

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

Data related to the week commencing: 26th November 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)

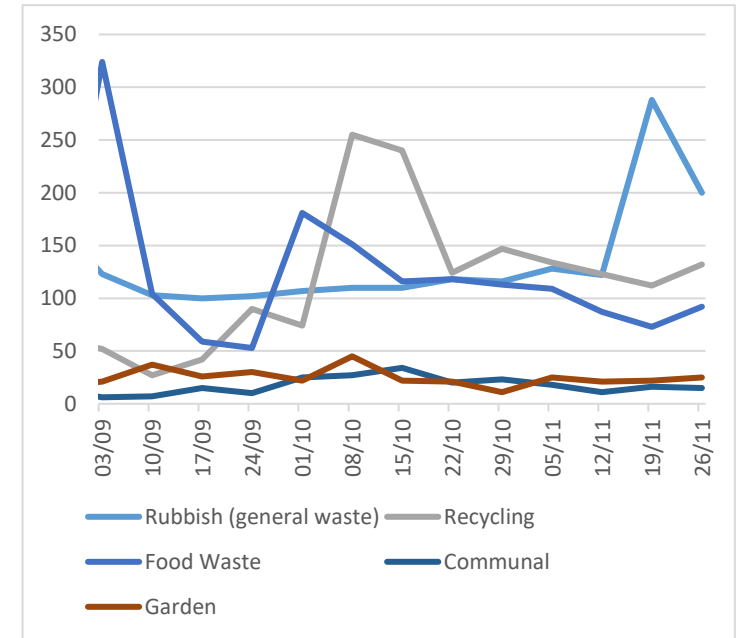
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Missed collections

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								
	01/10	08/10	15/10	22/10	29/10	05/11	12/11	19/11	26/11
Rubbish (general waste)	107	110	110	118	116	128	122	288	200
Recycling	74	255	240	124	147	134	123	112	132
Food Waste	181	151	116	118	113	109	87	73	92
Communal	25	27	34	20	23	18	11	16	15
Garden	22	45	22	21	11	25	21	22	25
Additional collections	61	237	256	252	205	212	186	185	240

NB – Additional collections are not included in the graph or the general missed collections as we are aware that this is being used in some cases to get waste collected that is already checked off the system as 'Not collected, not presented'



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Weekly missed collections by Ward (all waste steams)

	Sep W4	Oct W1	Oct W2	Oct W3	Oct W4	Nov W1	Nov W2	Nov W3	Nov W4	Nov W5
Ward	24/09	01/10	08/10	15/10	22/10	29/10	05/11	12/11	19/11	26/11
Abbey	22	25	43	44	34	40	27	33	19	23
Cannon Hill	23	25	52	41	37	28	30	14	32	13
Colliers Wood	10	16	38	32	37	24	30	34	35	37
Cricket Green	10	19	48	44	52	72	69	45	26	62
Dundonald	30	44	22	50	24	44	32	44	24	49
Figge's Marsh	12	18	29	44	25	29	16	20	31	33
Graveney	7	17	10	20	13	26	16	15	14	42
Hillside	19	35	45	50	32	25	35	25	48	38
Lavender Fields	22	25	28	48	24	40	15	25	10	26
Longthornton	8	18	33	34	42	18	36	37	26	34
Lower Morden	19	24	25	28	15	30	17	21	26	37
Merton Park	22	24	42	31	32	24	28	19	27	37
Pollards Hill	11	24	27	36	49	24	49	18	76	30
Ravensbury	3	16	48	39	30	20	36	27	44	29
Raynes Park	14	59	33	47	22	31	20	62	18	67
St Helier	11	18	44	34	38	41	54	17	40	33
Trinity	15	25	89	35	55	40	42	20	68	23
Village	30	46	98	72	60	34	64	49	81	56
West Barnes	19	26	47	47	29	28	14	36	23	36
Wimbledon Park	25	43	49	24	44	25	29	20	49	14
TOTAL	332	547	850	800	694	643	659	581	717	719

