

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

## Data related to the week commencing: 8<sup>th</sup> October 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					
	03/09	10/09	17/09	24/09	01/10	08/10
<b>Rubbish (general waste)</b>	123	103	100	102	107	110
<b>Recycling</b>	52	27	42	90	74	255
<b>Food Waste</b>	324	104	59	53	181	151
<b>Communal</b>	6	7	15	10	25	27
<b>Garden</b>	21	37	26	30	22	45
<b>Additional collections</b>	30	27	10	39	61	237

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## Weekly missed collections by Ward (all waste steams)

	Sep W1	Sep W2	Sep W3	Sep W4	Oct W1	Oct W2
<b>Ward</b>	<b>03/09</b>	<b>10/09</b>	<b>17/09</b>	<b>24/09</b>	<b>01/10</b>	<b>08/10</b>
Abbey	17	17	5	22	22	27
Cannon Hill	49	16	6	23	21	27
Colliers Wood	11	6	15	10	13	28
Cricket Green	9	12	8	10	16	24
Dundonald	16	53	36	30	42	15
Figge's Marsh	5	4	5	12	15	23
Graveney	9	10	6	7	13	7
Hillside	12	12	12	19	28	24
Lavender Fields	9	6	11	22	23	16
Longthornton	21	15	6	8	14	23
Lower Morden	44	3	4	19	24	13
Merton Park	15	11	22	22	24	27
Pollards Hill	21	6	20	11	18	18
Ravensbury	55	10	11	3	14	31
Raynes Park	62	26	21	14	55	18
St Helier	89	10	16	11	16	27
Trinity	20	18	9	15	23	66
Village	43	34	15	30	41	66
West Barnes	28	11	7	19	25	33
Wimbledon Park	30	28	22	25	36	30
<b>TOTAL</b>	<b>565</b>	<b>308</b>	<b>257</b>	<b>332</b>	<b>483</b>	<b>543</b>

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## Monthly dashboard for missed collections as per 100,000 collections

MISSED BINS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Target (Not to exceed)	75	75	75	75	75	75	75	75	75
Total Missed Collections excl GW	1622	968	1131	1006	1074	1140	1555	1422	1359
<b>Missed bins/ 100,000 collections</b>	<b>131</b>	<b>89</b>	<b>92</b>	<b>88</b>	<b>86</b>	<b>100</b>	<b>131</b>	<b>161</b>	<b>126</b>
<b>Rubbish (general waste)</b>	<b>544</b>	<b>327</b>	<b>501</b>	<b>437</b>	<b>557</b>	<b>538</b>	<b>515</b>	<b>662</b>	<b>445</b>
Missed bins/ 100,000 collections	128	88	122	113	130	139	128	1543	120
<b>Recycling</b>	<b>306</b>	<b>163</b>	<b>186</b>	<b>138</b>	<b>176</b>	<b>212</b>	<b>356</b>	<b>272</b>	<b>212</b>
Missed bins/ 100,000 collections	75	45	46	37	43	56	91	63	59
<b>Food Waste</b>	<b>292</b>	<b>212</b>	<b>207</b>	<b>263</b>	<b>229</b>	<b>294</b>	<b>521</b>	<b>260</b>	<b>546</b>
Missed bins/ 100,000 collections	72	59	51	70	56	79	134	64	154
<b>GW MISSED BINS</b>									
<b>Garden Recollection</b>	<b>69</b>	<b>106</b>	<b>67</b>	<b>118</b>	<b>183</b>	<b>204</b>	<b>175</b>	<b>231</b>	<b>116</b>
<b>Missed GW bins/ 100,000 collections</b>	<b>382</b>	<b>687</b>	<b>393</b>	<b>708</b>	<b>1024</b>	<b>1220</b>	<b>1011</b>	<b>1235</b>	<b>682</b>

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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.

