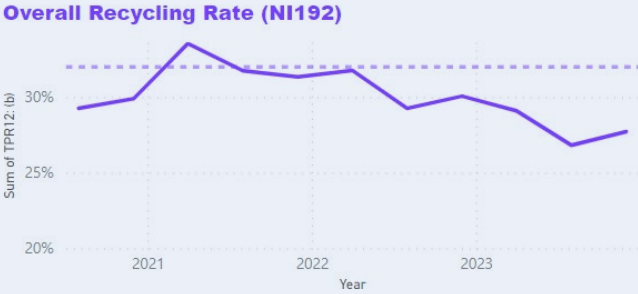
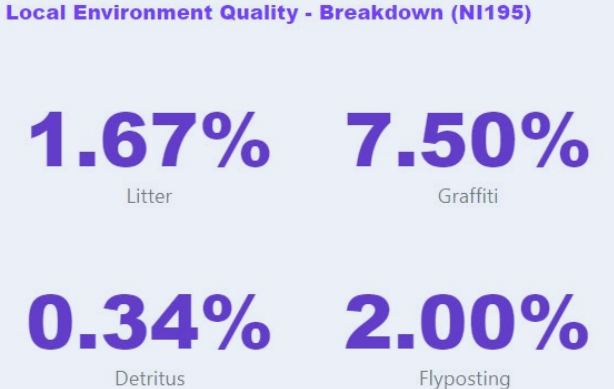
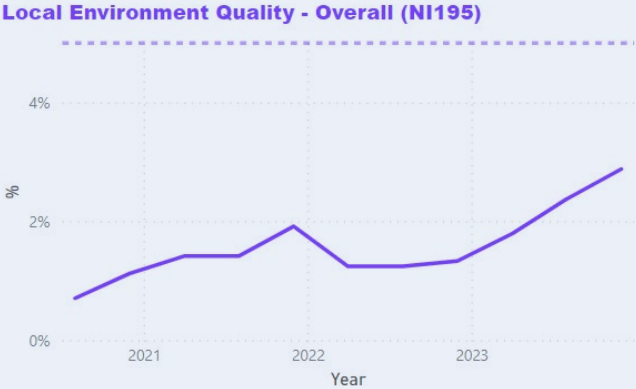


Business Plan 2023/24

Key performance information

Cleansing Service Period 2: Aug 23 – Nov 23



Community Toilet Scheme

72

Members

Clean Streets Partnership

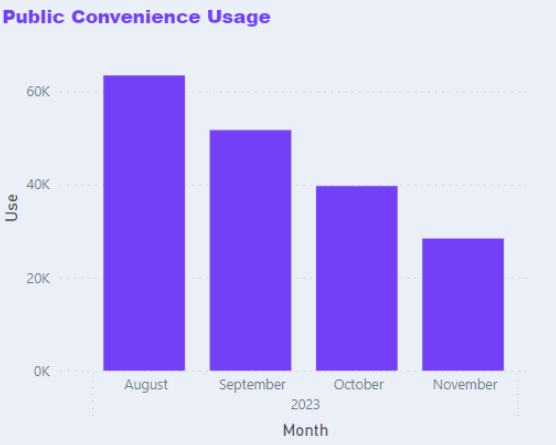
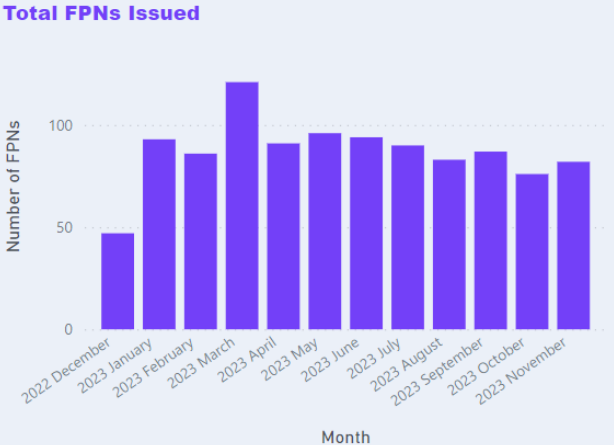
252

Members

Clean City Awards Scheme

52

Members



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 (122.12kg per household against a target of 125kg per household).
- NI192 (percentage of domestic waste recycled) has missed the target for Period Two at 27.72% against a target of 32%. In accordance with the Mayor of London's Environment Strategy, the Reduction and Recycling Plan continues to being undertaken. Officers are identifying which areas of general waste have increased in order that directed communications can be targeted at the most needed areas.
- 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 October 2023, with all elements of the survey meeting the required standards of cleanliness. Whilst the City's overall score of 2.88% 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 328 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 target areas for recruiting new members where most needed as identified by previous mapping.
- There has been no change to the Clean Streets Partnership and recruitment for this year's Clean City Awards Scheme currently stands at 52.

Contract performance

- During Period 1 (August 23 to November 23) of this Business Plan, the management team have continued to monitor the 12 Key Performance Indicators (KPIs) relevant to the performance of the Waste Collection and Street Cleansing contract. There have been four significant contract performance issues around sweeping standards.