

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

## Data related to the week commencing: 19<sup>th</sup> 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)**

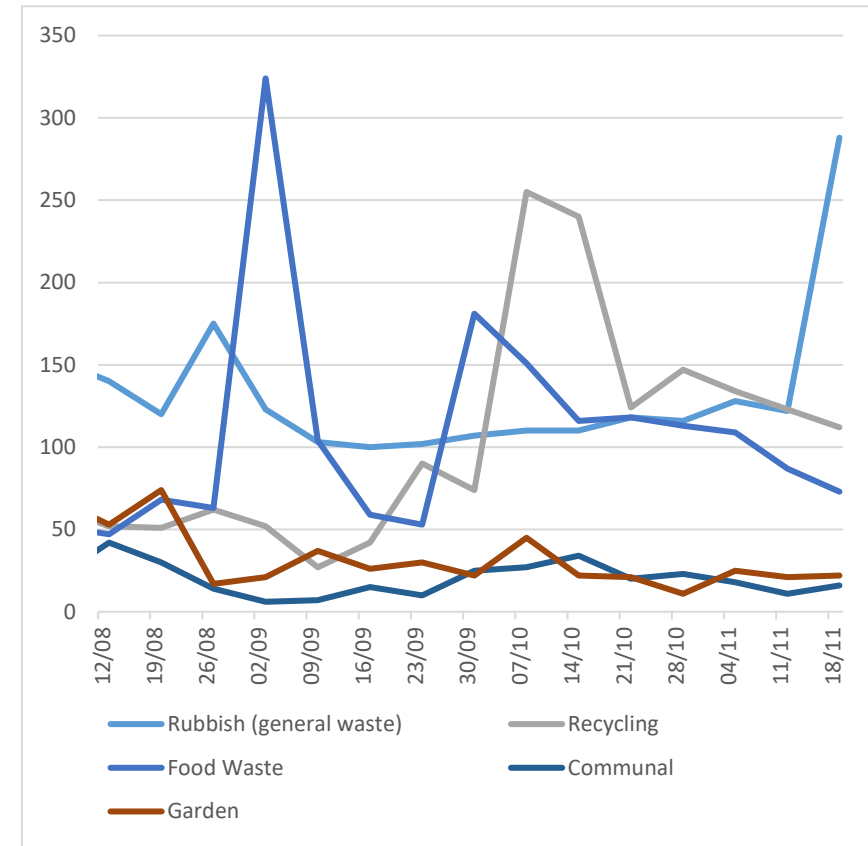
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## Missed collections

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

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)

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

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Monthly dashboard for missed collections as per 100,000 collections

Month	January	February	March	April	May	June	July	August	September	October
Target (Not to exceed)	75	75	75	75	75	75	75	75	75	75
Total Missed Collections excl GW	1622	968	1131	1006	1074	1140	1555	1422	1359	1611
Missed bins/ 100,000 collections	131	89	92	88	86	100	131	161	126	156
Rubbish (general waste)	544	327	501	437	557	538	515	662	445	498
Missed bins/ 100,000 collections	128	88	122	113	130	139	128	1543	120	199
Recycling	306	163	186	138	176	212	356	272	212	376
Missed bins/ 100,000 collections	75	45	46	37	43	56	91	63	59	119
Food Waste	292	212	207	263	229	294	521	260	546	620
Missed bins/ 100,000 collections	72	59	51	70	56	79	134	64	154	164
Flats Collections										117
Missed bins/ 100,000 collections										134

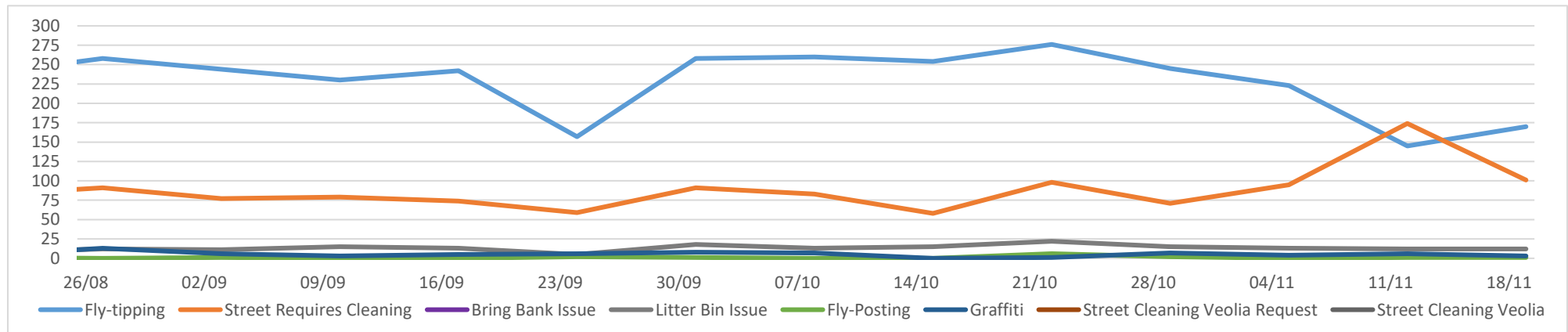
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## Street cleaning reports

