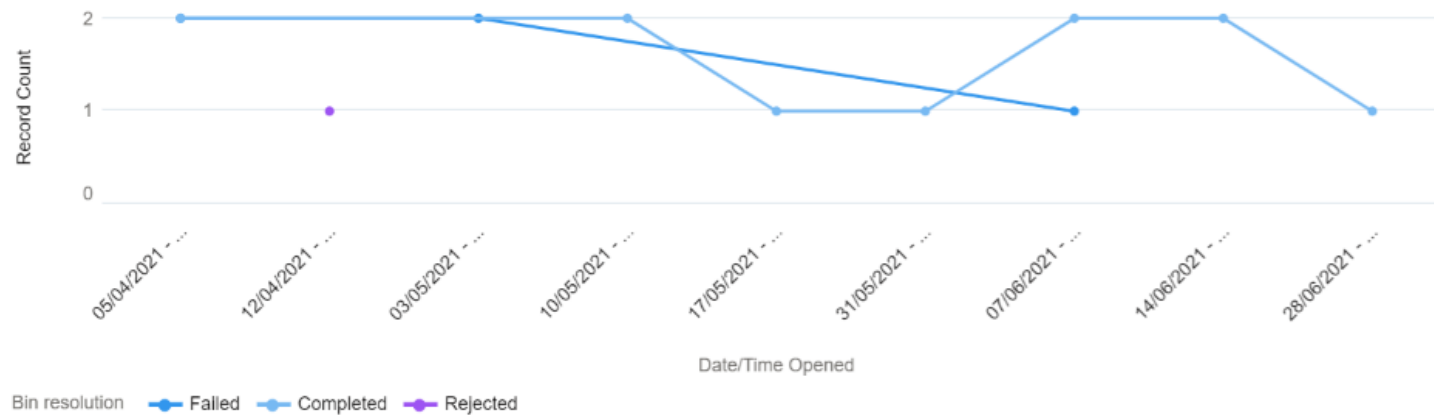
Performance Summary

- Even though there has been an improvement in the food waste service the level of misses appears high compared to the rubbish and recycling services. The average misses per week over the last four weeks of Quarter 2 is at 28 per week.
- However, this is a weekly service and if you take the total misses for rubbish and mixed recycling it comes out at 25 per week. Officers continue to work with Biffa on the food waste collection to improve the collections and this is being supported by messages in the newsletter.
- Please note, the scale on the y-axis is reduced on the Quarter 2 graph, in comparison to the Quarter 1 graph, due to improved performance.

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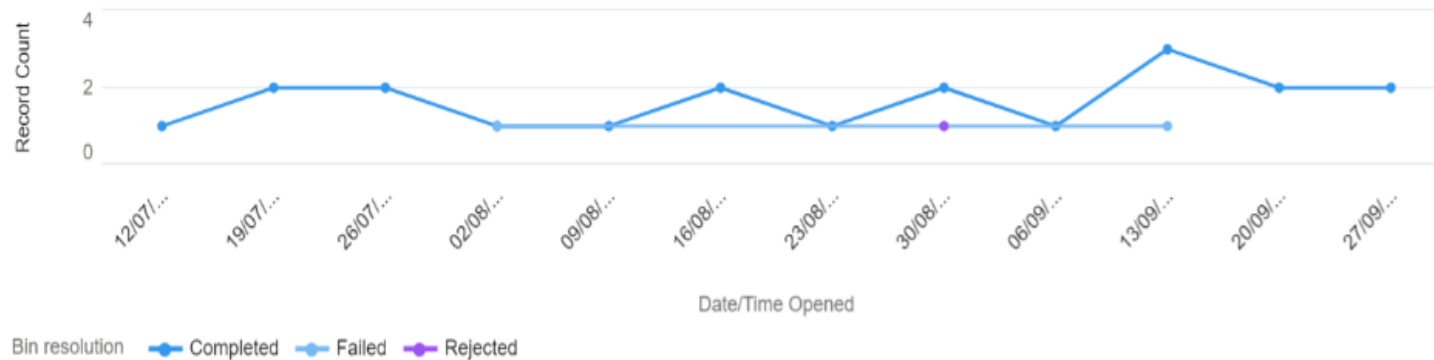
Quarter 1 – Missed small WEEE, textiles and batteries

