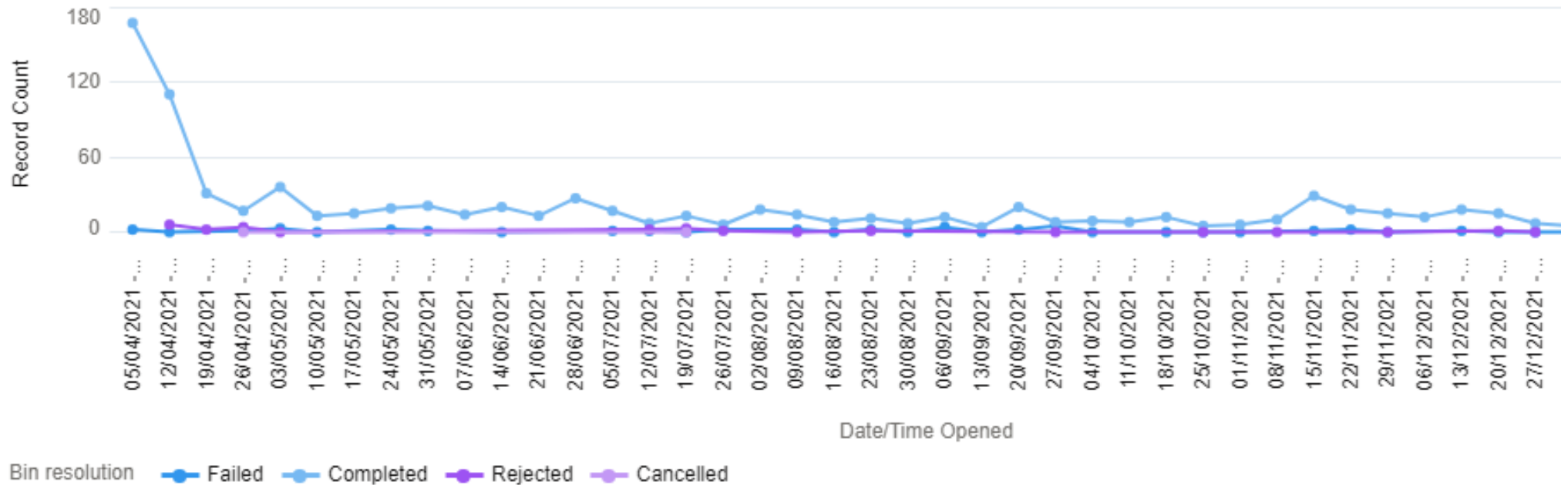


## APPENDIX A - Community Services Performance Charts

### New waste collection performance indicators (replacing CS1a & CS1b)

Missed Rubbish

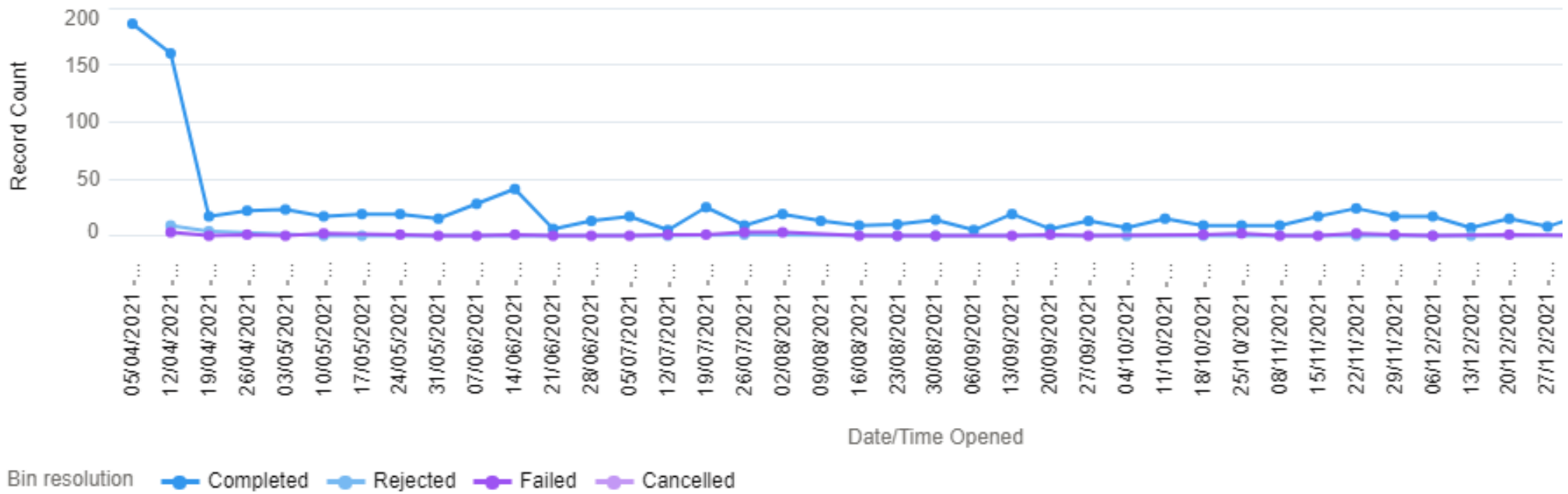


### Performance Summary

- Overall, the service continues to perform well. There was an increase in missed bins in mid-November as a result of rerouting exercise with crews having to learn new collection areas.
- The collections over Christmas and New Year ran smoothly.

