

London Borough of Merton: Waste and street cleaning service weekly dashboard

Data related to the week commencing: 27th August 2018

The following report is a summary of the performance of the waste and street cleaning services delivered by Veolia. It is intended to be a weekly snap shot for Members and not intended for further circulation. The information is used by the London Borough of Merton client team to manage the contract with Veolia. The report also includes some of the key activities happening this month to address performance issues.

******Please note - This weekly information is a snapshot of customer reports and inspections and may differ from Monthly performance reports and contractual Service Performance Indicators which are reported on elsewhere. The purpose of this report is to provide a more frequent 'barometer' of performance and perceptions******

Page 2: Missed collections of waste or recycling

Page 3: Missed collections by Ward

Page 4: Excerpt from Monthly report for Missed collections against KPIs

Page 5: Street cleaning reports

Pages 6 & 7: Street cleansing inspections: Inspections by LBM's Performance Monitoring Officer assess for litter and detritus along a sample of streets each week. The data from these inspections provides an insight into the street cleanliness of Merton's roads over time. The scores are based on the former Defra National Indicator 195 for street cleanliness. The inspections are separate to the ones carried out by the Neighbourhood Client Team who assess for contractual compliance.

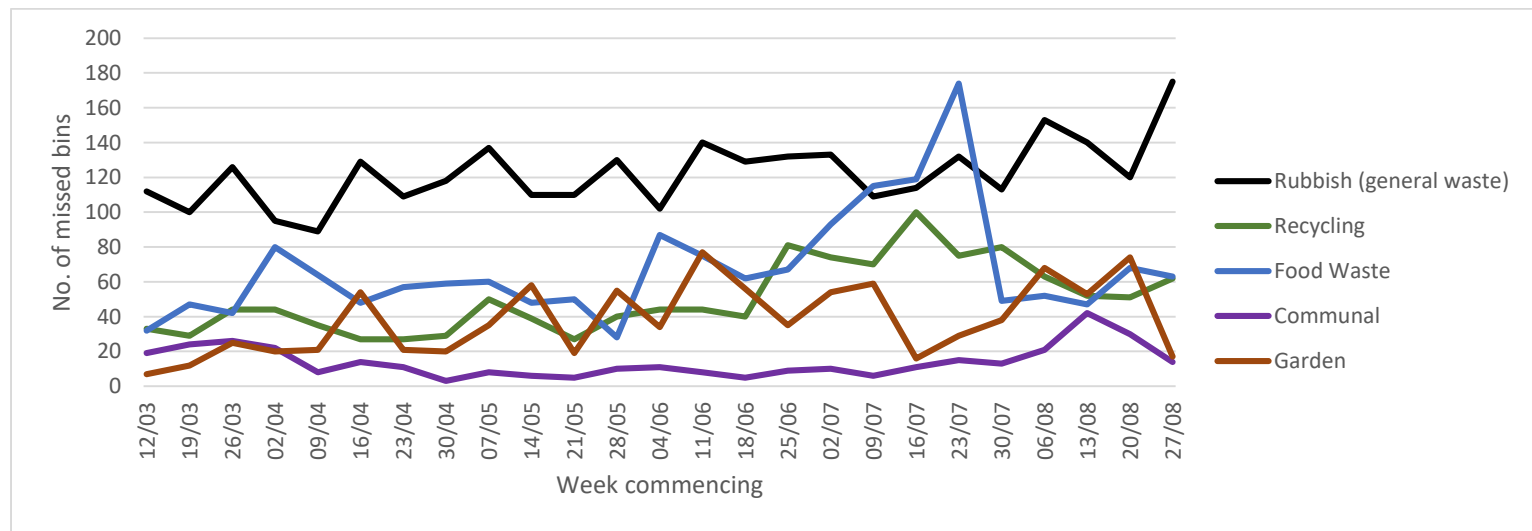
Pages 8 & 9: Actions being taken (Enforcement stats, Veolia & Merton actions, and stakeholder engagement)

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Missed collections

The number of reports received from residents who have experienced a missed collection during the week. This is categorised according to the type of collection.

