

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

Data related to the week commencing: 17th September 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.

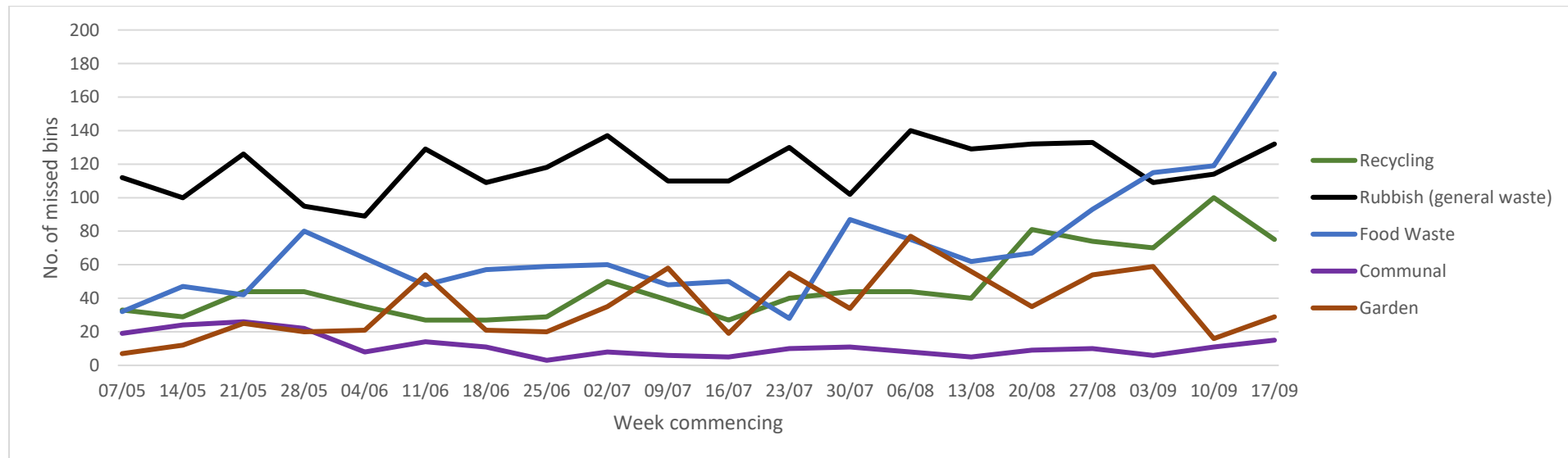
Pages 8 & 9: Actions being taken (Enforcement stats, Veolia & Merton actions, and stakeholder engagement)

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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						
	06/08	13/08	20/08	27/08	03/09	10/09	17/09
Rubbish (general waste)	153	140	120	175	123	103	100
Recycling	63	52	51	62	52	27	42
Food Waste	52	47	68	63	324	104	59
Communal	21	42	30	14	6	7	15
Garden	68	53	74	17	21	37	26
Additional collections	20	10	30	16	30	27	10



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Weekly missed collections by Ward (all waste steams)

	Aug W2	Aug W3	Aug W4	Aug W5	Sep W1	Sep W2	Sep W3
Ward	06/08	13/08	20/08	27/08	03/09	10/09	17/09
Abbey	18	25	26	19	17	17	5
Cannon Hill	17	28	11	20	49	16	6
Colliers Wood	7	9	13	10	11	6	15
Cricket Green	16	7	17	9	9	12	8
Dundonald	18	16	13	26	16	53	36
Figge's Marsh	12	16	13	9	5	4	5
Graveney	11	16	7	5	9	10	6
Hillside	24	27	14	22	12	12	12
Lavender Fields	9	10	9	9	9	6	11
Longthornton	10	22	11	21	21	15	6
Lower Morden	23	18	11	16	44	3	4
Merton Park	16	9	22	22	15	11	22
Pollards Hill	12	8	18	18	21	6	20
Ravensbury	13	11	13	20	55	10	11
Raynes Park	28	12	47	22	62	26	21
St Helier	10	12	16	3	89	10	16
Trinity	40	10	18	18	20	18	9
Village	19	23	18	27	43	34	15
West Barnes	57	38	63	16	28	11	7
Wimbledon Park	28	32	26	38	30	28	22
TOTAL	388	349	386	350	565	308	257

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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

NB: This table will be updated to include September data next week.