## APPENDIX A - Community Services Performance Charts

Missed mixed recycling

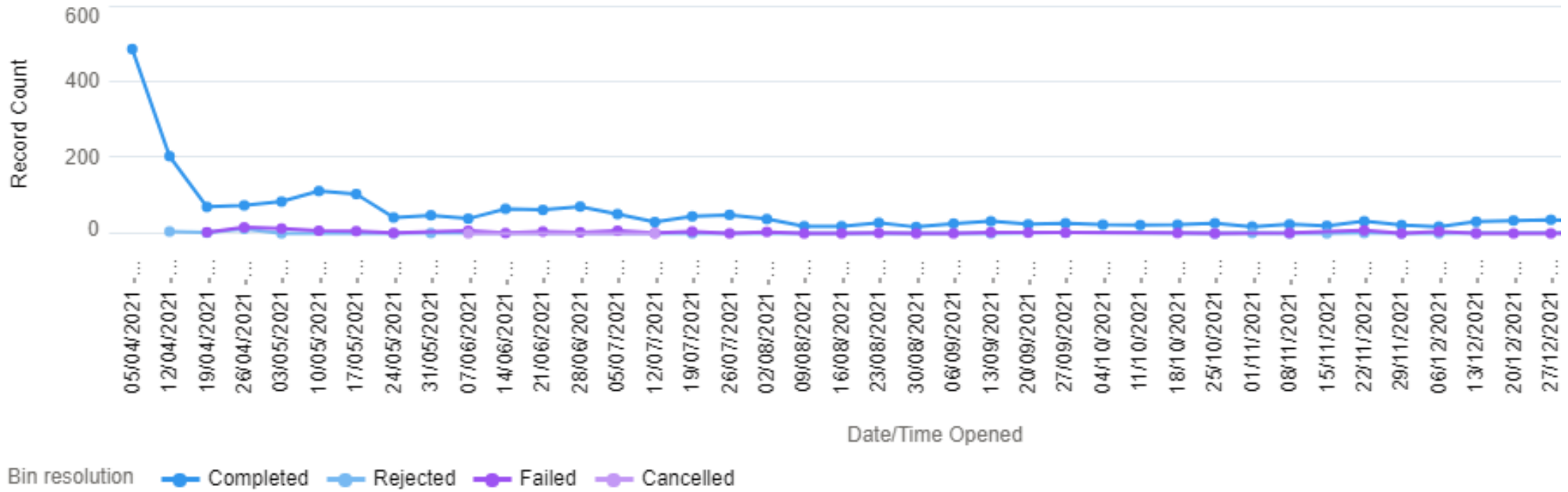


### Performance Summary

- The recycling performance closely mirrored the rubbish collections and there was an increase in missed bins because of the reroute.

## APPENDIX A - Community Services Performance Charts

Missed food waste

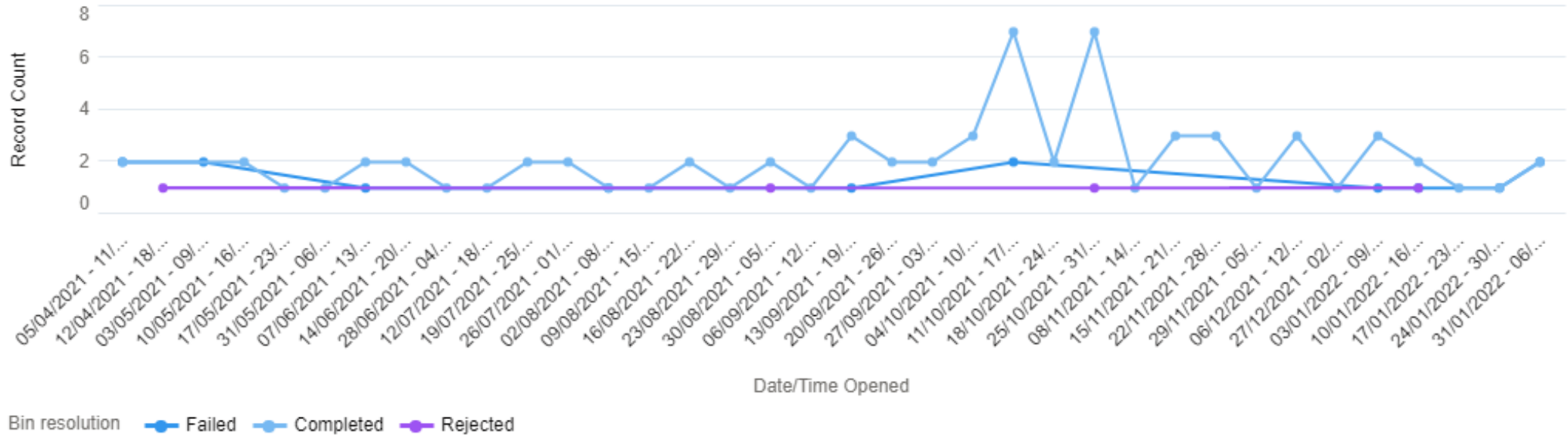


### Performance Summary

- No specific comments

## APPENDIX A - Community Services Performance Charts

Missed small waste from electrical and electronic equipment (WEEE), textiles and batteries