Missed collections reported on-line or call centre	Week commencing							
	09/07	16/07	23/07	30/07	06/08	13/08	20/08	27/08
Rubbish (general waste)	109	114	132	113	153	140	120	175
Recycling	70	100	75	80	63	52	51	62
Food Waste	115	119	174	49	52	47	68	63
Communal	6	11	15	13	21	42	30	14
Garden	59	16	29	38	68	53	74	17
Additional collections	11	16	41	25	20	10	30	16



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Weekly missed collections by Ward (all waste steams)

	Aug W1	Aug W2	Aug W3	Aug W4	Aug W5
Ward	30/07	06/08	13/08	20/08	27/08
Abbey	12	18	25	26	19
Cannon Hill	28	17	28	11	20
Colliers Wood	16	7	9	13	10
Cricket Green	12	16	7	17	9
Dundonald	17	18	16	13	26
Figge's Marsh	10	12	16	13	9
Graveney	9	11	16	7	5
Hillside	8	24	27	14	22
Lavender Fields	10	9	10	9	9
Longthornton	17	10	22	11	21
Lower Morden	24	23	18	11	16
Merton Park	19	16	9	22	22
Pollards Hill	16	12	8	18	18
Ravensbury	14	13	11	13	20
Raynes Park	4	28	12	47	22
St Helier	8	10	12	16	3
Trinity	19	40	10	18	18
Village	45	19	23	18	27
West Barnes	12	57	38	63	16
Wimbledon Park	24	28	32	26	38
TOTAL	324	388	349	386	350

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Monthly dashboard for missed collections as per 100,000 collections

MISSED BINS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug
Target (Not to exceed)	75	75	75	75	75	75	75	75
Total Missed Collections excl GW	1622	968	1131	1006	1074	1140	1555	1422
Missed bins/ 100,000 collections	131	89	92	88	86	100	131	161
Rubbish (general waste)	544	327	501	437	557	538	515	662
Missed bins/ 100,000 collections	128	88	122	113	130	139	128	1543
Recycling	306	163	186	138	176	212	356	272
Missed bins/ 100,000 collections	75	45	46	37	43	56	91	63
Food Waste	292	212	207	263	229	294	521	260
Missed bins/ 100,000 collections	72	59	51	70	56	79	134	64
GW MISSED BINS								
Garden Recollection	69	106	67	118	183	204	175	231
Missed GW bins/ 100,000 collections	382	687	393	708	1024	1220	1011	1235

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Street cleaning reports

The number of reports received from residents regarding street cleaning. The reports are categorised according to the street cleaning issue that is being reported.

Street cleaning reports	Aug W1	Aug W2	Aug W3	Aug W4	Aug W5
Total cases reported on-line or contact centre	30/07	06/08	13/08	20/08	27/08
Fly-tipping	282	264	254	239	285
Street Requires Cleaning	98	101	72	90	127
Bring Bank Issue	6	5	0	3	4
Dead Animal	4	2	5	4	4
Litter Bin Issue	14	9	3	8	12
Fly-Posting	1	1	3	1	0
Graffiti	12	4	7	4	13
Drug Paraphernalia	0	2	0	0	0
Street Cleaning Veolia Request	1	0	0	0	0
Street Cleaning Veolia	1	0	0	0	1
Total cases	419	388	344	349	446

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Street cleansing inspections (detritus)

LBM's target: Fewer than 10% of streets inspected should be below a grade B-for detritus. Detritus relates to gravel, grit and degraded vegetation.



