

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

Data related to the week commencing: 29th 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)

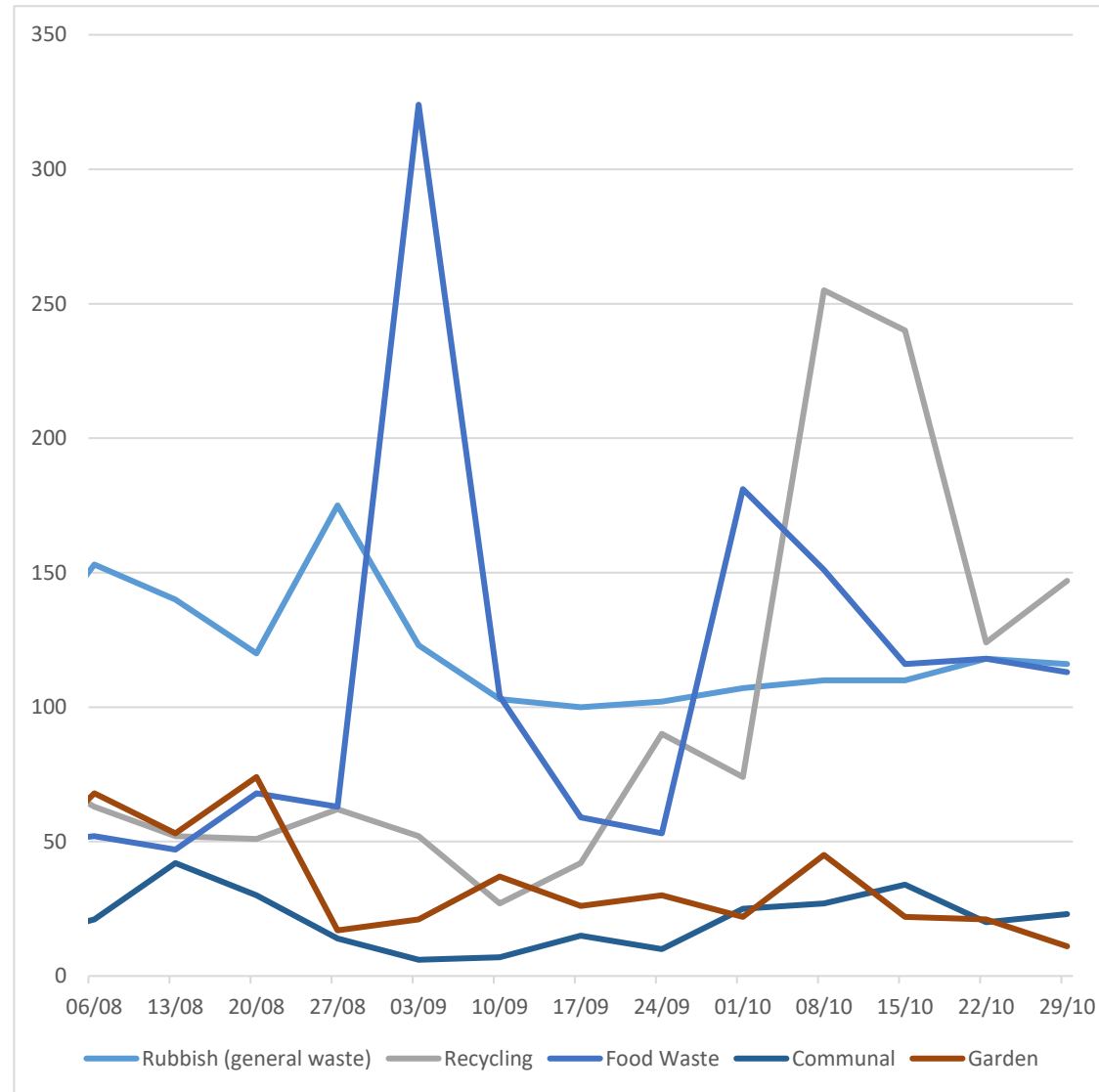
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Missed collections

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						
	17/09	24/09	01/10	08/10	15/10	22/10	29/10
Rubbish (general waste)	100	102	107	110	110	118	116
Recycling	42	90	74	255	240	124	147
Food Waste	59	53	181	151	116	118	113
Communal	15	10	25	27	34	20	23
Garden	26	30	22	45	22	21	11
Additional collections	10	39	61	237	256	252	205