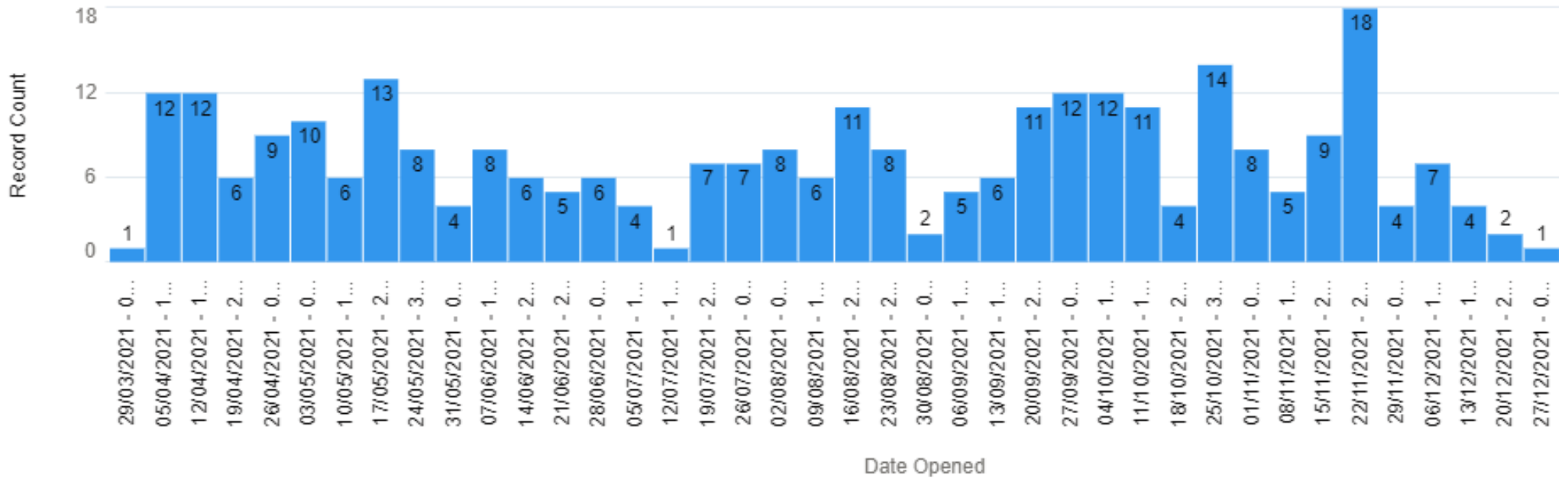


### Performance Summary

- No specific comments

## APPENDIX A - Community Services Performance Charts

Missed assisted collections

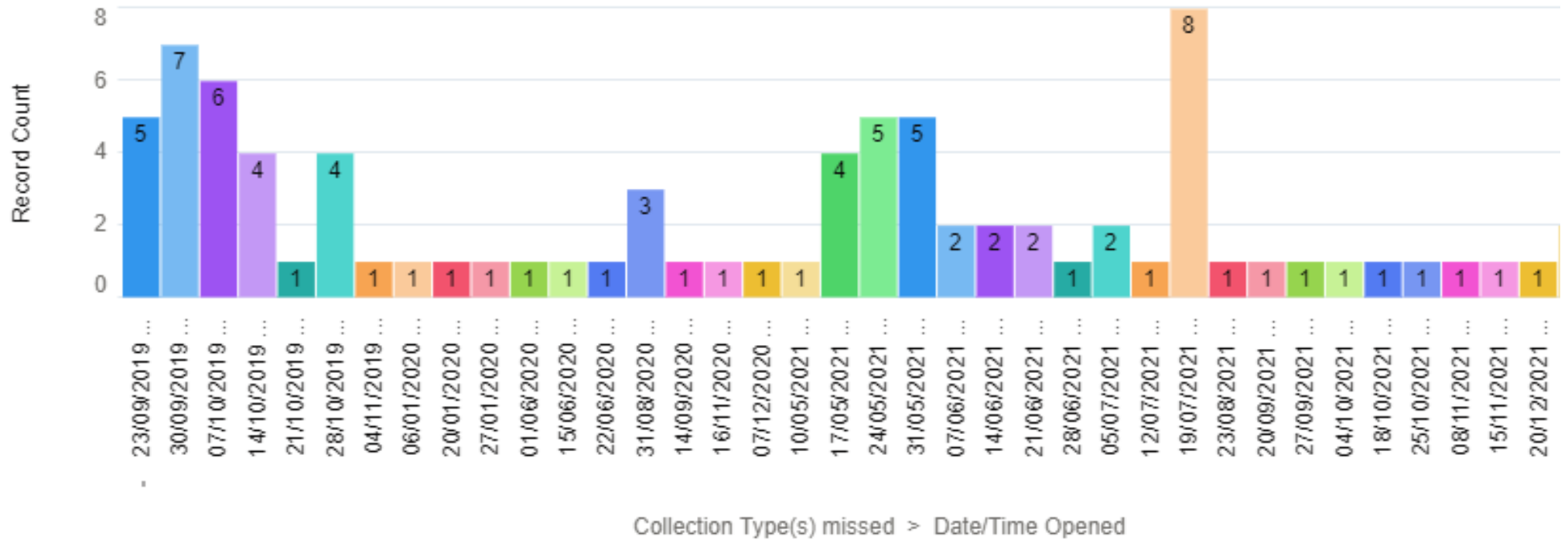


### Performance Summary

- There was a jump in the missed assisted collections after the reroute with 18 being recorded week commencing 22<sup>nd</sup> November 2021. Since the reroute there has been an overall improvement in this service.
- Collection crews are reporting where they believe an assisted collection is no longer needed which the Community Officers are following up. Assisted collections cost the Council more than normal collections therefore it is in the Council’s interest to ensure that the number of assisted collections are minimised.