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

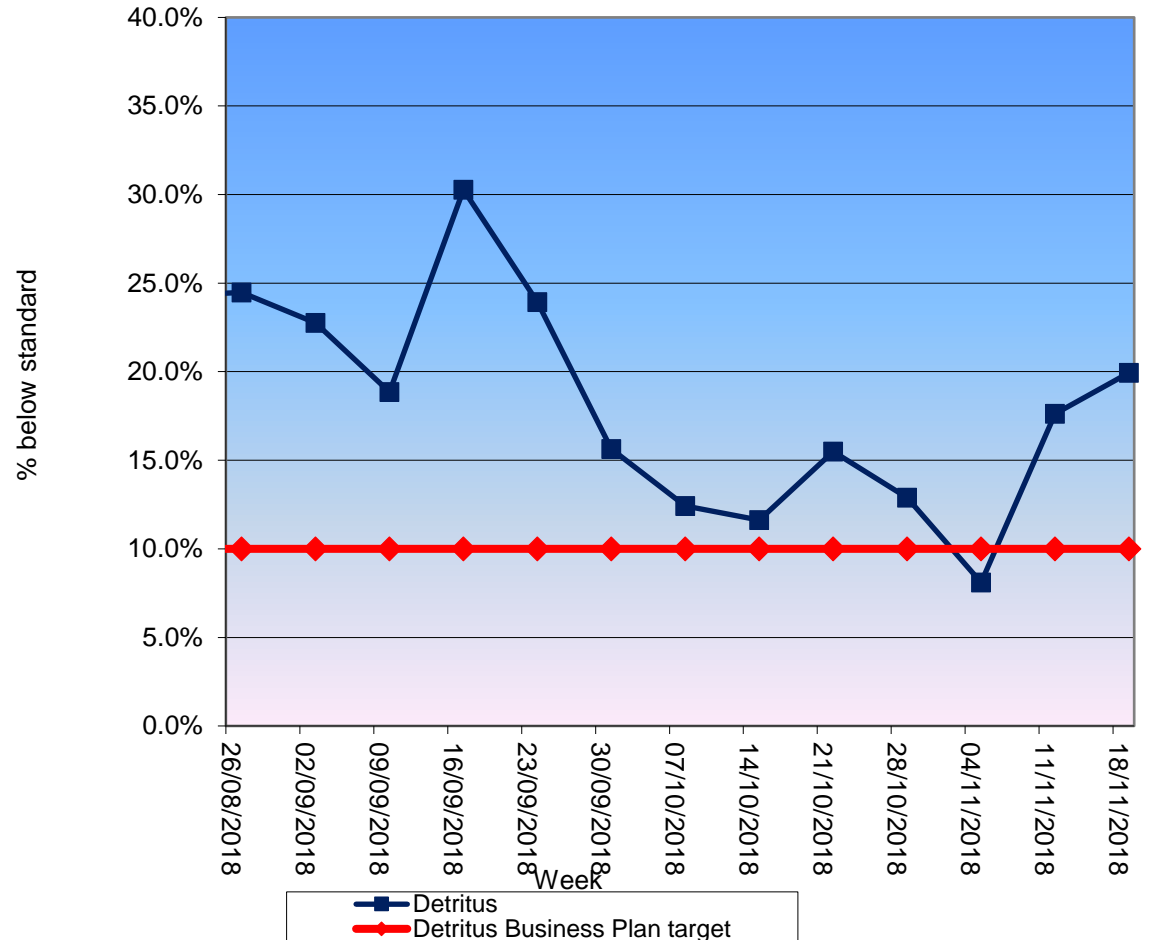


**Grade B**  
Predominantly free of detritus except for some light scattering



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

Street Cleansing - Detritus (% of sites below standard) w/c 12/11/2018



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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