Number of Missed Clothes WEEE



Quarter 2 – Missed small WEEE, textiles and batteries

Number of Missed Clothes WEEE



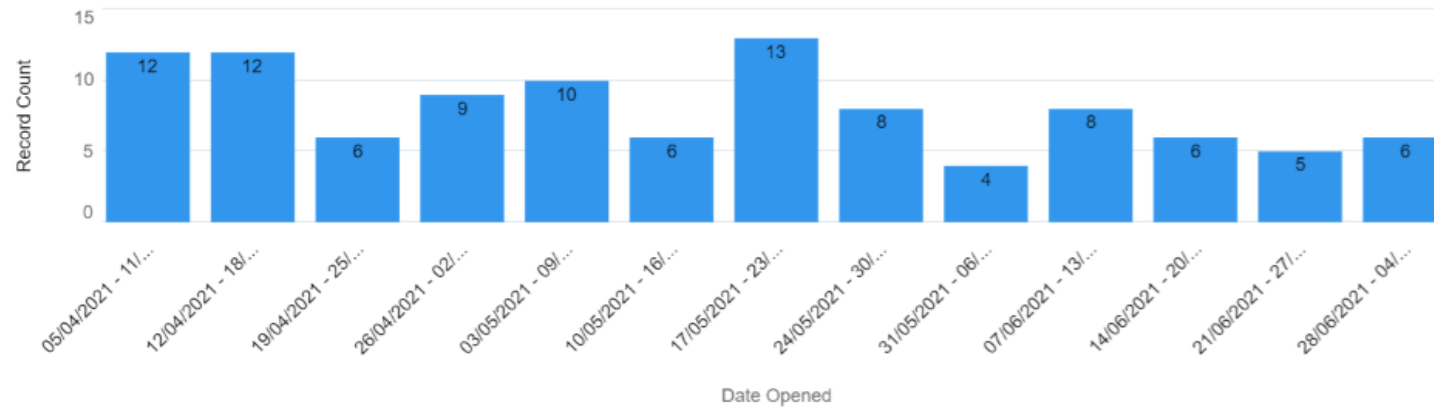
Performance Summary

- The number of missed collections for textiles, small WEEE and Batteries is low and there are no issues currently being highlighted by Biffa with this service. There has been concerns raised that flats have stopped receiving this service. Currently only 3 sets of flats receive this service through dedicated containers and officers are looking into the concerns raised.

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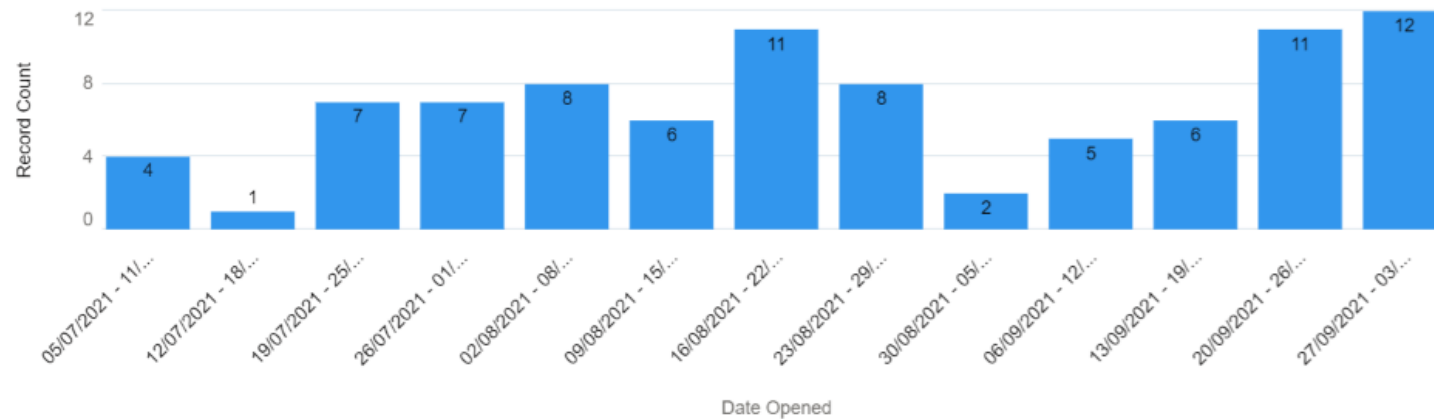
Quarter 1 – Missed assisted collections