## APPENDIX A - Community Services Performance Charts

Failure to rectify



### Performance Summary

- This performance matrix measures when Biffa have failed to return to a missed collection within 24 hours. It does rely on the resident contacting the Council to say that the missed collection has not taken place so there is a risk that there is under reporting on this measure.

## **APPENDIX A - Community Services Performance Charts**

### **Overall Waste Performance Summary**

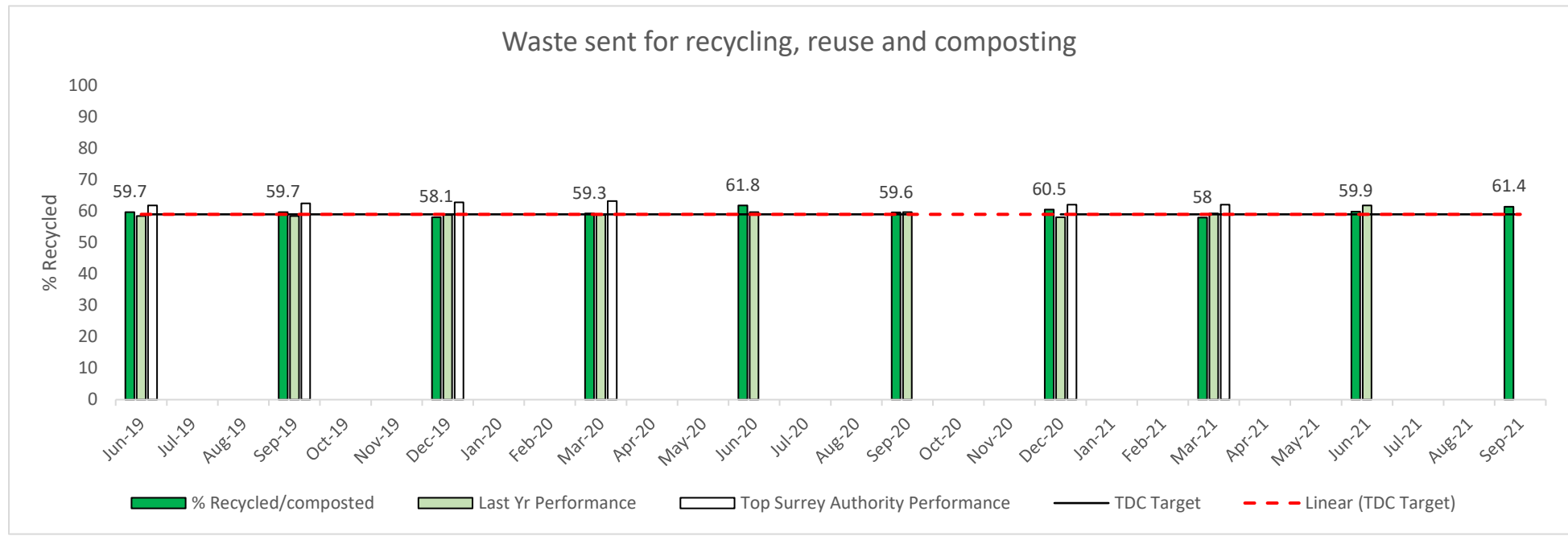
The services continue to perform well though there was a slight increase in missed bins, missed assisted collection etc in November 2021 because of a rerouting exercise.

For 2020/21 Tandridge ranked 10th in England for its recycling performance which is an improvement on our 16th position last year. NB for Waste Collection Authorities excluding Unitaries we are ranked 7th in England. We remain 2nd in Surrey behind Surrey Heath though the good news is that the difference in the rates has dropped from 3.8% to 1.4%. We are ranked 4th in the South East

In terms of the amount of rubbish collected per household (kg/household) we have the 22nd lowest amount in England compared to 29th last year. The kg/household is up on the previous year but does reflect on the increased working from home over the course of 2020/21.