<b>Street cleaning reports</b>	Sep W1	Sep W2	Sep W3	Sep W4	Oct W1	Oct W2
<b>Total reports received on-line or contact centre</b>	<b>03/09</b>	<b>10/09</b>	<b>17/09</b>	<b>24/09</b>	<b>01/10</b>	<b>08/10</b>
Fly-tipping	244	230	242	157	258	260
Street Requires Cleaning	77	79	74	59	91	83
Bring Bank Issue	0	4	5	1	5	1
Dead Animal	10	4	22	5	11	5
Litter Bin Issue	11	15	13	5	18	13
Fly-Posting	1	0	0	2	1	0
Graffiti	6	3	5	6	8	7
Street Cleaning Veolia Request	0	0	0	0	0	1
Street Cleaning Veolia	0	2	0	1	0	0
<b>Total reports</b>	<b>349</b>	<b>337</b>	<b>361</b>	<b>236</b>	<b>392</b>	<b>370</b>

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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

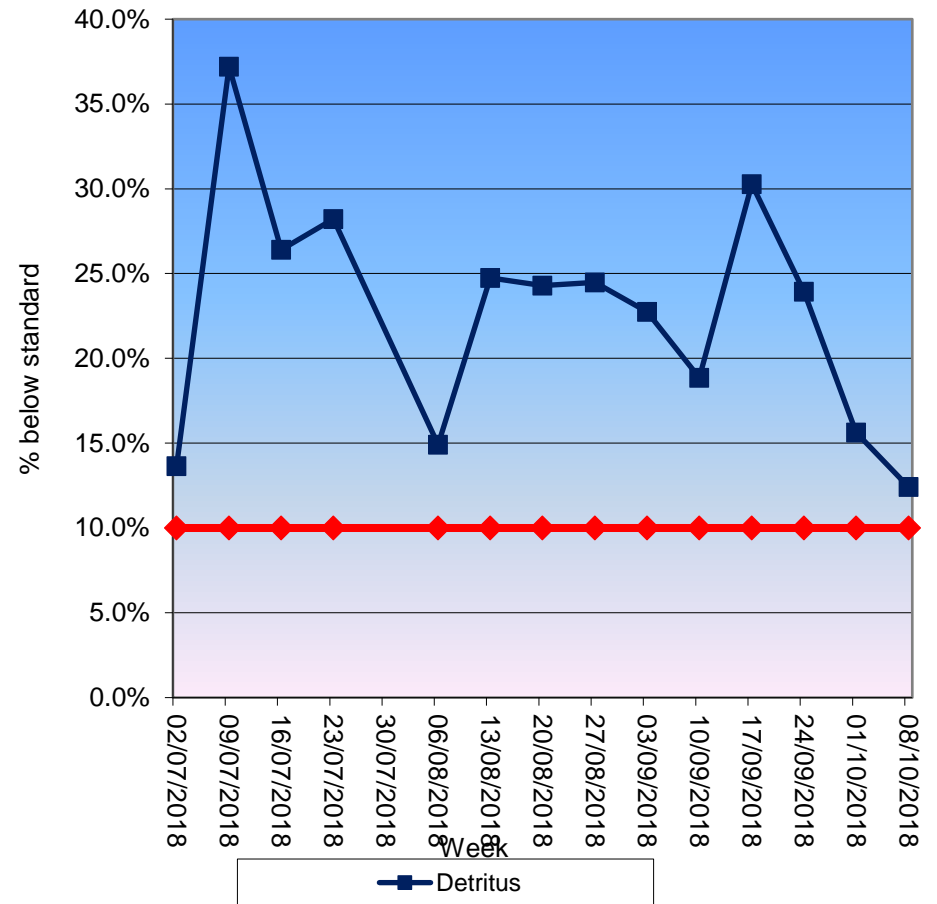


**Grade B**  
Predominantly free of detritus except for some light scattering



**Grade C**  
Widespread distribution of detritus with minor accumulations

**Street Cleansing - Detritus (% of sites below standard) w/c 08/10/2018**



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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

