

## Agenda Item 8

Key Performance Indicators Quarter 1 to Quarter 3 2021/2022 (Environmental Services - Helen Clark)

**Synopsis of report:**

**This report sets out the results for the Key Performance Indicators for Quarter 1 to Quarter 3 of year 2021/2022.**

**Recommendation:**

**None – This is for information only**

**1. Context of report**

1.1 This report informs Members of the Key Performance Indicator results for Quarter 1 to Quarter 3 2021/2022, together with the annual overall performance for the same period.

**2. Report**

2.1 The annual targets were agreed as part of the Corporate Key Performance Indicators and are incorporated in the Environmental Services Business Centre Plan.

2.2 Table of Performance Indicators

Performance Indicator	Annual Target 2021/22	Q1 Result	Q2 Result	Q3 Result	Q4 Result	Annual Result 2021/22
ES1: Dry mixed recycling rate (paper, cans, glass, plastic)	24%	28.89%	25.65%	25.62%		26.72% (YTD)
ES2: Garden waste and food waste recycling rate	24%	21.51%	26.82%	21.26%		23.19% (YTD)
ES3: Percentage of bins collected.	99.90%	99.97%	99.97%	99.97%	99.97%	99.97%
ES4: Number of street cleansing reports (overflowing litterbins, overflowing dog bins, and general litter/detritus).	600	91	81	83	79	334

ES5 % of food establishments in the borough achieving level 3 or above ratings under the National Food Hygiene Rating Scheme (%)	94%					97%
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- 2.3 The final Q4 figures for ES1 and ES2 are provided externally and normally have a lag period of between 3 and 6 months. We marginally missed the KS2 garden waste target as at Q3 with 23.19% achieved against a target of 24%. This is down to a colder and wetter than usual spring and consequent delay in residents commencing grass cutting activities. All remaining KPIs were exceeded and demonstrate an excellent performance from relevant Environmental Services teams.
- 2.4 The lock down continued until May 2021 with restrictions in place which saw most of the population working from home. The shift to working from home has outlived the lockdown and the changes in working patterns have impacted upon service delivery. For example, some roads are harder to access during the day as a greater number of cars remain parked up. We will monitor and adapt to these changes over the coming years. 2021/2022 has been an exceptional performance by the depot staff in both being able to achieve the KPI targets and provide the full range of services to the residents.
- 2.5 This report gives Members the opportunity to ask questions about the Business Centre's performance. To enable Officers to give a full response, Members are requested to give advance written notice of any questions to the Chairman and Corporate Head of Environmental Services no less than 48 hours prior to the meeting.
- 2.6 Members are also asked to note that this report should be distinguished from committee specific reports and is a standard report submitted to all the service committees. The aim is to improve awareness of corporate performance and should be read in conjunction with this Committee's Business Centre Plan.

**(For information)**

**Background papers**

None