## APPENDIX A - Community Services Performance Charts

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



#### Performance Summary

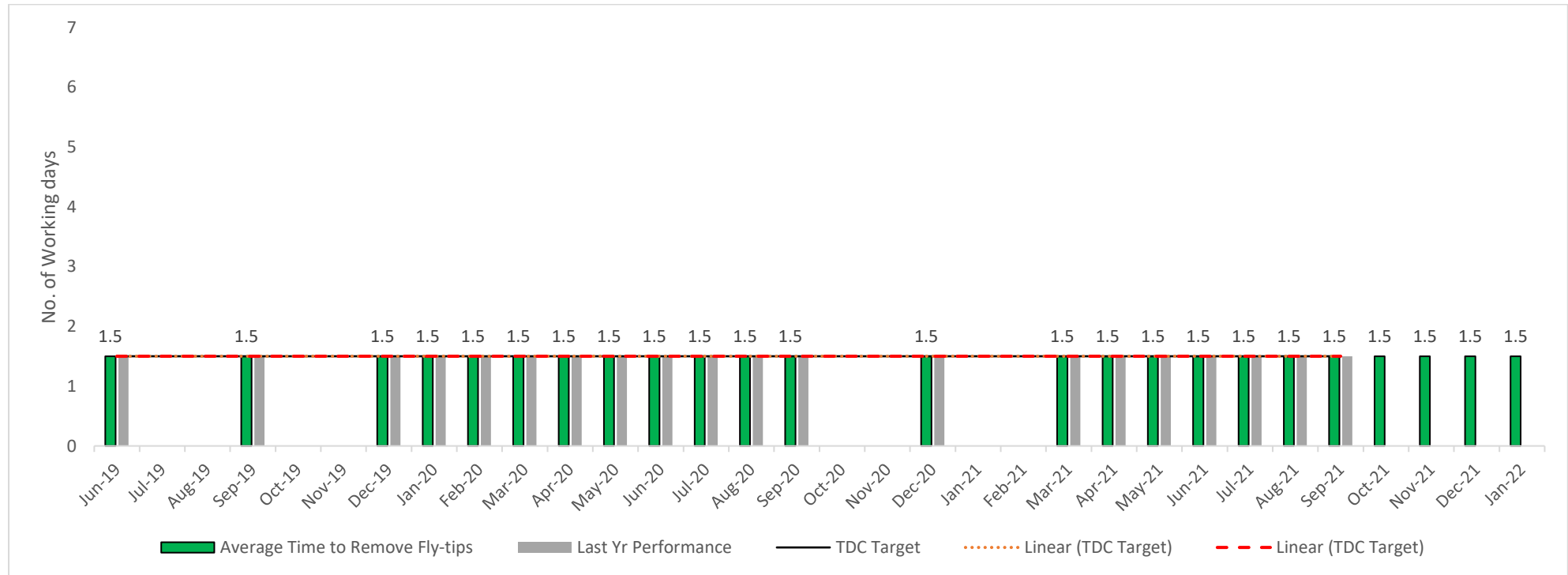
- The data for Quarter 3 has yet to be processed. It should be ready for the next performance report.

Target: 59%.



## APPENDIX A - Community Services Performance Charts

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



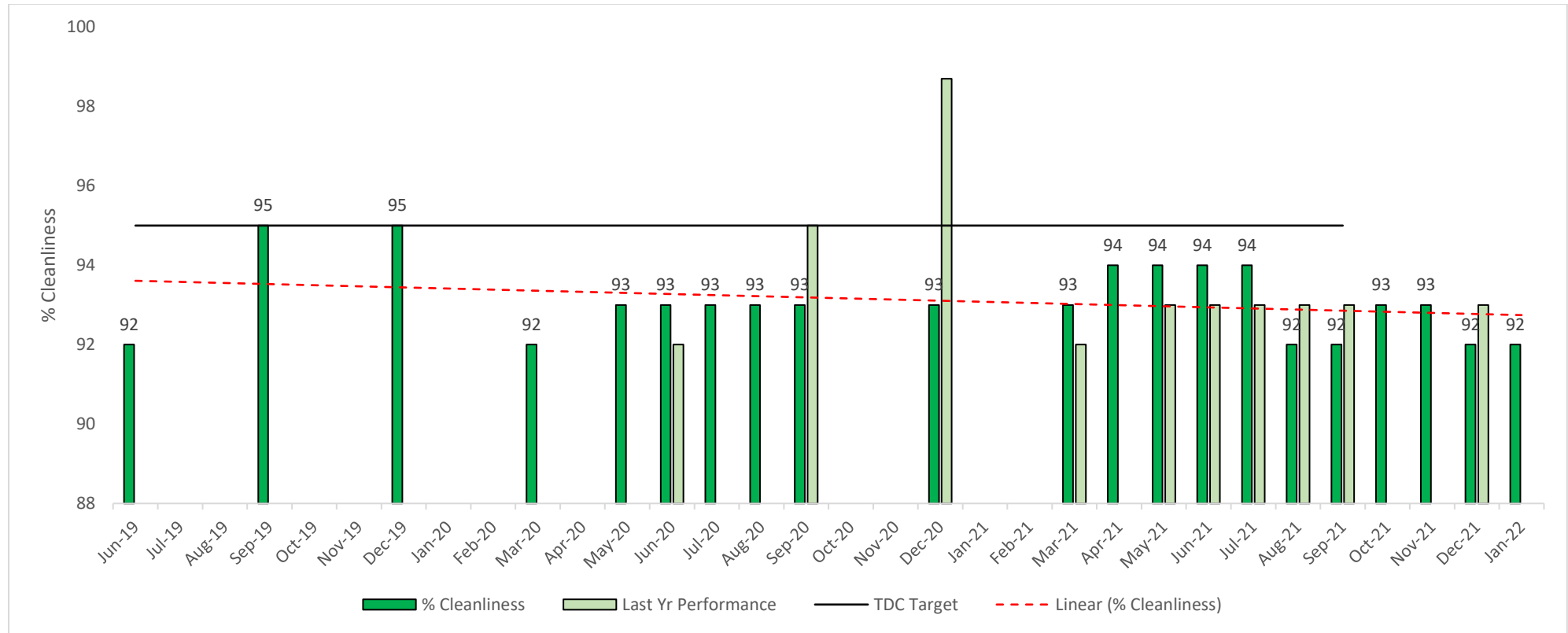
### Performance Summary

- Consistent performance into Quarter 3 2021/22.
- Note: Hazardous waste can take longer to remove as it depends when the specialist waste removal contractor can attend.

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

- This performance indicators continues to be affected by staff absence.

