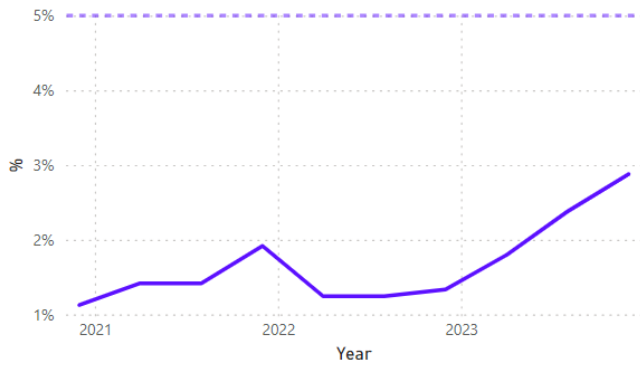


Business Plan 2023/24

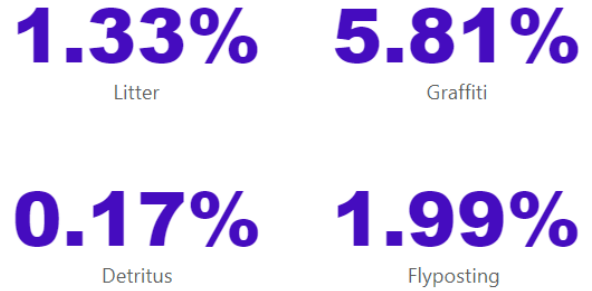
Key performance information

Cleansing Service Period 3: Dec 23 – Mar 24

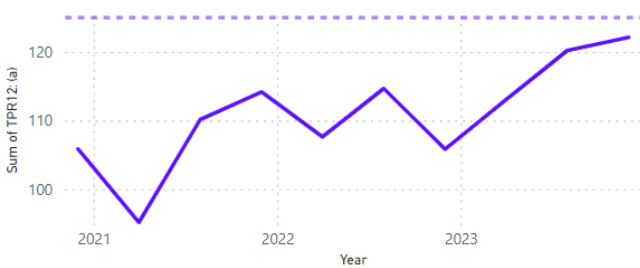
Local Environment Quality - Overall (NI195)



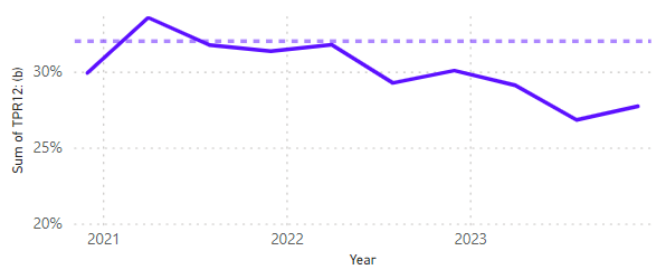
Local Environment Quality - Breakdown (NI195)



Kilograms of General Waste per Household (NI191)



Overall Recycling Rate (NI192)



Community Toilet Scheme

72

Members

Clean Streets Partnership

252

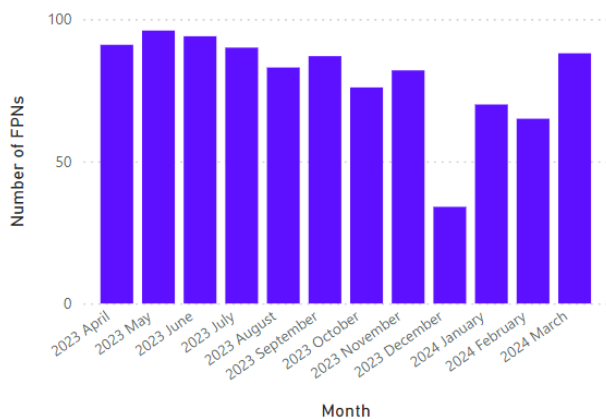
Members

Clean City Awards Scheme

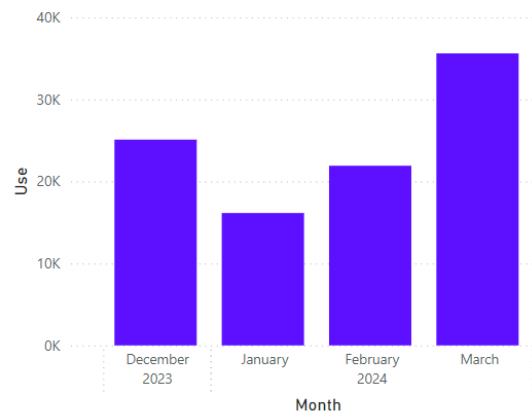
5

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 (101.23 per household against a target of 125kg per household).
- NI192 (percentage of domestic waste recycled) has missed the target for the period at 27.37% against a target of 32% by 2025. 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.
- NI195 (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 March 2024, with all elements of the survey meeting the required standards of cleanliness. Whilst the City's overall score of 2.33% for all areas is in line with the current target, it is higher than previous years.
- During this period the Street Environment Officers have issued 255 Fixed Penalty Notices in relation to environmental crime such as littering, public urination, and failure to comply with commercial waste disposal regulations. This is a reduction from Period Two (August-November 2023) during which a total of 328 FPNs were issued.
- The attended Public Convenience facilities at Tower Hill and Paternoster, which serve the main tourist attractions, have seen year-on-year 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 number of Clean Streets Partnership members. The scheme is being reviewed and will be relaunched soon, so these figures are likely to change.
- Recruitment for this year's Clean City Awards Scheme currently stands at 5.

Contract performance

- During Period 3 (December 2023 to March 2024) of this Business Plan, the management team has continued to monitor the 12 Key Performance Indicators (KPIs) relevant to the performance of the Waste Collection and Street Cleansing contract. There have been two significant contract performance issues around sweeping standards.