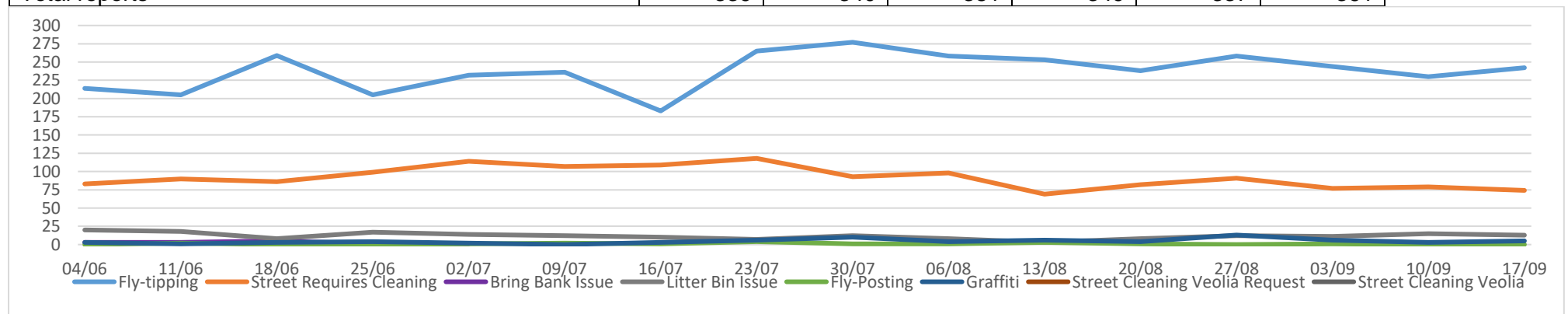
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Street cleaning reports

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 W3	Aug W4	Aug W5	Sep W1	Sep W2	Sep W3
Total reports received on-line or contact centre	13/08	20/08	27/08	03/09	10/09	17/09
Fly-tipping	253	238	258	244	230	242
Street Requires Cleaning	69	82	91	77	79	74
Bring Bank Issue	0	3	3	0	4	5
Dead Animal	5	4	4	10	4	22
Litter Bin Issue	3	8	12	11	15	13
Fly-Posting	3	1	0	1	0	0
Graffiti	6	4	13	6	3	5
Street Cleaning Veolia Request	0	0	0	0	0	0
Street Cleaning Veolia	0	0	0	0	2	0
Total reports	339	340	381	349	337	361



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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

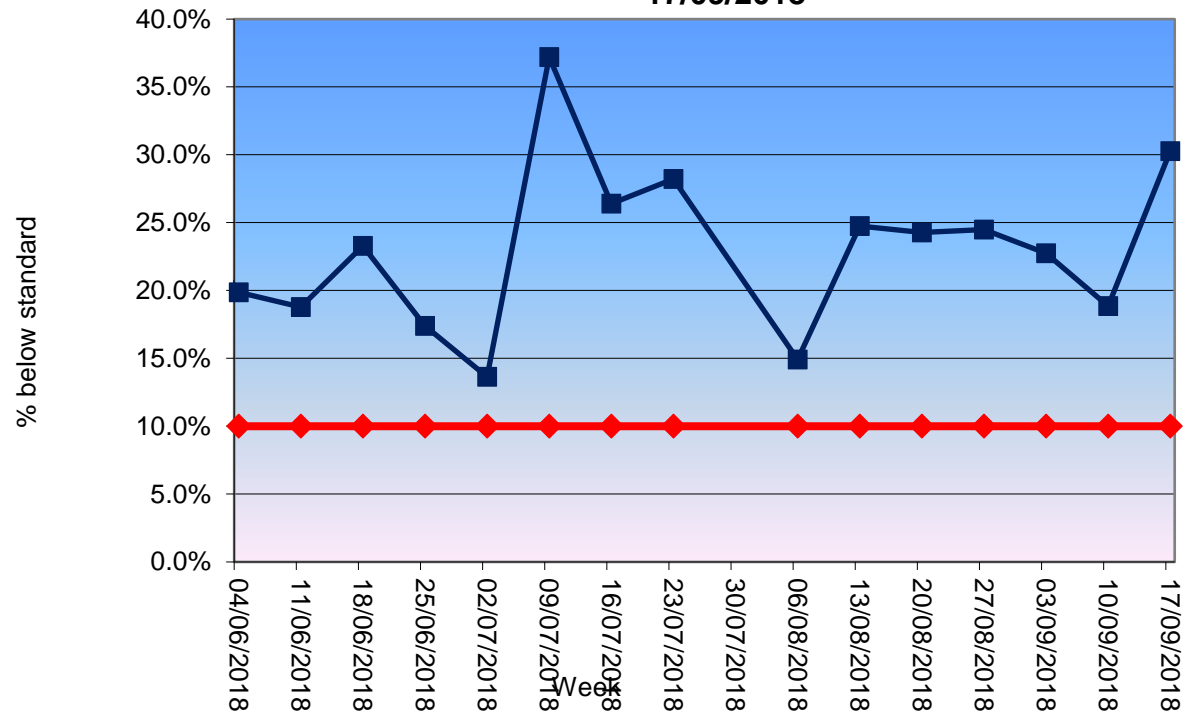


Grade B
Predominantly free of detritus except for some light scattering



Grade C
Widespread distribution of detritus with minor accumulations

Street Cleansing - Detritus (% of sites below standard) w/c 17/09/2018



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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