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Monthly dashboard for missed collections as per 100,000 collections

Month	April	May	June	July	August	September	October	November
MISSED BINS								
Target (Not to exceed)	75	75	75	75	75	75	75	75
Total Missed Collections excl GW	1006	1074	1140	1555	1422	1359	2623	2528
Missed bins/ 100,000 collections	88	86	100	131	161	126	255	254
Rubbish (general waste)	437	557	538	515	662	445	498	801
Missed bins/ 100,000 collections	113	130	139	128	1543	120	199	305
Recycling	138	176	212	356	272	212	376	268
Missed bins/ 100,000 collections	37	43	56	91	63	59	119	89
Food Waste	263	229	294	521	260	546	620	420
Missed bins/ 100,000 collections	70	56	79	134	64	154	164	126
Flats Collections							117	72
Missed bins/ 100,000 collections							134	74

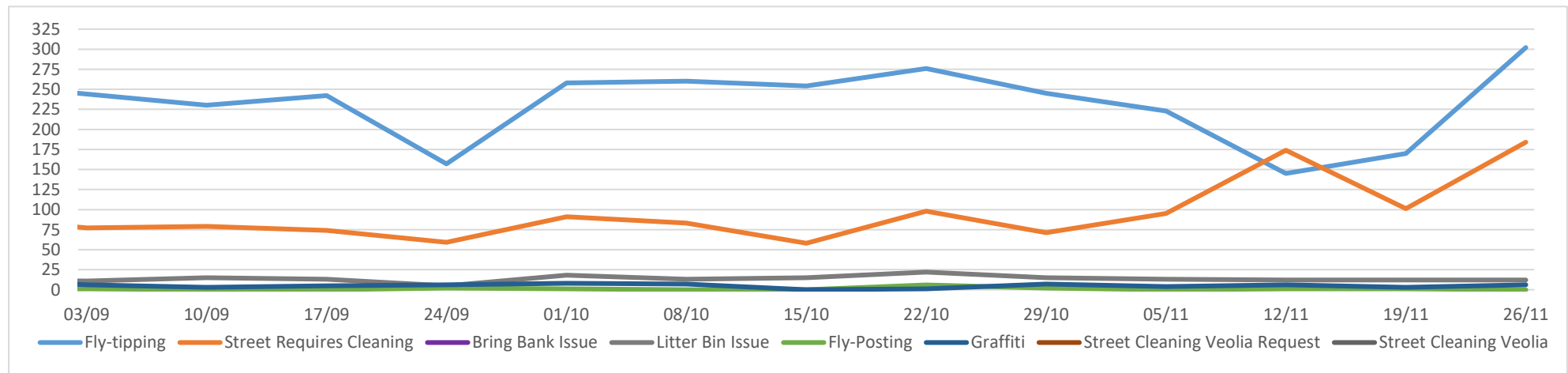
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Street cleaning reports

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	Oct W1	Oct W2	Oct W3	Oct W4	Nov W1	Nov W2	Nov W3	Nov W4	Nov W5
Total reports received on-line or contact centre	01/10	08/10	15/10	22/10	29/10	05/11	12/11	19/11	26/11
Fly-tipping	258	260	254	276	245	223	145	170	302
Street Requires Cleaning	91	83	58	98	71	95	174	101	184
Bring Bank Issue	5	1	0	1	3	2	2	0	1
Dead Animal	11	5	2	2	4	7	10	2	6
Litter Bin Issue	18	13	15	22	15	13	12	12	12
Fly-Posting	1	0	0	6	2	0	1	1	0
Graffiti	8	7	0	1	7	4	6	3	6
Street Cleaning Veolia Request	0	1	0	0	0	0	0	0	0
Street Cleaning Veolia	0	0	0	0	1	0	0	0	0
Total reports	392	370	329	406	348	344	350	289	511



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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