Target: 95% (2021/22)

## APPENDIX A - Community Services Performance Charts

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



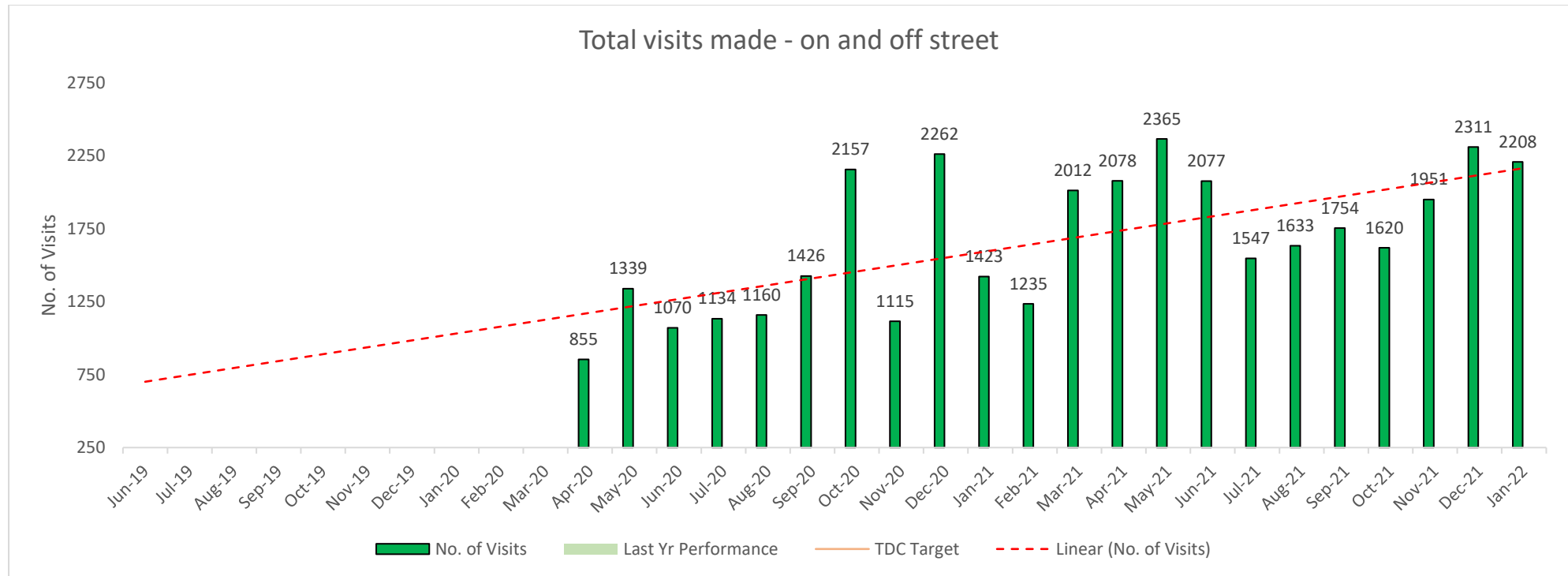
#### Performance Summary

- As agreed at January's Committee, this KPI will continue to be reported, but does not reflect the performance of the environmental health team.

Target: 95% (2021/22)