Grade A
No detritus

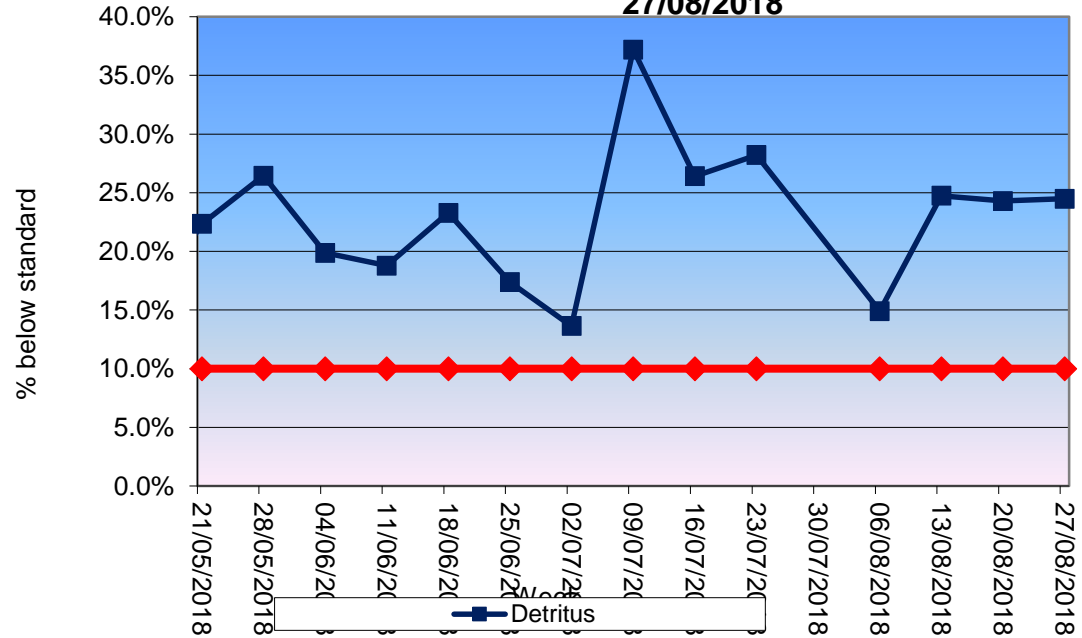


Grade B
Predominantly free of detritus except for some light scattering



Grade C
Widespread distribution of detritus with minor accumulations

Street Cleansing - Detritus (% of sites below standard) w/c 27/08/2018



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Street cleansing inspections (litter)

LBM's target: Fewer than 8.5% of streets inspected should be below a grade B-for litter.



