

Appendix 1 – Cleansing Service Key Performance Indicators

Appendix 1c – DBE Business Plan update Period 2

1. During Period 2 (August – November) of this Business Plan, the management team is monitoring twelve Key Performance Indicators (KPIs) relevant to the work of this Committee Performance of the Waste Collection and Street Cleansing contract and their KPIs will be reported separately to this committee on an annual basis.
2. Performance against the other departmental KPIs was interesting, with performance against NI191 (the amount of residual domestic waste per household) continuing to perform well against target and significantly better than the same period last year. This does not take into account any upward adjustment of the housing stock figure used to calculate this KPI which may take place during the year as new residential properties are added.
3. NI192 (percentage of domestic waste recycled) remains very slightly under target. In accordance with the Mayor of London's Environment Strategy, the Reduction and Recycling Plan has been drawn up and is being undertaken as much as possible in the current circumstances. Several successful online workshops have been held with residents to encourage increased recycling.
4. Our NI195 KPI (measuring the amount of land with unacceptable level of litter, detritus, fly tipping and graffiti), which is independently monitored by Keep Britain Tidy, achieved well above the target when measured in September 2020, with all elements of the survey meeting the required standards of cleanliness. The City's score of 1.17% for areas with unacceptable levels of litter compares excellently to the KBT Greater London benchmark score of 5.87%, and the City's excellent detritus score of 0.0% obviously outperforms the benchmark of 9.14%.
5. Due to the Covid-19 Pandemic the four attended Public Conveniences have been closed for a large proportion of this period. The facilities at Tower Hill and Paternoster have reopened for periods when possible (with safety precautions being taken) in order to serve the main tourist attractions. Usage have been very low.
6. The indicator relating to the fleet carbon is being developed. Due to the Covid-19 outbreak we have not been able to obtain fully robust and reflective data for this period and have not been able assign accurate targets for this report.
7. The on-street drinking water refill points have been turned off for the whole of this period. The Community Toilet Scheme, the Clean

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Streets Partnership and the Clean City Awards Scheme have also all been negatively affected by the Covid-19 outbreak.