Missed Assisted Collections



Quarter 2 – Missed assisted collections

Missed Assisted Collections



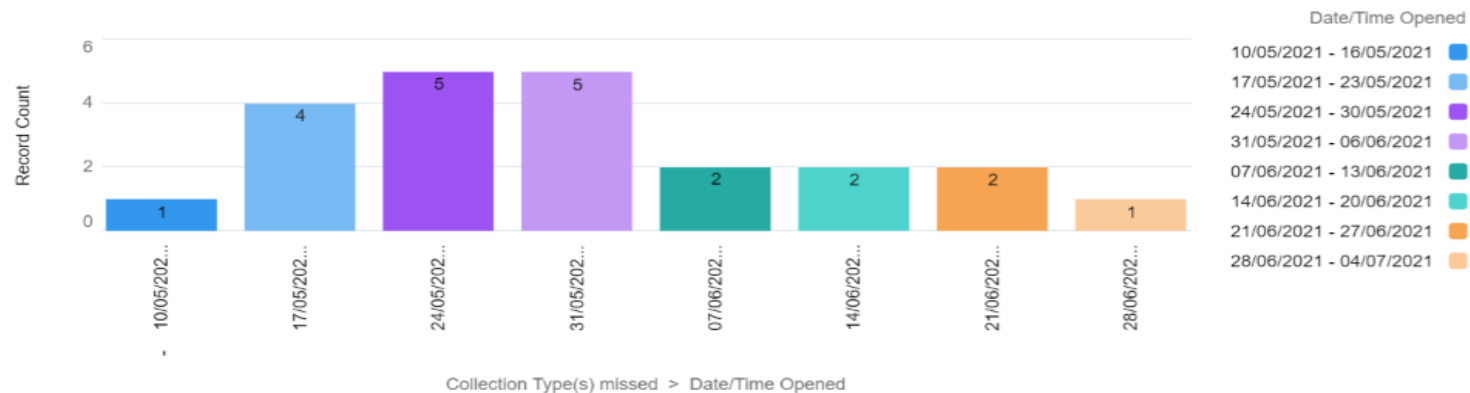
Performance Summary

- The level of misses has remained constant over Quarter 1 and Quarter 2 and stands at 8 missed assisted collections per week.
- There are 1,767 assisted collections per week across all the services and the miss rate is at 0.5%. This does not appear high, though the residents receiving assisted collections are some of our more vulnerable ones and as such do get quite concerned when they have a missed collection. Officers continue to work with Biffa to make an improvement here.

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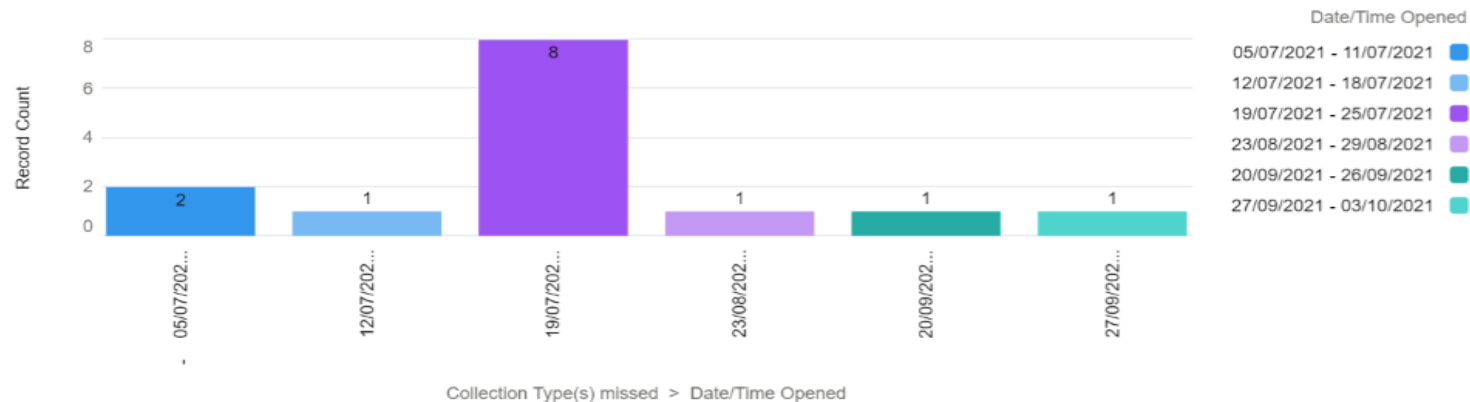
Quarter 1 – Fail to rectify

