

Appendix 1c – Business Plan update Period 2

1. During Period 1 (August 21 to November 21) 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 performance against NI191 (the amount of residual domestic waste per household) performing well against target (114.17kg per household against a target of 125kg per household).
3. NI192 (percentage of domestic waste recycled) is above target for the period at 31.34% 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.
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 the revised target when measured in October 2021, with all elements of the survey meeting the required standards of cleanliness. The City's overall score of 1.92% for all areas compares well to previous years. These were the first inspections were carried out after the service was changed in April 2021 and the targets revised upwards to 5% to take account of this.
5. Due to Covid-19 the attended Public Conveniences have seen reduced usage for this period. The facilities at Tower Hill and Paternoster have reopened (with safety precautions being taken) in order to serve the main tourist attractions. Usage has considerably been lower than previous years.
6. The indicator relating to the fleet carbon is being developed. Due to Covid-19 we have not been able to obtain fully robust and reflective data for this period and therefore have not been able assign accurate targets for this report.
7. The water refill points were returned to service on the 19 July 21 and full usage data will be provided as soon as it available. The Community Toilet Scheme, the Clean Streets Partnership and the Clean City Awards Scheme have all been negatively affected by Covid-19.