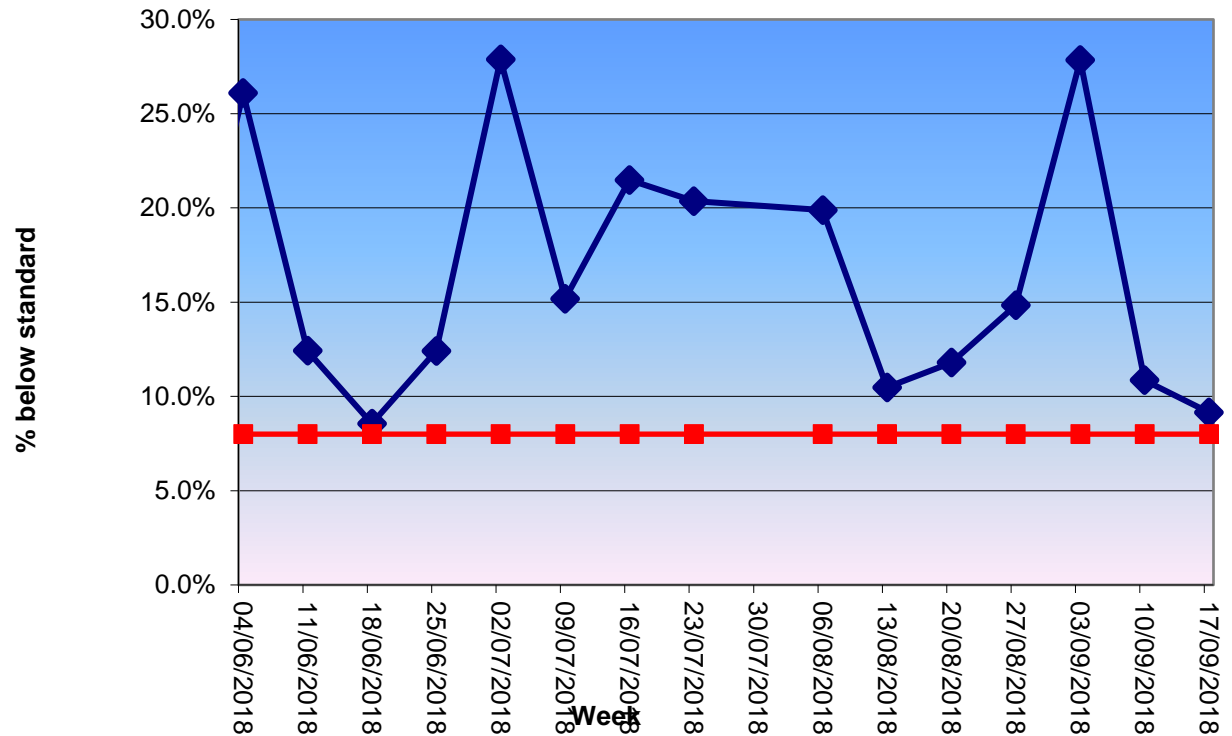


Grade B
Predominately free of litter and refuse apart from some small items



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

Street Cleansing - Litter (% of sites below standard) w/c 17/09/2018



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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
- **Checking previous NCO service requests:** On 20th September an email was sent to the Street Cleaning Contract Manager at Veolia stating that the NCOs were concerned that the requests for street cleans that they were submitting were being closed off as complete on the system too quickly for there to have been any inspection or action on Veolia's part. This week the NCO Team spotted-checked a report that had been marked off as completed within 20 minutes of the request being made. It was apparent that no cleansing had taken place by the next day with many

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items of the same litter present. This has been re-logged and the team have raised this at a higher level within Veolia. The Team will continue to spot-check a higher percentage of all requests made moving forward on a weekly basis. These increased inspections have been made possible by the recruitment of an additional NCO to the Team.

- **Correspondence / Queries / Complaints: 807** individual correspondences / complaints / queries / MP Enquiries etc. responded to from the publicspace inbox alone (not including emails received to individual team member inboxes)

Upcoming key meetings with stakeholders:

There are no upcoming meetings with stakeholders due to the team mobilising the service change.

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.