Failed to Rectify



Quarter 2 – Fail to rectify

Failed to Rectify



Performance Summary

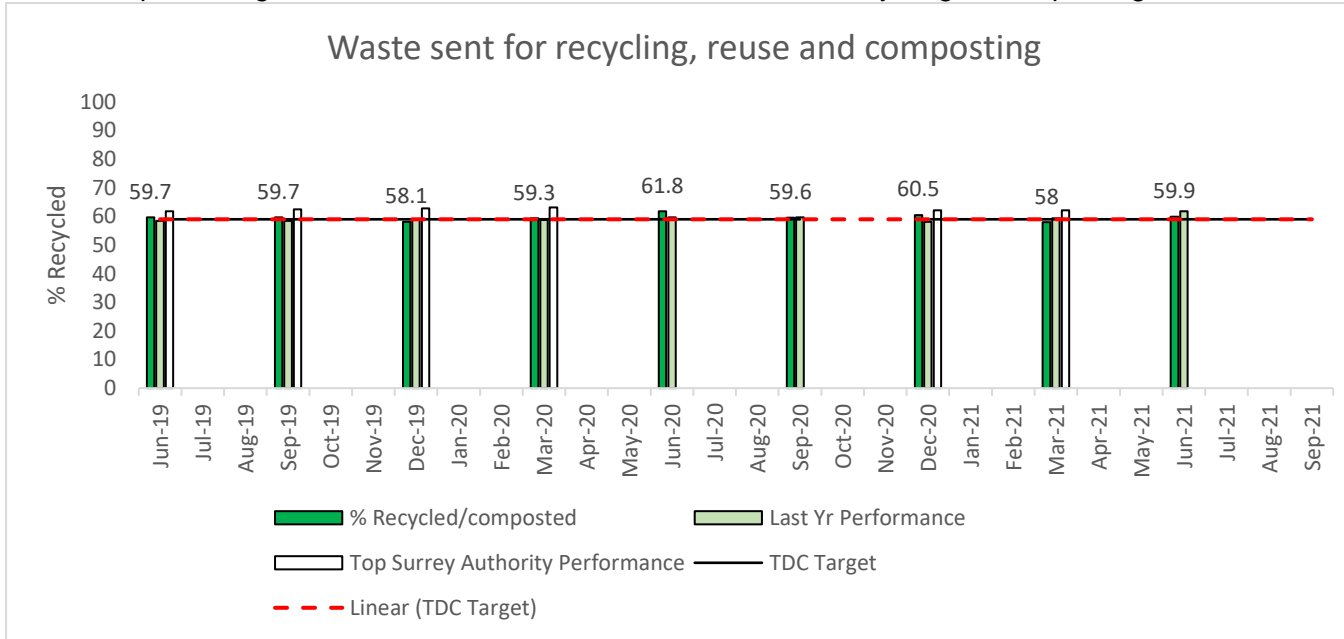
- A fail to rectify is when Biffa have failed to return to a missed collection within 24 hours of it being reported.
- This measure does rely on the resident notifying the Council that the missed bin was not collected and as such there could be an element of under reporting here, whereby the resident does not report as they expect Biffa to return at some point to collect.

Overall Summary

The number of misses has stabilised since the start of the contract though there are areas for improvement needed. The previous performance measure was for Biffa to complete 99.9% of collections first time and using the latest four-week data that performance is still at 99.9%.

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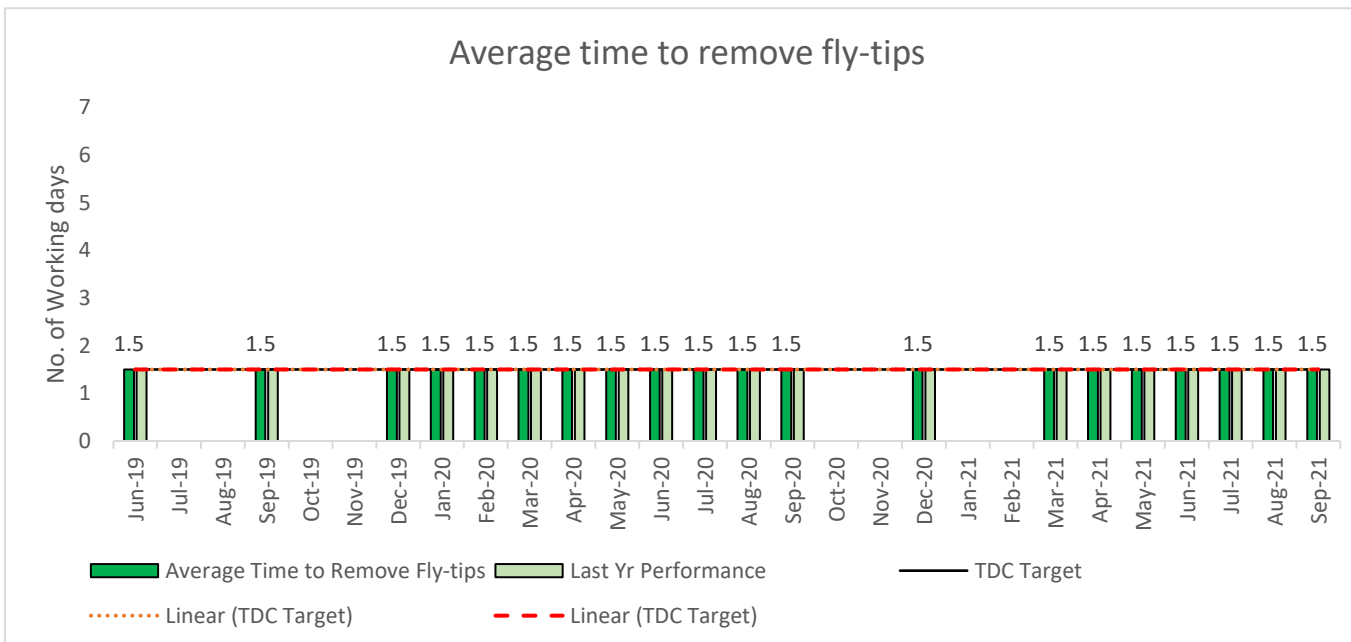
CS2 - The percentage of household waste that is sent for reuse, recycling or composting.