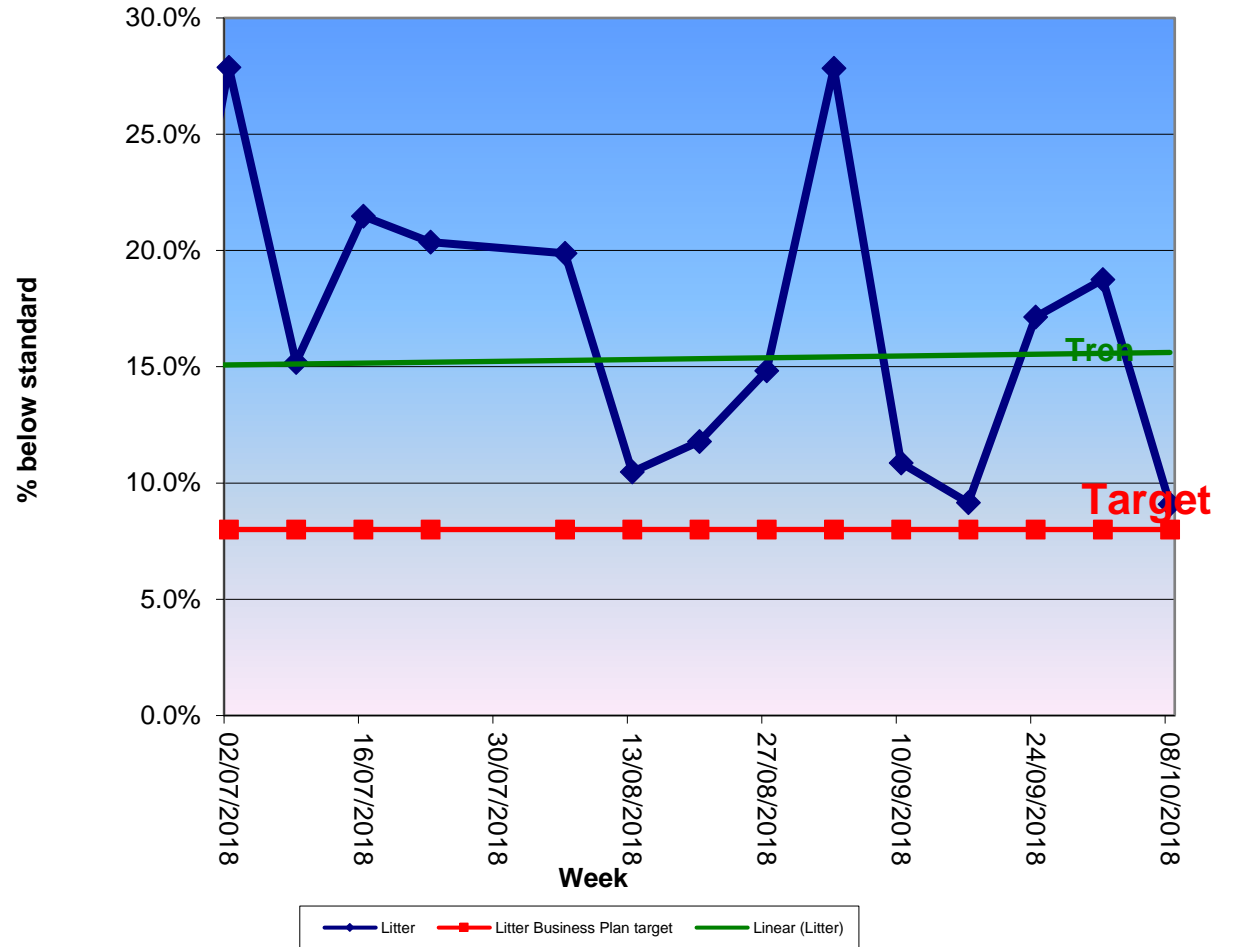


**Grade B**  
Predominately free of litter and refuse apart from some small items



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

Street Cleansing - Litter (% of sites below standard) w/c 08/10/2018



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## Enforcement Actions

Total number of FPN's issued up to the end of September 2018 is as follows:

- Fly Tipping FPN's = 18
- Litter Offences = 3,417
- Other FPNs = 27
- Street Drinking = 22

## 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
- **Reassessments:** NCOs have been undertaking reassessments of properties who have contacted the council stating that their properties are not suitable for the wheeled bins.
- **Correspondence / Queries / Complaints:** **918** individual correspondences / complaints / queries / MP Enquiries etc. responded to from the publicspace inbox alone (not including emails received to individual team member inboxes)



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## **Upcoming key meetings with stakeholders:**

There are no upcoming meetings with stakeholders.

**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](http://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](http://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.