## APPENDIX A - Community Services Performance Charts

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



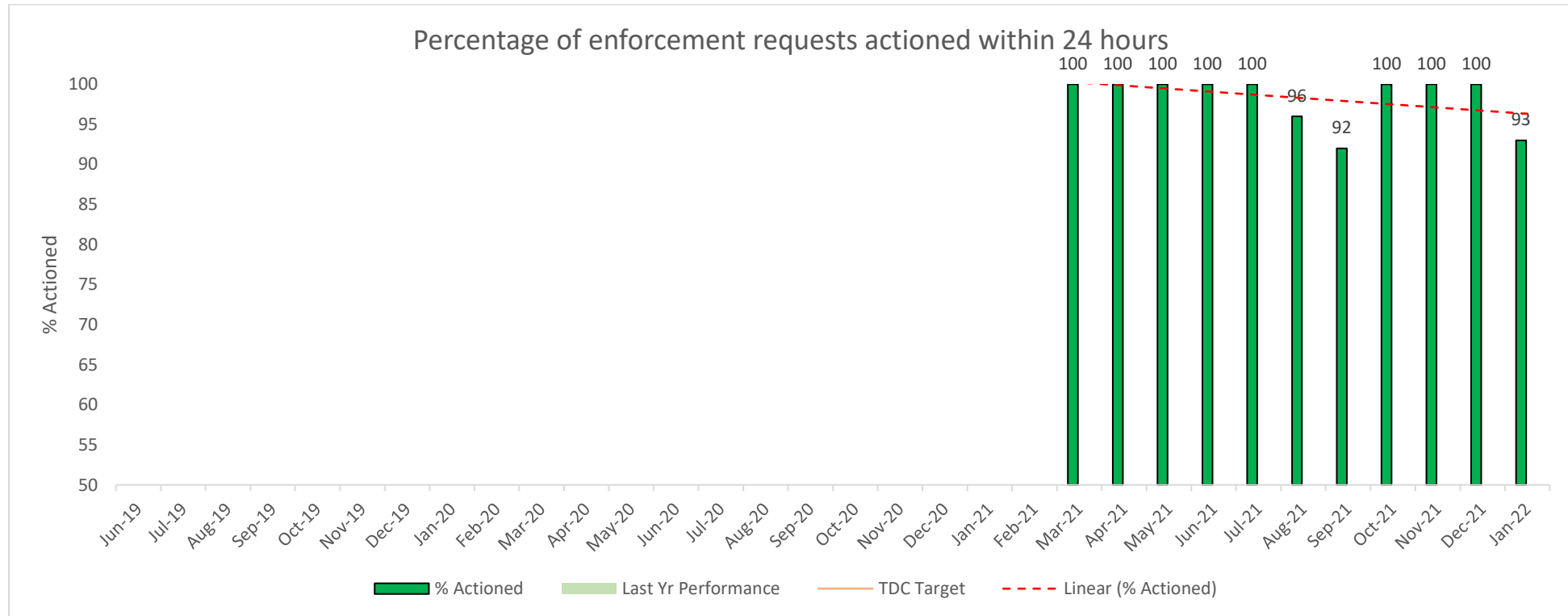
#### Performance Summary

- Performance is in line with expectations
- Parking activity is beginning to return to pre-covid levels

No target set

## APPENDIX A - Community Services Performance Charts

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



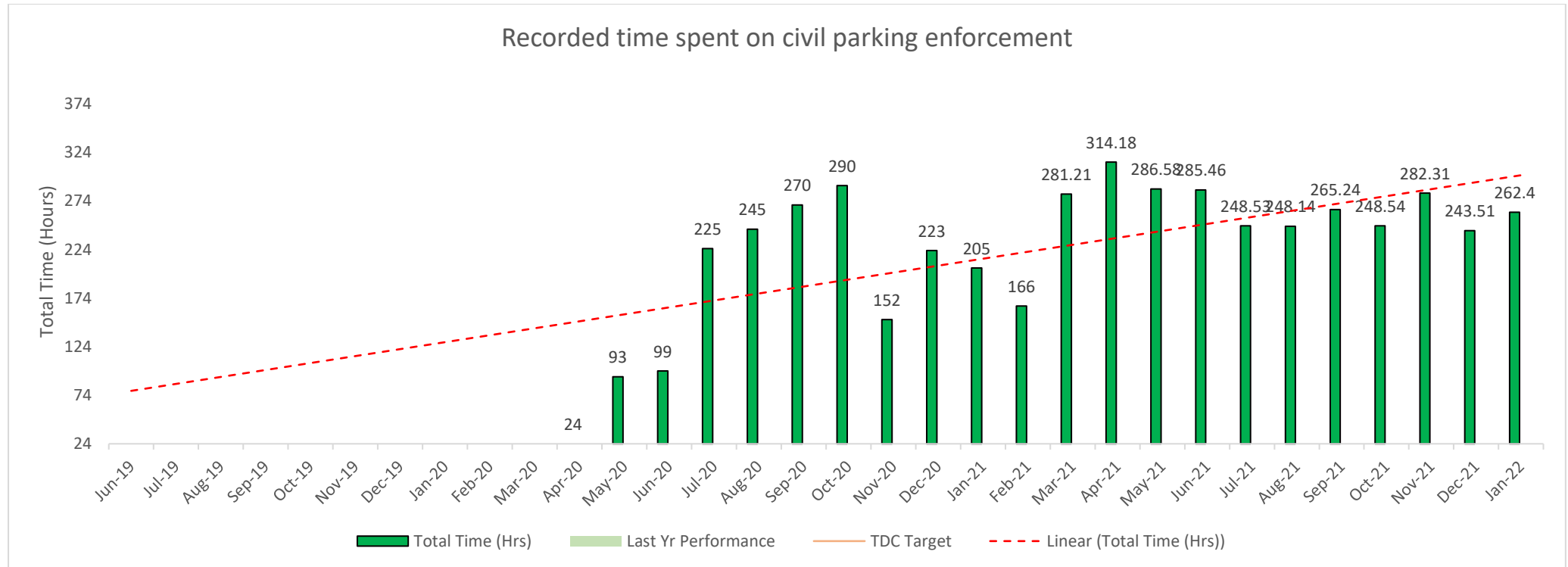
#### Performance Summary

- The drop in performance in January equates to two requests out of 27 not being met within 24 hours but appropriate reasons have been provided why the target could not be met.

