

## **Appendix 1c – Business Plan update Period 3**

1. During Period 1 (December 21 to March 22) 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. There are no significant issues.
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 (107.64kg per household against a target of 125kg per household).
3. NI192 (percentage of domestic waste recycled) has just missed the target for the period at 31.77% against a target of 32%. In accordance with the Mayor of London's Environment Strategy, the Reduction and Recycling Plan continues to being undertaken.
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 March 2022, with all elements of the survey meeting the required standards of cleanliness. The City's overall score of 1.25% for all areas compares well to previous years. These were the second 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. The attended Public Convenience facilities at Tower Hill and Paternoster, which serve the main tourist attractions, continued to see considerably lower usage than the same period in previous years.
6. The indicator relating to the fleet carbon emissions is being developed. We are in the process of capturing a full years dataset in order to establish the new baseline figures and set targets.
7. The Community Toilet Scheme, the Clean Streets Partnership and the Clean City Awards Scheme have all been negatively affected by Covid-19.