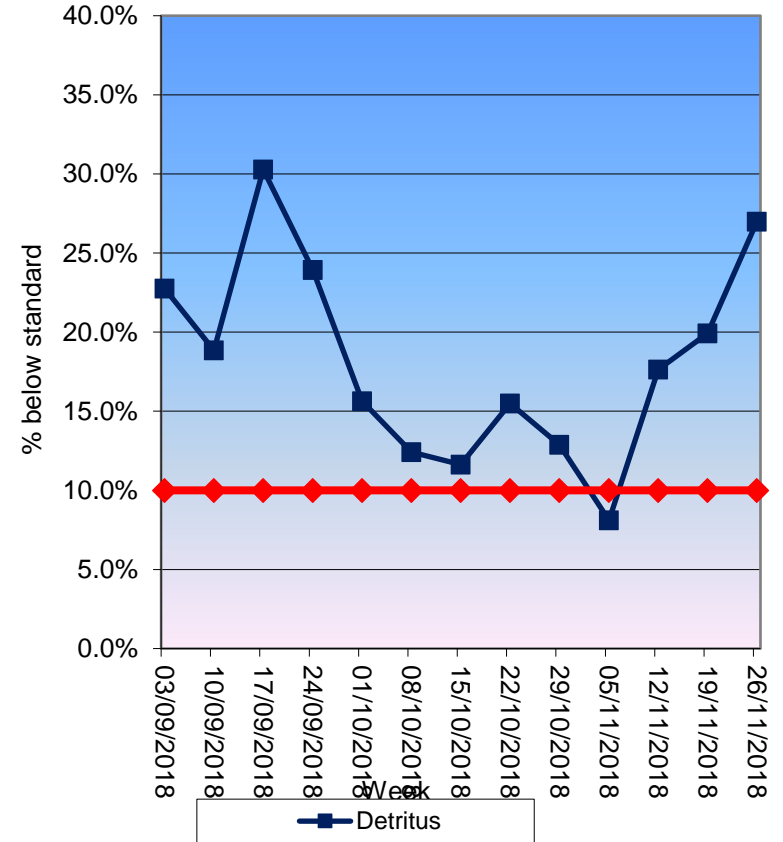


Grade B
Predominantly free of detritus except for some light scattering



Grade C
Widespread distribution of detritus with minor accumulations

Street Cleansing - Detritus (% of sites below standard) w/c 26/11/2018



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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