Performance Summary

- The data for Quarter 2 has not been processed by our partner agency yet. We are expecting it to be available in December.
- 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)

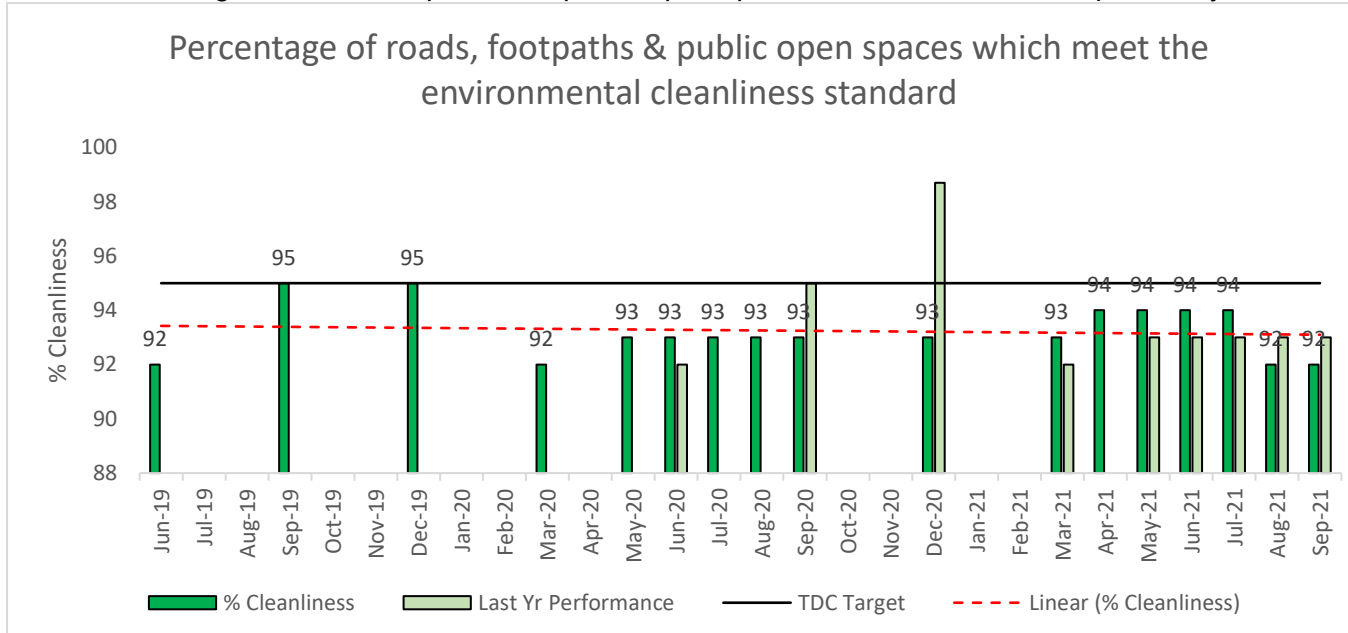


Performance Summary

- Consistent performance into Quarter 2 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)

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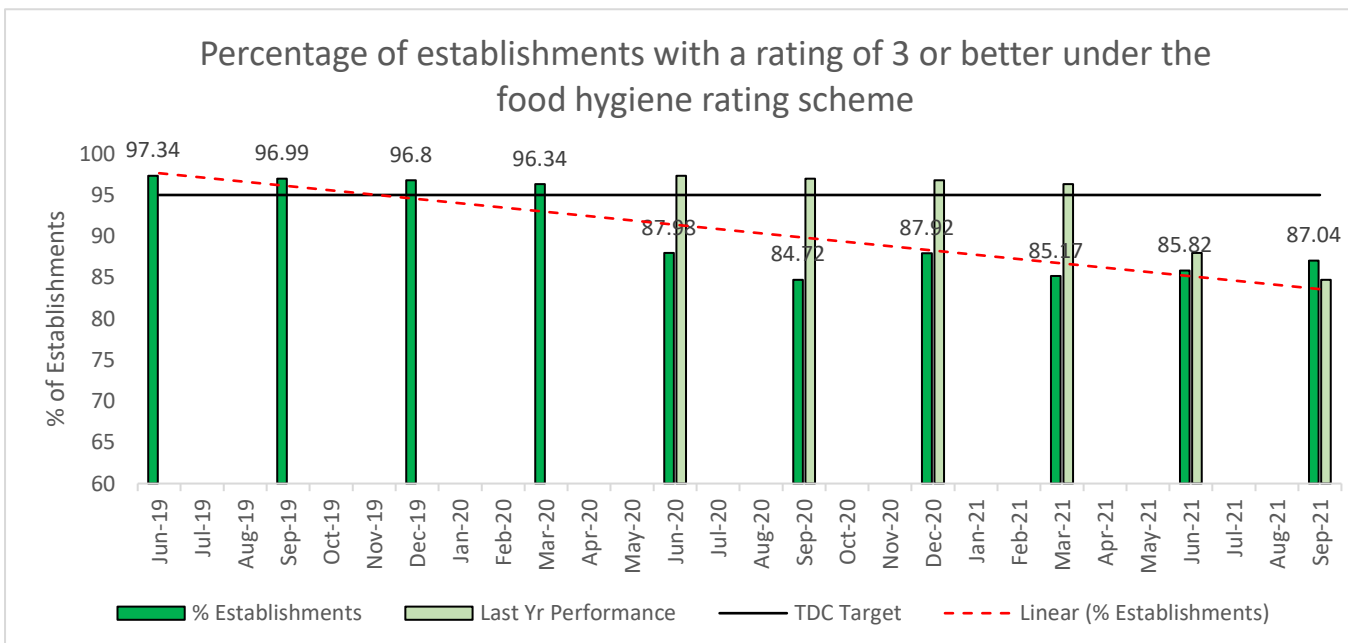
CS4 – Percentage of roads, footpaths and public open spaces, which are TDC’s responsibility which meet the environment cleanliness standard