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 W2	Sep W3	Sep W4	Oct W1	Oct W2	Oct W3	Oct W4	Nov W1
Ward	10/09	17/09	24/09	01/10	08/10	15/10	22/10	29/10
Abbey	17	5	22	22	27	34	14	26
Cannon Hill	16	6	23	21	27	23	24	16
Colliers Wood	6	15	10	13	28	20	23	14
Cricket Green	12	8	10	16	24	27	36	40
Dundonald	53	36	30	42	15	40	14	32
Figge's Marsh	4	5	12	15	23	31	14	21
Graveney	10	6	7	13	7	15	8	19
Hillside	12	12	19	28	24	36	16	16
Lavender Fields	6	11	22	23	16	32	7	30
Longthornton	15	6	8	14	23	26	24	9
Lower Morden	3	4	19	24	13	20	7	23
Merton Park	11	22	22	24	27	18	26	8
Pollards Hill	6	20	11	18	18	21	33	15
Ravensbury	10	11	3	14	31	14	14	10
Raynes Park	26	21	14	55	18	32	13	24
St Helier	10	16	11	16	27	11	22	21
Trinity	18	9	15	23	66	12	30	27
Village	34	15	30	41	66	43	39	18
West Barnes	11	7	19	25	33	31	18	18
Wimbledon Park	28	22	25	36	30	14	24	7
TOTAL	308	257	332	483	543	500	406	394

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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

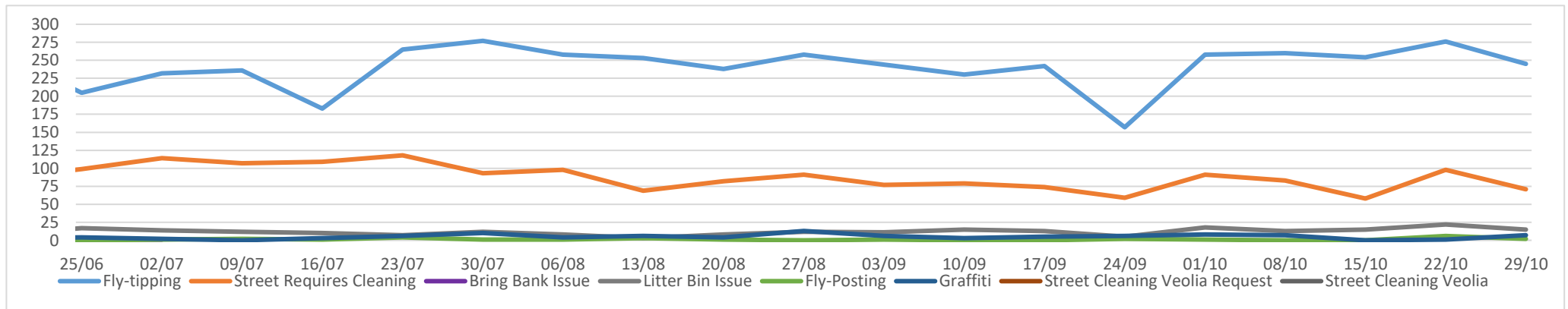
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Street cleaning reports

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	Sep W3	Sep W4	Oct W1	Oct W2	Oct W3	Oct W4	Nov W1
Total reports received on-line or contact centre	17/09	24/09	01/10	08/10	15/10	22/10	29/10
Fly-tipping	242	157	258	260	254	276	245
Street Requires Cleaning	74	59	91	83	58	98	71
Bring Bank Issue	5	1	5	1	0	1	3
Dead Animal	22	5	11	5	2	2	4
Litter Bin Issue	13	5	18	13	15	22	15
Fly-Posting	0	2	1	0	0	6	2
Graffiti	5	6	8	7	0	1	7
Street Cleaning Veolia Request	0	0	0	1	0	0	0
Street Cleaning Veolia	0	1	0	0	0	0	1
Total reports	361	236	392	370	329	406	348



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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

