

Business Plan 2024/25

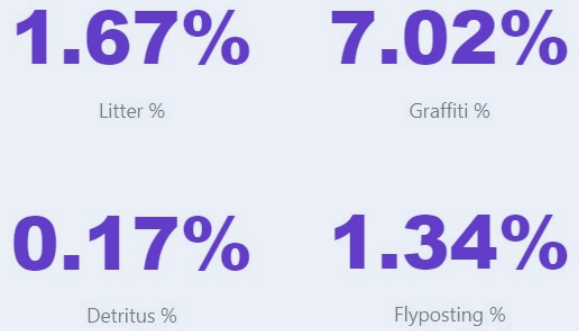
Key Performance Information

Cleansing Service Q1&2: Apr 24 – Sept 24

Local Environmental Quality - Overall % (NI195)



Local Environment Quality - Breakdown (NI195)



Kg of General Waste per household (NI191)



Overall Recycling Rate (NI192)



Community Toilet Scheme

71

Members

Clean Streets Partnership

*

Scheme being reviewed

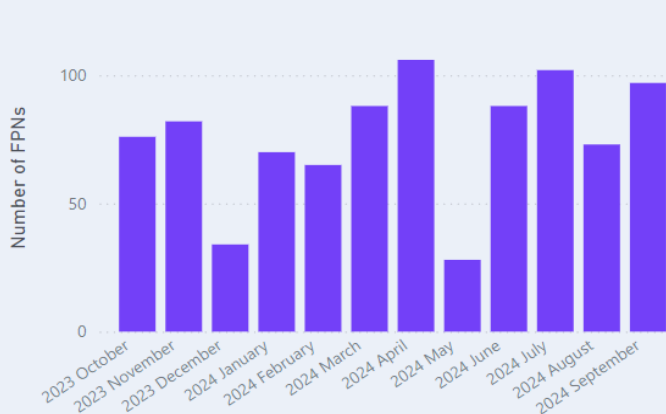
Members

Clean City Awards Scheme

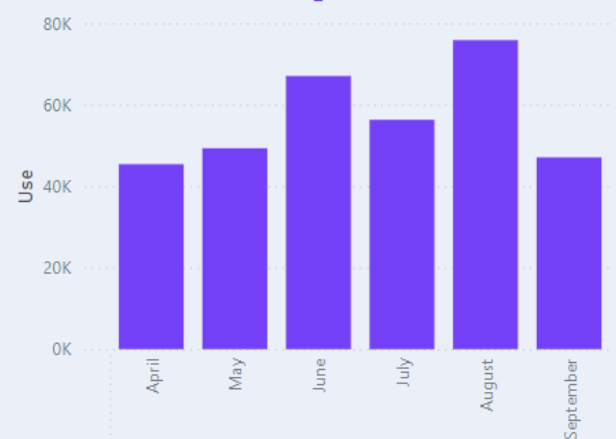
44

Members

Total FPNs Issued



Public Convenience Usage



Explanatory notes and additional information

During the first six months (April to September 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 five significant contract performance issues around specific sweeping standards as the new resources were introduced with remedial action plans now in place.

Performance against the other departmental indicators is detailed below.

NI191 (the amount of residual domestic waste per household) is performing well against target (177.2kg per household against a target of 187.5kg per household).

NI192 (percentage of domestic waste recycled) has missed the target for the period at 26.13% 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. A Circular Economy Framework with an associated action plan should also contribute towards a positive improvement.

The 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 (under 5%) when measured in July 2024, with all elements of the survey performing outstandingly against the required standards of cleanliness, except for graffiti. Whilst the City's overall score of 2.55% for all areas is in line with the current target, it is higher than in previous years.

During this period, Street Environment Officers have issued 494 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 71. 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 44.

During this period, a campaign was run to encourage people to take their waste back to the office where it can be better recycled. Another campaign has been undertaken to discourage the use of on street drains as ashtrays. The latter trial was in partnership with Keep Britain Tidy and results will be shared when available.