Performance Summary

- Performance marginally below target in Quarter 2 due to long term sickness absences.
- 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

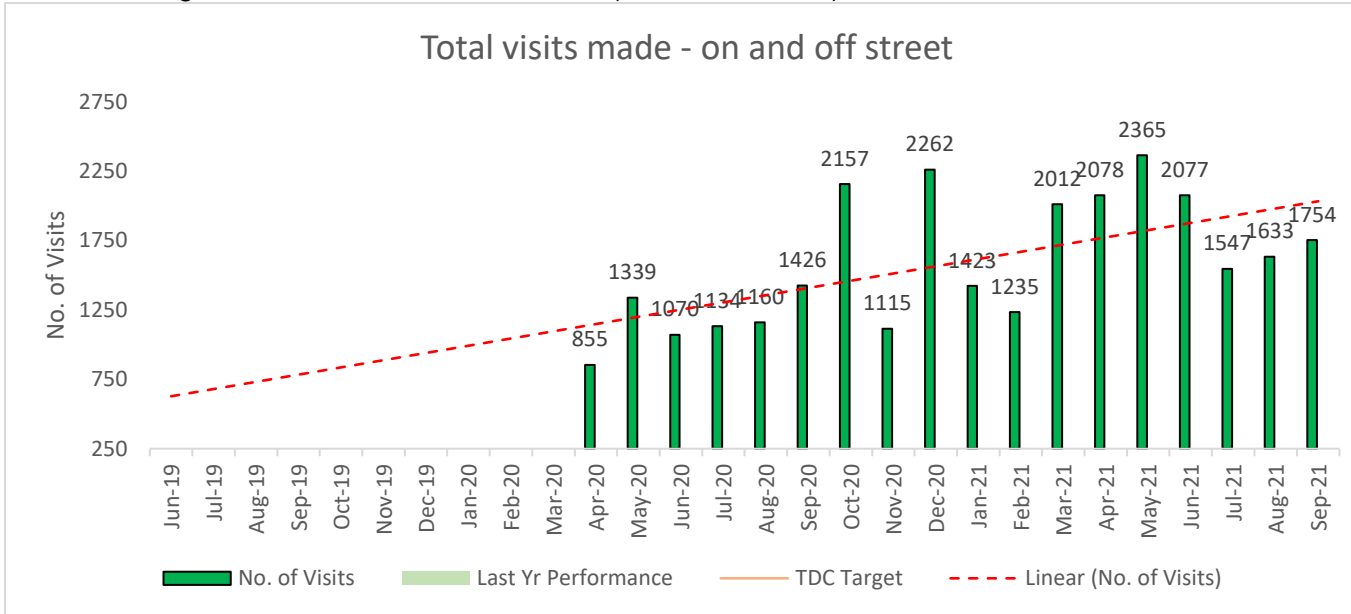


Performance Summary

- As per the covering report to this appendix, it is recommended that this indicator is removed from future reporting.
- Target: 95% (2021/22)