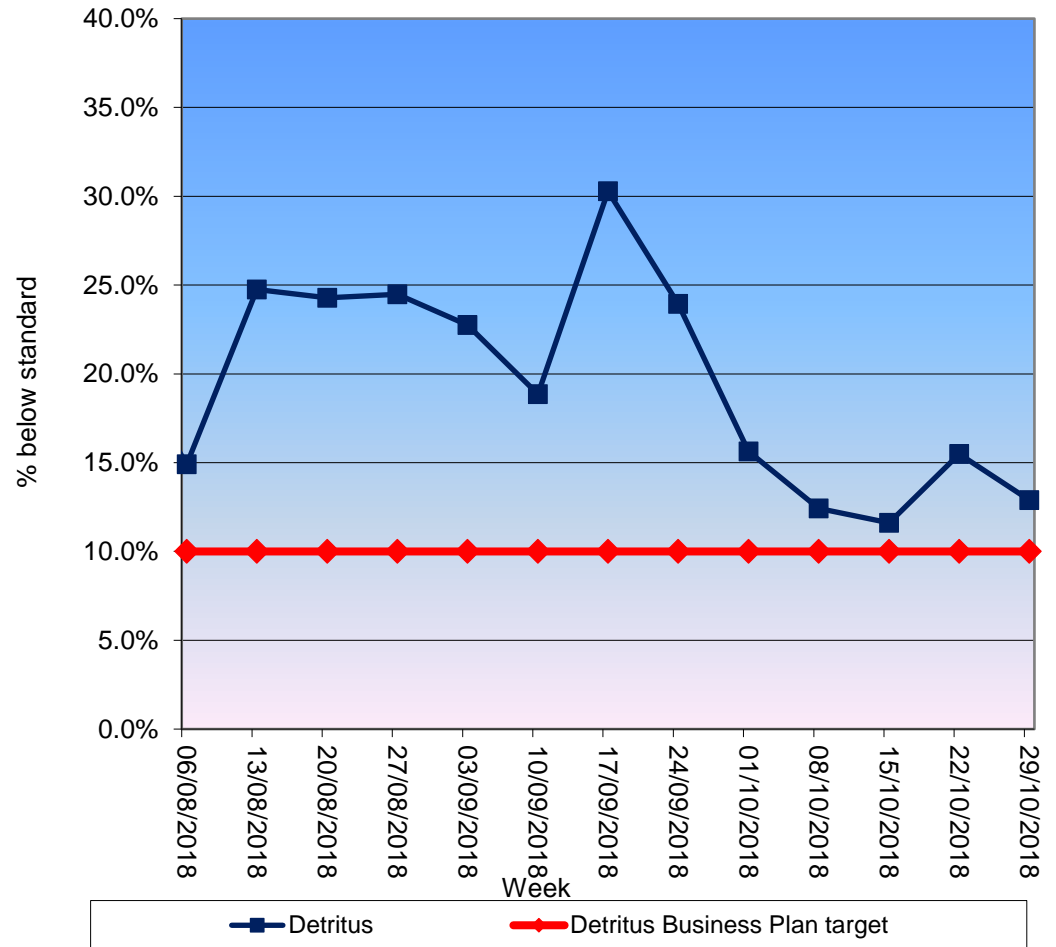


Grade B
Predominantly free of detritus except for some light scattering



Grade C
Widespread distribution of detritus with minor accumulations

Street Cleansing - Detritus (% of sites below standard) w/c 29/10/2018



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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