#### No target set.

## APPENDIX A - Community Services Performance Charts

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



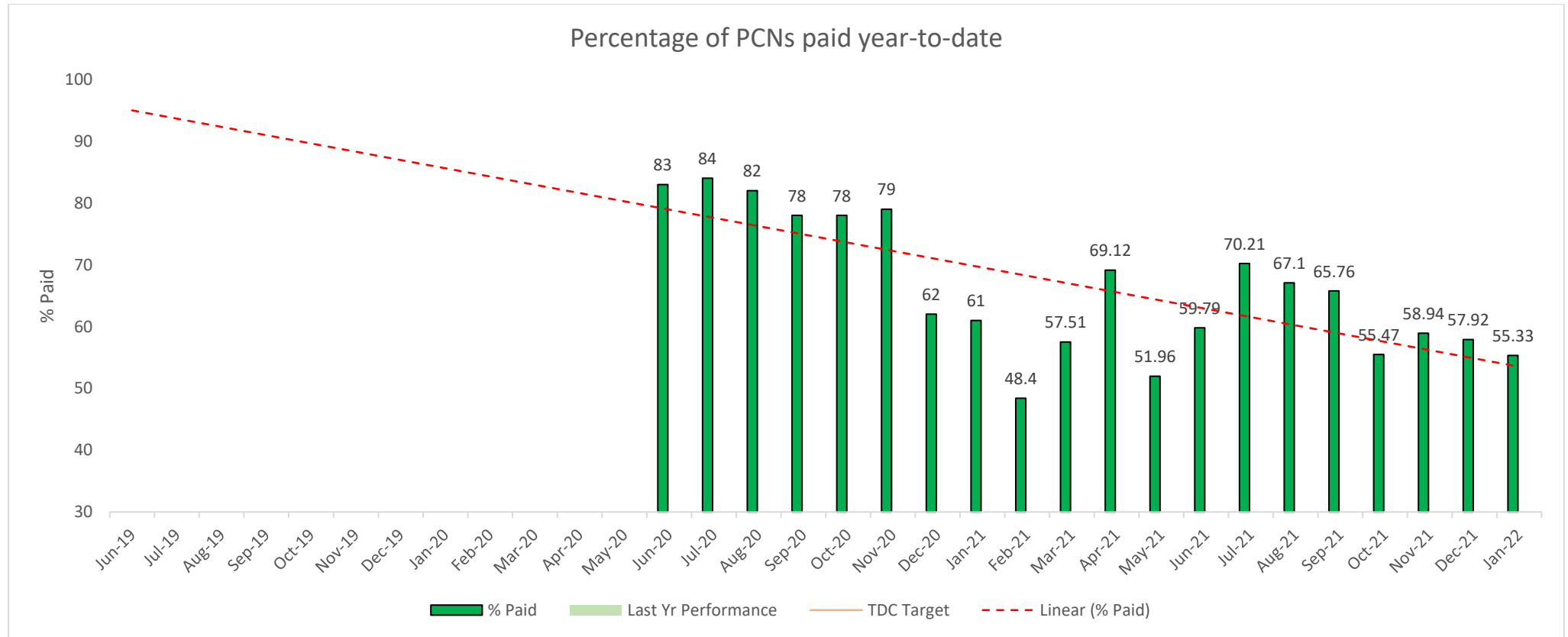
#### Performance Summary

- In line with expectations.

No target set.

## APPENDIX A - Community Services Performance Charts

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



#### Performance Summary

- In line with expectations.

No target set.

## APPENDIX A - Community Services Performance Charts

### CS10 – Parking notices issued by area

Area Name	Aug-21		Sep-21		Oct-21		Nov-21		Dec-21		Jan-22	
	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings	Tickets	Warnings
Bletchingley and Nutfield	1				1				1		1	
Burstow, Horne, Smallfield and Outwood	4		1				4					
Caterham (including Chaldon, Harestone, Portley, Queens Park & Vall	263	1	224		216		251		247		167	
Dormansland and Felcourt	1				1		3		2		1	
Felbridge												
Godstone	5		1				1				6	
Limpsfield	7		3		4		2		15		11	
Lingfield and Crowhurst	12		8		11		12		8		12	
Oxted North & Tandridge	112	1	121		59		58		61		78	
Oxted South	1				1						4	
Tatsfield and Titsey												
Warlingham East, Warlingham West and Chelsham and Farleigh	61		50		55		60		27		11	
Westway												
Whyteleafe	74		70		63		77		58		43	
Woldingham			1				2		4		4	
<b>Totals:</b>	<b>541</b>	<b>2</b>	<b>479</b>		<b>411</b>		<b>470</b>		<b>423</b>		<b>338</b>	



## APPENDIX A - Community Services Performance Charts

Performance information most recently submitted to the Tandridge & Mole Valley environmental health / licensing partnership board.

No.	Indicator	Regularity of data collection	Totals 2020/21	Total Q2 2021/22 cumulative	Total Q3 2021/22 cumulative	Comments
1	% of service requests actioned within 5 working days  (figure shows total number of requests)	Quarterly	97.1% (2,933)	96% (2,049)	99.4% (2,615)	Annual Target 97%
2	Percentage of category A and B (food hygiene) risk premises inspected within 28 days (of the inspection becoming due)  (figure shows number of inspections due)	Quarterly	56.5% (13 of 23)	46.1%% (6 of 13)	68.4% * (12 of 19)	Annual Target 100%
3	% of unrated food premises inspected including registered premises not yet trading (figure shows no. due and no. inspected)	Quarterly	46.8% (22 of 47)	61.5% (24 of 39)	70% * (35 of 50)	Annual Target 75%

\* The failure to achieve the targets in 2 and 3 above was due to the backlog of overdue inspections of existing and newly registered food businesses as a consequence of the restrictions on officer site visits and on the operation of food businesses during the COVID-19 pandemic.

The Team continued to work with the UK Health Security Agency (UKHSA), formerly known as Public Health England (PHE), during this period on facilitating face to face contact referrals so as to enable the Test and Trace Team to obtain the contact information required from COVID-19 cases to contain the spread of the virus. A further significant increase was evident in the number of requests received across both districts during this quarter, considered to be due to the emergence of the Omicron COVID-19 variant and its rapid transmission in the community.

However, officers, assisted by two part time contractors, are now progressively working to address these overdue inspections since recommencing face-to-face visits on 1<sup>st</sup> July 2021 in accordance with the Food Standard Agency (FSA) revised guidance to local authorities on the priorities for food enforcement services, 'COVID-19 Local Authority Recovery Plan: guidance and advice to local authorities for the period from 1 July 2021 to 2023/24'.