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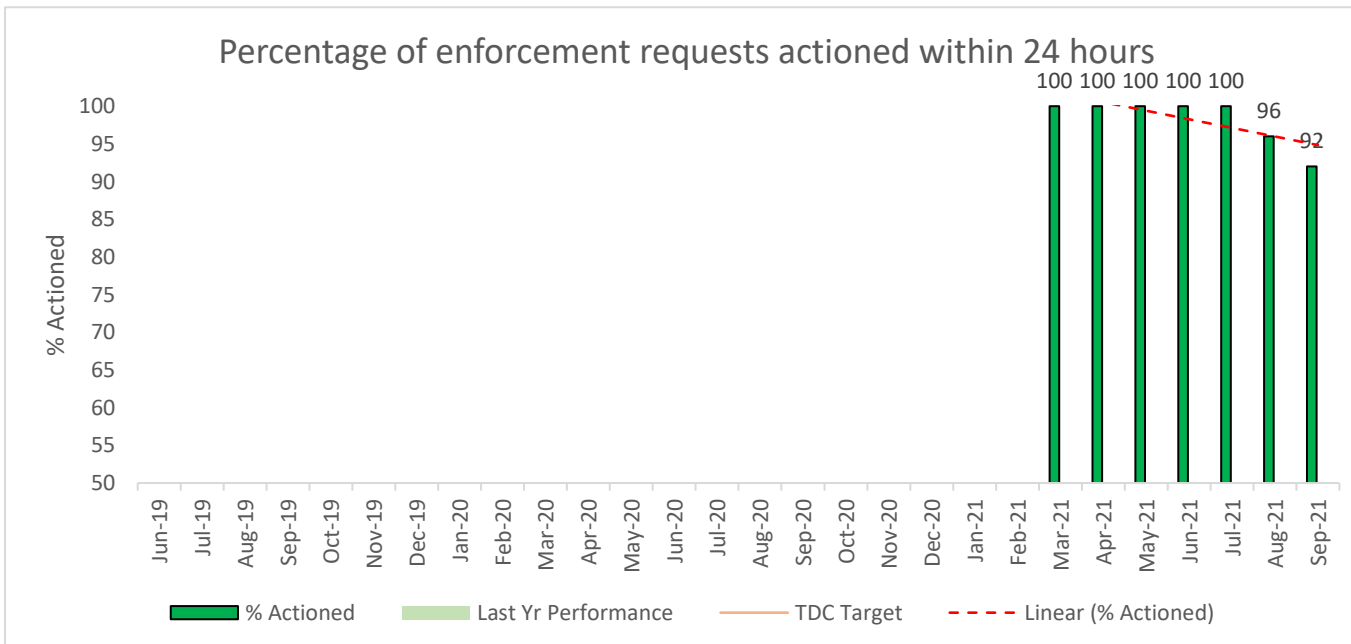
CS6 – Parking enforcement: Total visits made (on and off street)



Performance Summary

- The performance is 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

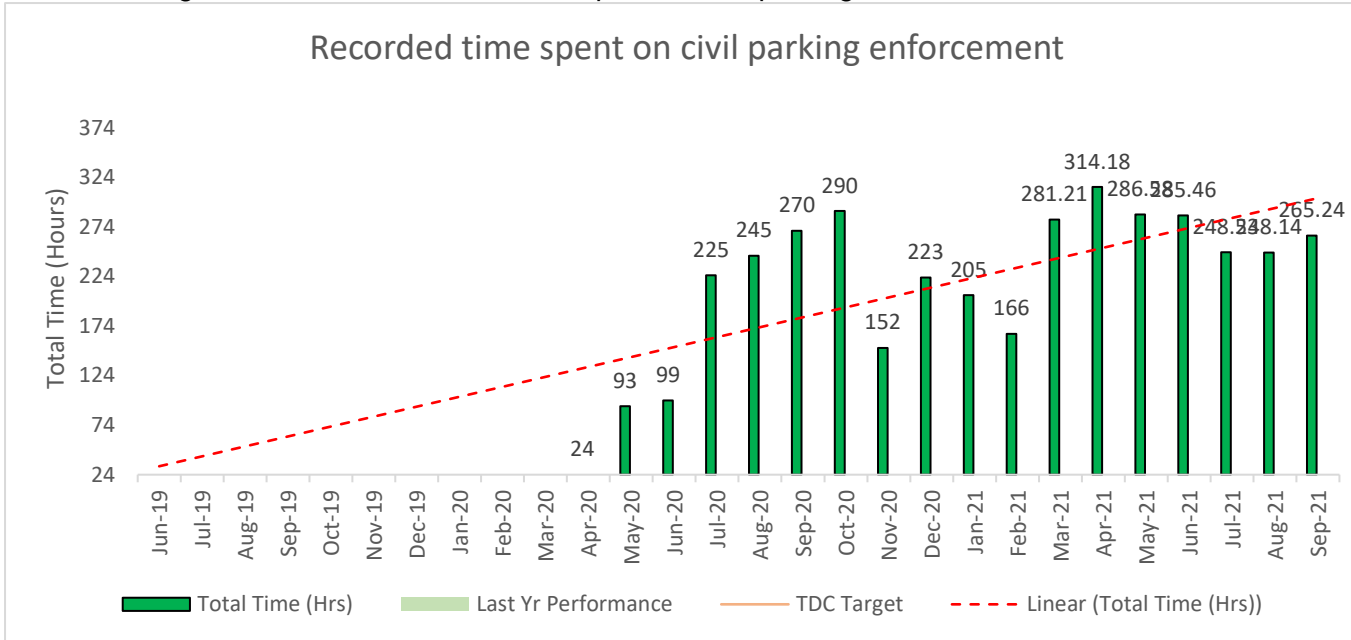


Performance Summary

- The drop in performance equates to one out of twelve requests not being met within 24 hours. This resulted in a marginal dip in performance. Officers were happy with the reason why the request was not met.
- No target set.