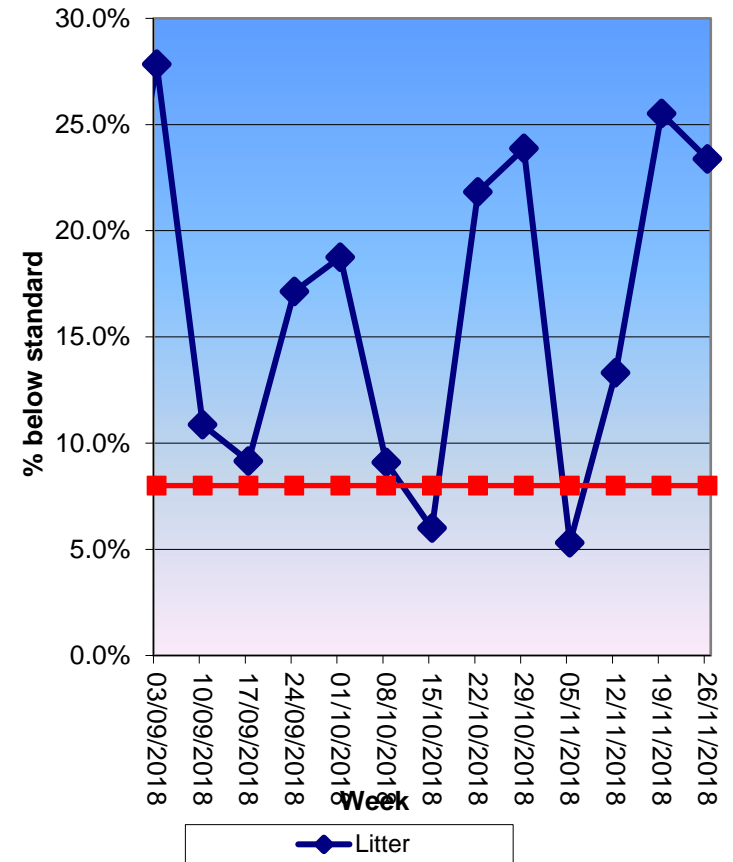


Grade C
Widespread distribution of litter and/or refuse with minor accumulations

Roads within the following wards were independently expected this week:

- Abbey
- Colliers Wood
- Dundonald
- Figges Marsh
- Ravensbury
- Trinity

Street Cleansing - Litter (% of sites below standard) w/c 26/11/2018



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Enforcement Actions

Total number of FPN's issued up to 6th November 2018 is as follows (full update next week):

- Fly Tipping FPN's = 23
- Litter Offences = 4,208
- Other FPNs = 39
- Abandoned vehicles = 7

What's happening to fix the issues?

Veolia

- **Street Cleansing:** Veolia have realigned some of their cleansing beats and response team collection points. Leaves have not fallen as badly as we anticipate they will and so we are not mobilising the leaf clearance service yet. We will advise when this has started in earnest.

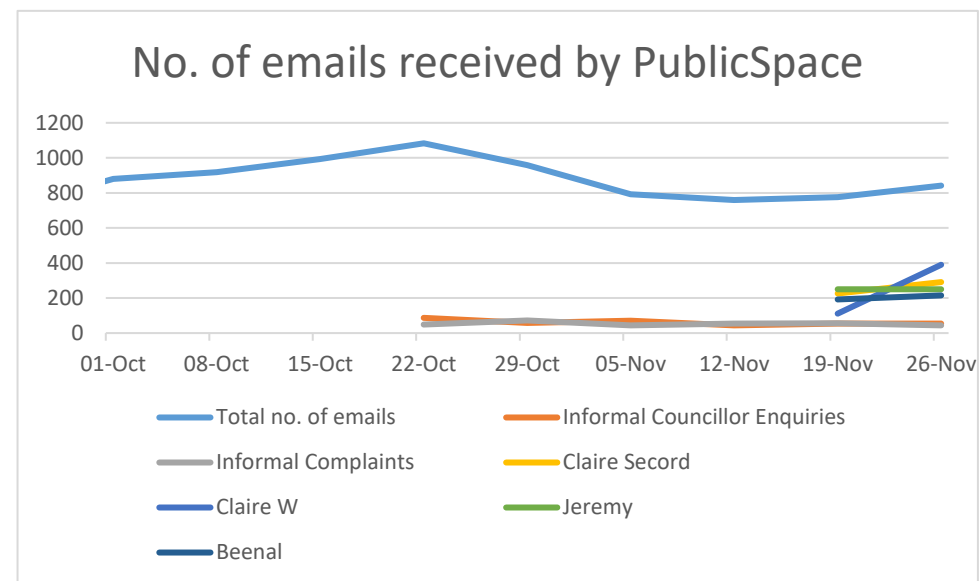
NCOs

- **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.

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Correspondence / Queries / Complaints: 842 individual correspondences / complaints / queries / MP Enquiries etc. responded to from the publicspace inbox alone (not including emails received to individual team member inboxes which totals **1146**). We are conscious that there are a significant number of emails which came in last week which we have not yet been able to answer.

Please note the adjacent graph showing the increasing correspondence going through the PublicSpace and NCO inboxes. You should be encouraging your residents to use the correct channels for reporting issues – online or through the Contact Centre. We are now monitoring how many emails we receive as informal complaints from both the complaints team and councillors and therefore they are not being logged through the official channels.



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 and 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.