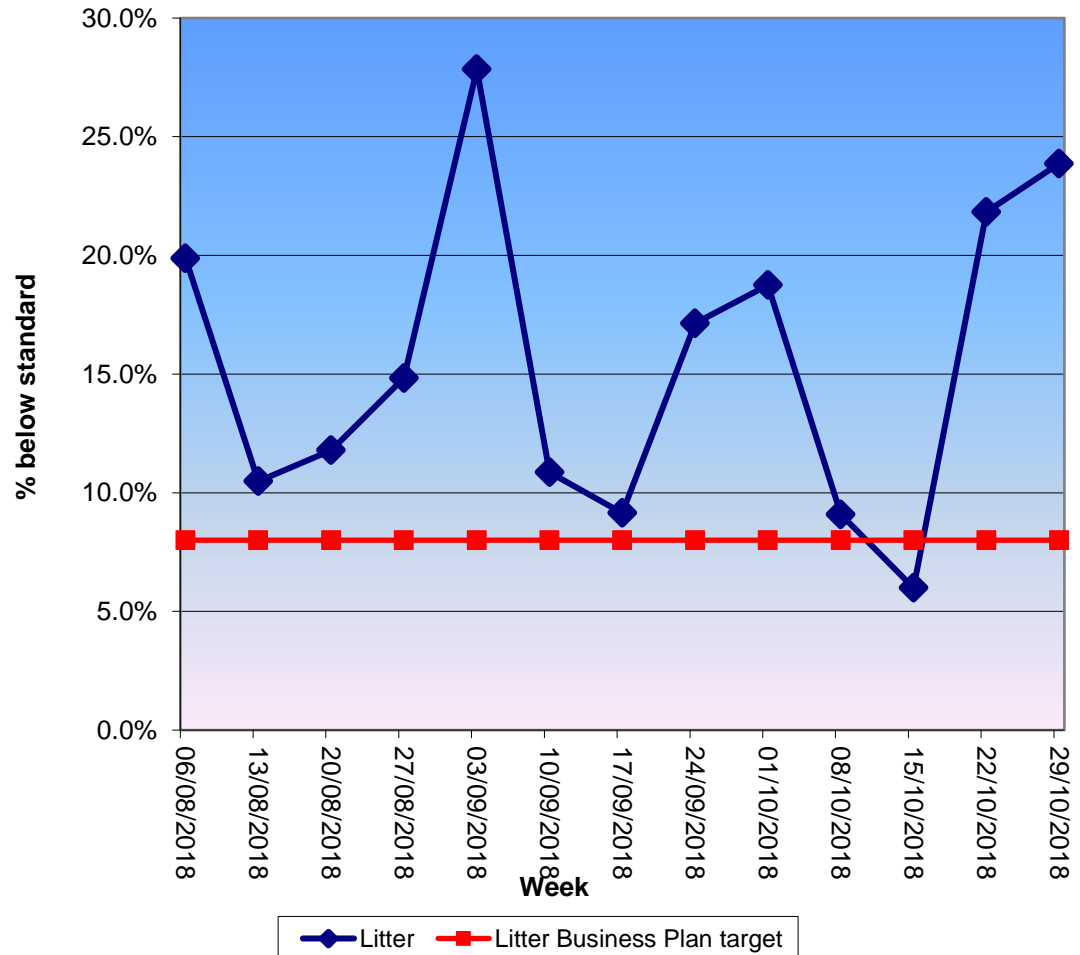


Grade C
Widespread distribution of litter and/or refuse with minor accumulations

Roads within the following wards were independently expected this week:

- Colliers Wood
- Cricket Green
- Lavender
- Pollards Hill
- Figges Marsh
- Graveney
- Longthornton

Street Cleansing - Litter (% of sites below standard) w/c 29/10/2018



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Enforcement Actions

Total number of FPN's issued up to 6th 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

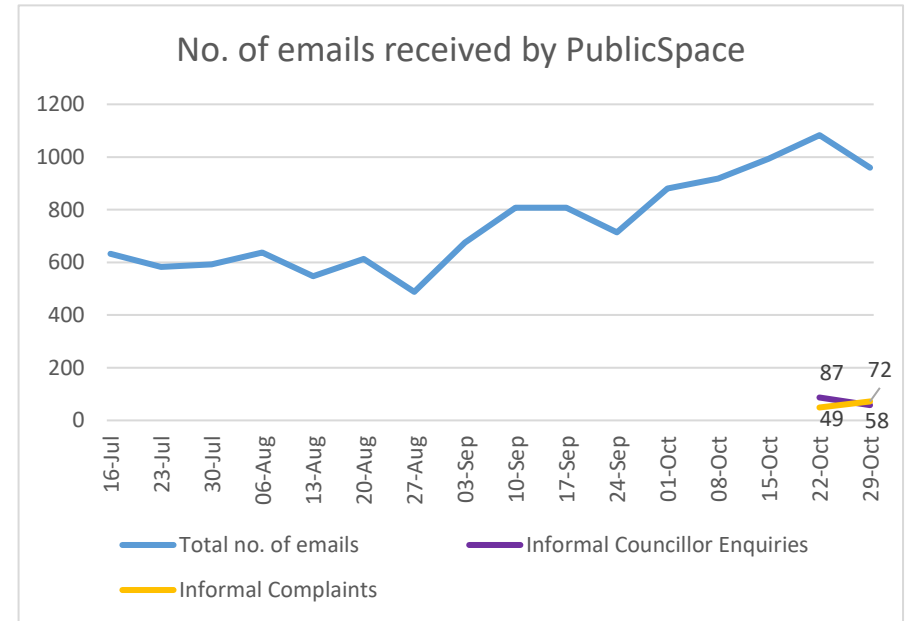
- **Weekly inspections of key complaint areas:** A mix of inspections of streets / issues reported by residents and proactive random inspections undertaken across all three areas (Wimbledon, Morden and Mitcham). A sample of fly-tips inspected to ensure they are removed within allocated timescales. A 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: 959** individual correspondences / complaints / queries / MP Enquiries etc. responded to from the publicspace inbox alone (not including emails received to individual team member inboxes).

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

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.