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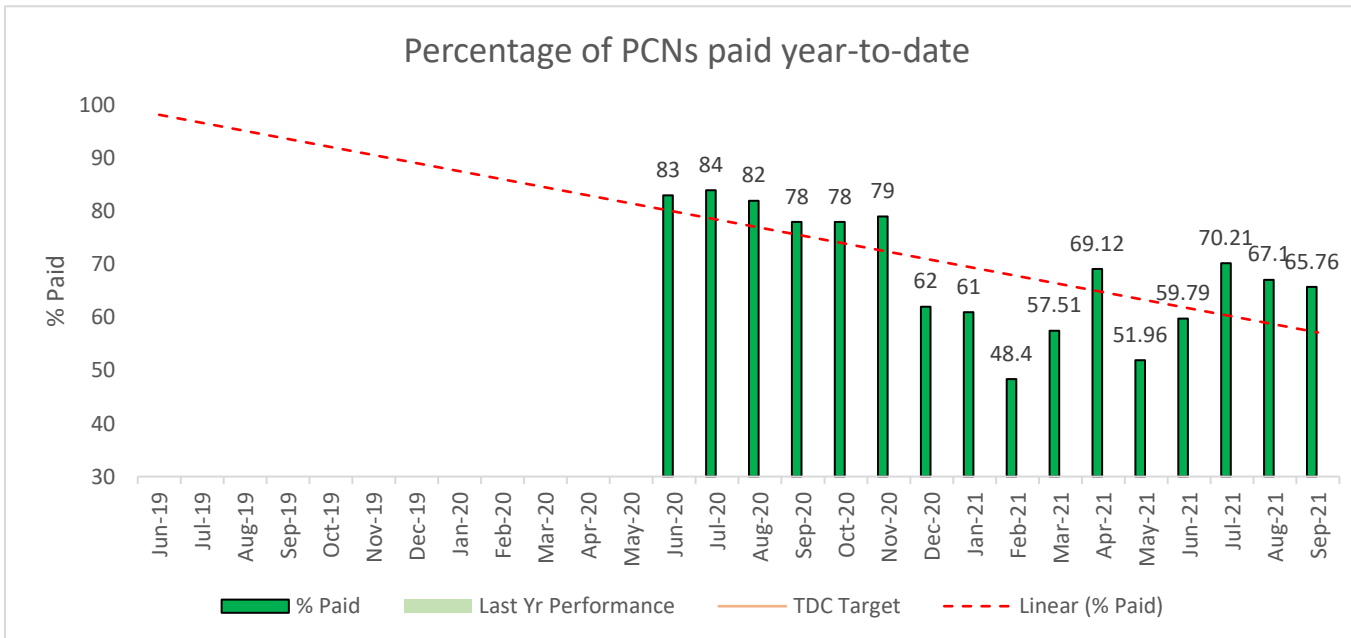
CS8 – Parking enforcement: Recorded time spent on civil parking enforcement



Performance Summary

- In line with expectations.
- No target set.

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



Performance Summary

- In line with expectations.
- No target set.

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CS10 – Parking notices issued by area

| Area Name | May-21 | | Jun-21 | | Jul-21 | | Aug-21 | | Sep-21 | |
|---|---------|----------|---------|----------|---------|----------|---------|----------|---------|----------|
| | Tickets | Warnings | Tickets | Warnings | Tickets | Warnings | Tickets | Warnings | Tickets | Warnings |
| Bletchingley and Nutfield | 2 | | 2 | | 1 | | 1 | | | |
| Burstow, Horne, Smallfield and Outwood | 1 | | 2 | | | | 4 | | 1 | |
| Caterham (including Chaldon, Harestone, Portley, Queens Park & Vall | 198 | 7 | 188 | 4 | 191 | 1 | 263 | 1 | 224 | |
| Dormansland and Felcourt | 1 | | 3 | | | | 1 | | | |
| Felbridge | | | | | | | | | | |
| Godstone | 1 | | 1 | | 1 | | 5 | | 1 | |
| Limpsfield | 8 | | 2 | | 13 | | 7 | | 3 | |
| Lingfield and Crowhurst | 7 | | 22 | | 16 | | 12 | | 8 | |
| Oxted North & Tandridge | 34 | 1 | 81 | | 101 | | 112 | 1 | 121 | |
| Oxted South | 2 | | 2 | | | | 1 | | | |
| Tatsfield and Titsey | | | | | | | | | | |
| Warlingham East, Warlingham West and Chelsham and Farleigh | 22 | 2 | 20 | | 40 | 3 | 61 | | 50 | |
| Westway | | | | | | | | | | |
| Whyteleafe | 55 | 3 | 59 | 3 | 63 | | 74 | | 70 | |
| Woldingham | | | 1 | | 7 | | | | 1 | |
| Totals: | 331 | | 383 | 7 | 433 | 4 | 541 | 2 | 479 | |