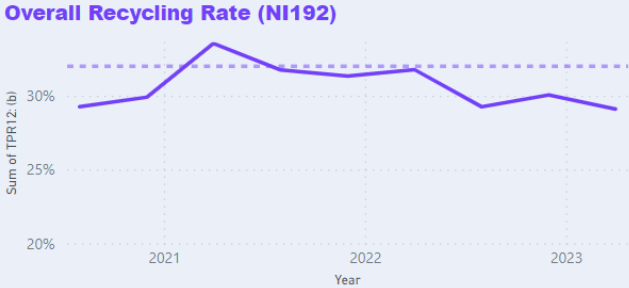
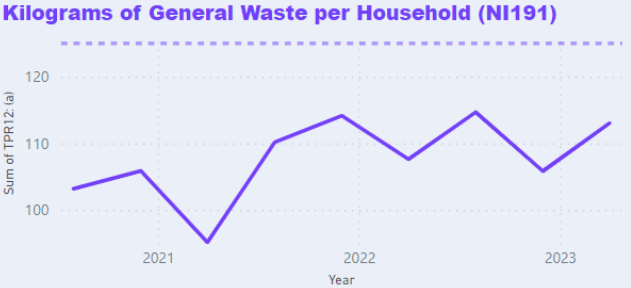
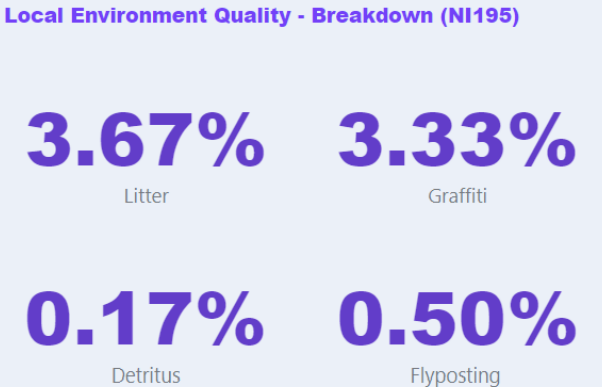
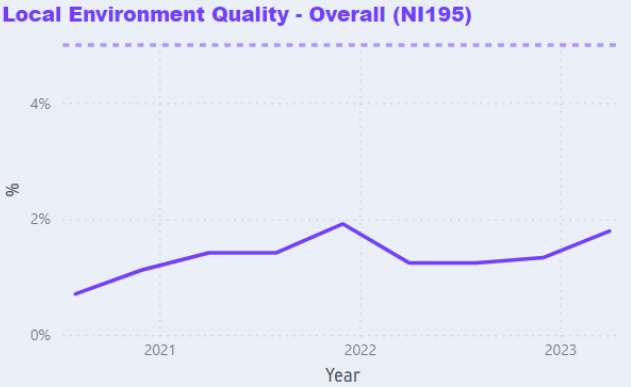


# Business Plan 2023/24

## Key performance information

### Cleansing Service Period 1: April 23 – July 23



#### Community Toilet Scheme

**72**

Members

#### Clean Streets Partnership

**252**

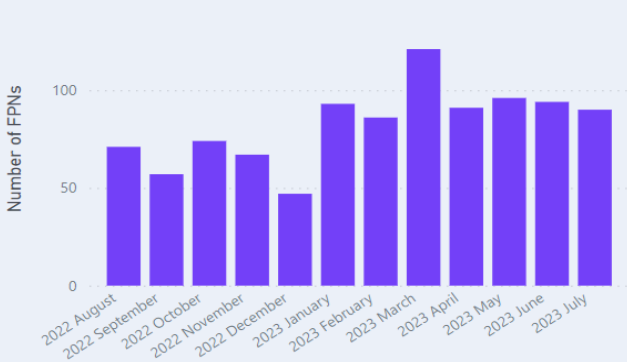
Members

#### Clean City Awards Scheme

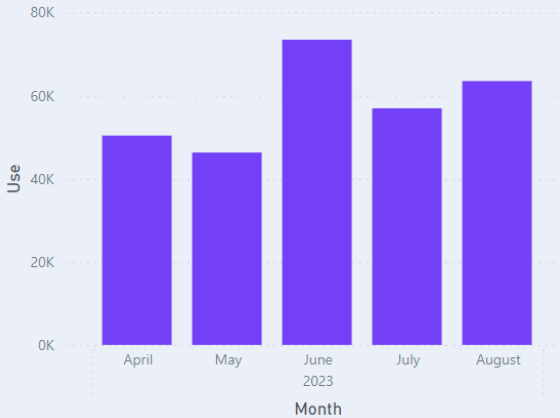
**35**

Members

#### Total FPNs Issued



#### Public Convenience Usage



### Explanatory notes and additional information

The Cleansing Service's performance against its targets is shown graphically on the previous page and should be read in conjunction with the following explanatory notes:

- NI191 (the amount of residual domestic waste per household) is performing well against target (120.21kg per household against a target of 125kg per household).
- NI192 (percentage of domestic waste recycled) has missed the target for Period One at 26.82% against a target of 32%. In accordance with the Mayor of London's Environment Strategy, the Reduction and Recycling Plan continues to be undertaken. Officers are identifying which areas of general waste have increased in order that directed communications can be targeted at the most needed areas.
- 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 (<5%) when measured in July 2023, with all elements of the survey meeting the required standards of cleanliness. Whilst the City's overall score of 2.38% for all areas is in line with the current target, it is higher than in previous years.
- During this period, the Street Environment Officers have issued 371 Fixed Penalty Notices in relation to environmental crime such as littering, public urination, and failure to comply with commercial waste disposal regulations.
- The attended Public Convenience facilities at Tower Hill and Paternoster, which serve the main tourist attractions, have seen an increase in usage with levels returning to pre-pandemic years.
- The Community Toilet Scheme membership is at 72. Officers continue to seek new members, targeting areas which have been identified by previous mapping as being most in need of facilities.
- There has been no change to the Clean Streets Partnership and recruitment for this year's Clean City Awards Scheme currently stands at 35.

### Contract performance

- During Period One (1 April – 31 July 2023) of this Business Plan, the Cleansing Service's Management Team has continued to monitor the 12 Key Performance Indicators (KPIs) relevant to the performance of the Waste Collection and Street Cleansing contract. These KPIs will be reported separately to this committee on an annual basis. There have been two significant contract performance issues around sweeping standards.

### Cigarette litter reduction trial

- A trial of ten "Ballot Butt Bins" was held along the Riverwalk between Southwark Bridge and London Bridge. These brightly visible orange bins enable smokers to "vote" with their cigarette butt on a fun selection of yes/no, either/or questions. The independent monitoring commissioned by the trial partner, Keep Britain Tidy, has indicated an initial reduction in cigarette littering of around 60% and officers are awaiting the full report to understand how this learning can be best used at sites across the City.