Grade A
No litter or refuse

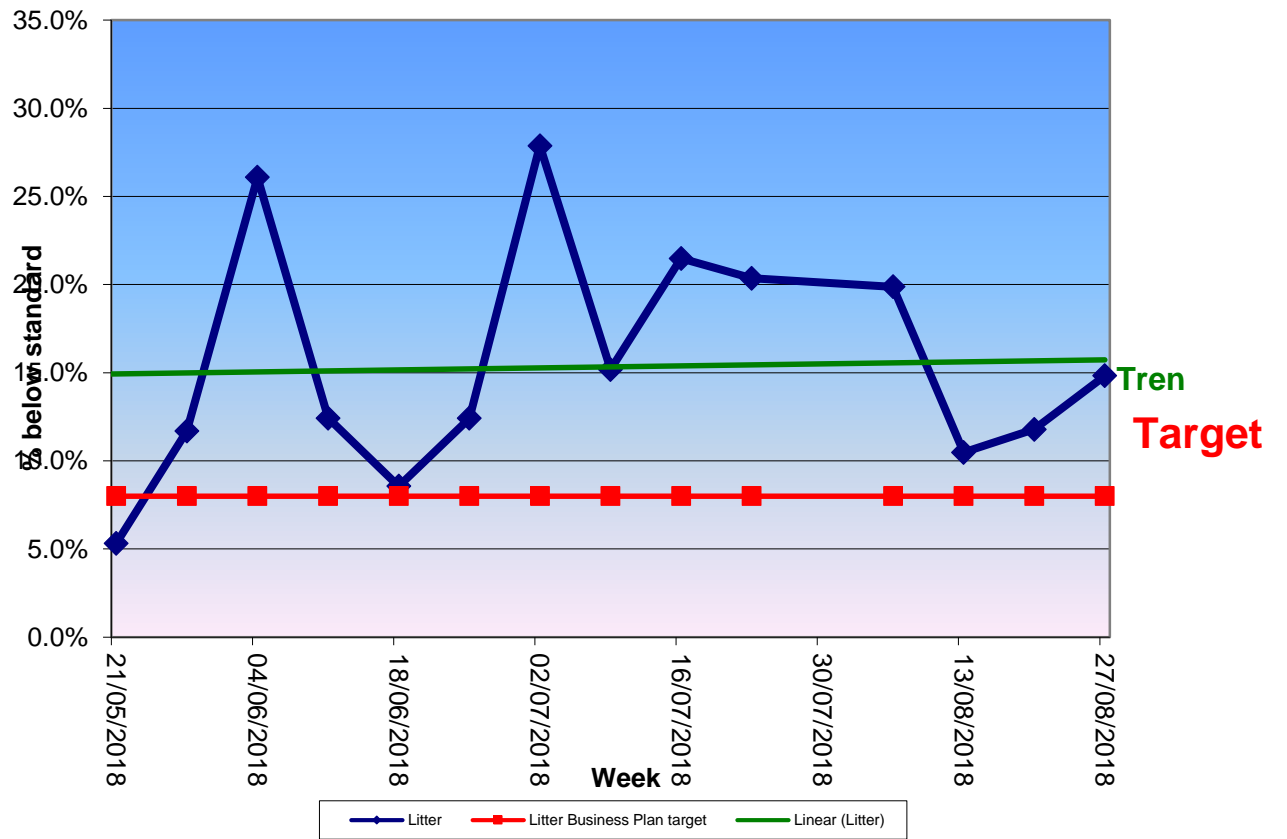


Grade B
Predominately free of litter and refuse apart from some small items



Grade C
Widespread distribution of litter and/or refuse with minor accumulations

Street Cleansing - Litter (% of sites below standard) w/c 27/08/2018



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Enforcement Actions

Total number of FPN's issued to the 31st August 2018 is as follows:

- Fly Tipping FPN's = 14
- Litter Offences = 2795
- Other FPN's = 22
- Street Drinking = 11

What's happening to fix the issues?

Veolia

- **Additional street sweepers:** Veolia are still providing 6 additional litter pickers to follow the recycling crews. They are also holding a series of tool box talks around Street Cleansing.

NCOs

- **Weekly inspections of key complaint areas:** A mix of inspections of streets / issues reported by residents and proactive random inspections undertaken across all three areas (Wimbledon, Morden and Mitcham). A sample of fly-tips inspected to ensure they are removed within allocated timescales. A sample of fly-tips inspected to ensure they are removed within allocated timescales.
- **Correspondence / Queries / Complaints:** 488 individual correspondences / complaints / queries / MP Enquiries etc. responded to from the publicspace inbox alone (not including emails received to individual team member inboxes)

Stakeholder meetings attended by NCOs:

- Waste Service Drop-in Session (for staff) – Civic Centre (04/09) – Waste Strategy and Claire Secord
- Coffee Morning – Waste Service Change: 1 September – Pollards Hill / Longthornton

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Upcoming key meetings with stakeholders:

- Coffee Morning – Waste Service Change: 8 September – Figges Marsh
- Coffee Evening – Waste Service Change: 13 September – Colliers Wood / Lavender
- Coffee Morning – Waste Service Change: 15 September – Graveney

Report it on-line: Given the high volumes of queries / complaints and general correspondence being dealt with, please ensure all service requests / missed collections are logged using the appropriate channels.

Report all street cleaning problems on-line: www.merton.gov.uk/street-cleaning

This includes: (a photo max size 2.3MB can be uploaded to these reports)

- Overflowing litter bins
- Litter and street cleaning problems
- Graffiti
- Fly-tipping

Report a missed collection on-line: www.merton.gov.uk/rubbish-and-recycling/report-a-missed-collection

Reports are fully integrated so go directly to Veolia. The data is also used to identify hot spots so resources can be deployed efficiently and effectively.