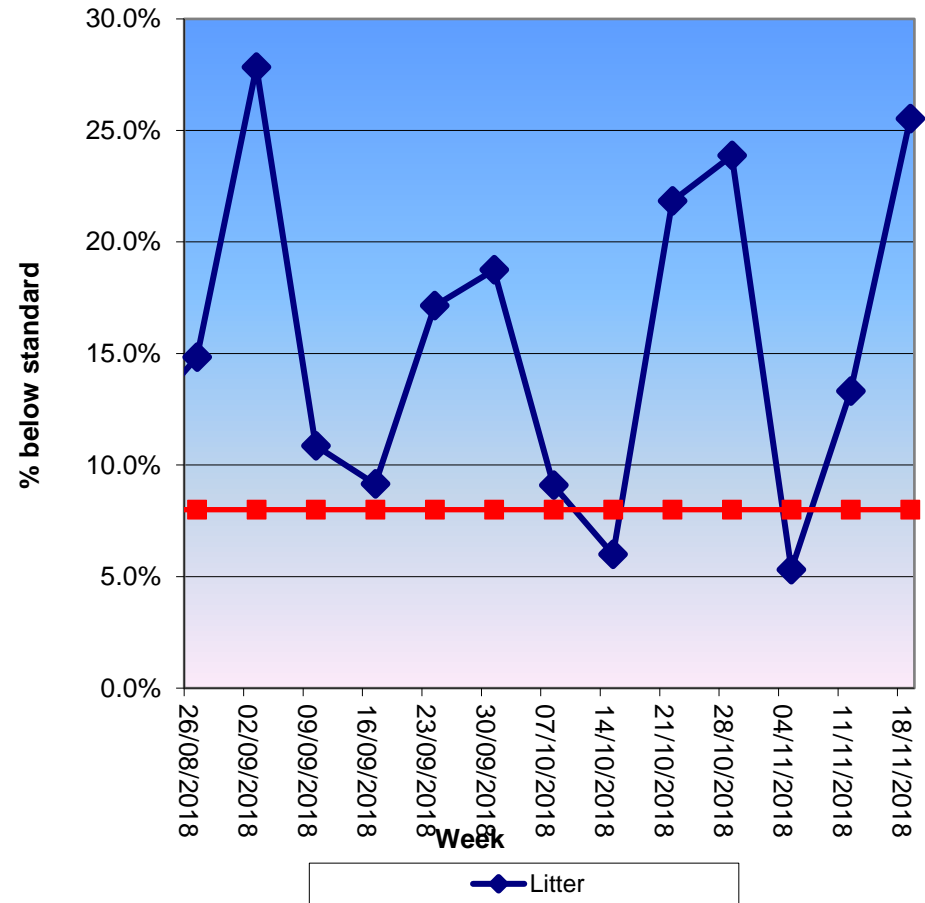


**Grade C**  
Widespread distribution of litter and/or refuse with minor accumulations

Roads within the following wards were independently expected this week:

- Cricket Green
- Lavender
- Lower Morden
- St Helier
- Village
- Wimbledon Park

Street Cleansing - Litter (% of sites below standard) w/c 19/11/2018



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## Enforcement Actions

Total number of FPN's issued up to 6<sup>th</sup> November 2018 is as follows:

- 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

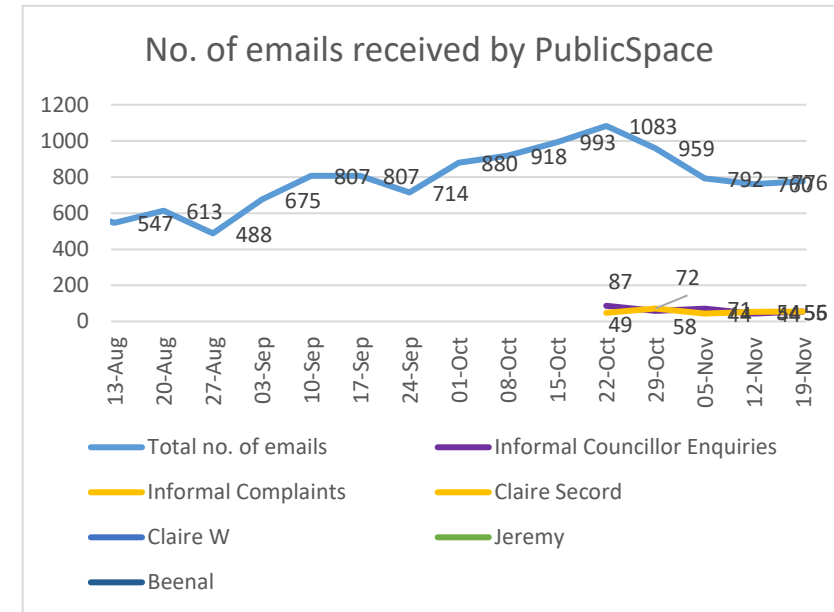
- **Weekly inspections of key complaint areas:** A mix of inspections of streets / issues reported by residents and proactive random inspections undertaken across all three areas (Wimbledon, Morden and Mitcham). A sample of fly-tips inspected to ensure they are removed within allocated timescales. A 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: 776** 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 **779**). 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 inbox alone. 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](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 and 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.