

Appendix 1c – DBE Business Plan update Period 3

1. During Period 3 (December to March) of this Business Plan, the management team continued to monitor the 12 Key Performance Indicators (KPIs) relevant to the 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 has been good, with annual performance against NI191 (the amount of residual domestic waste per household) performing well against target (298.12kg per household against a target of 375kg per household).
3. NI192 (percentage of domestic waste recycled) has finished above target for the year at 31.08% against a target of 30%. 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 March 2021, with all elements of the survey meeting the required standards of cleanliness. The City's overall score of 1.42% for all areas compares well to previous years.
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 has therefore 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 Streets Partnership and the Clean City Awards Scheme have also all been negatively affected by the Covid-19 outbreak.