

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

## Data related to the week commencing: 31<sup>st</sup> December 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)**

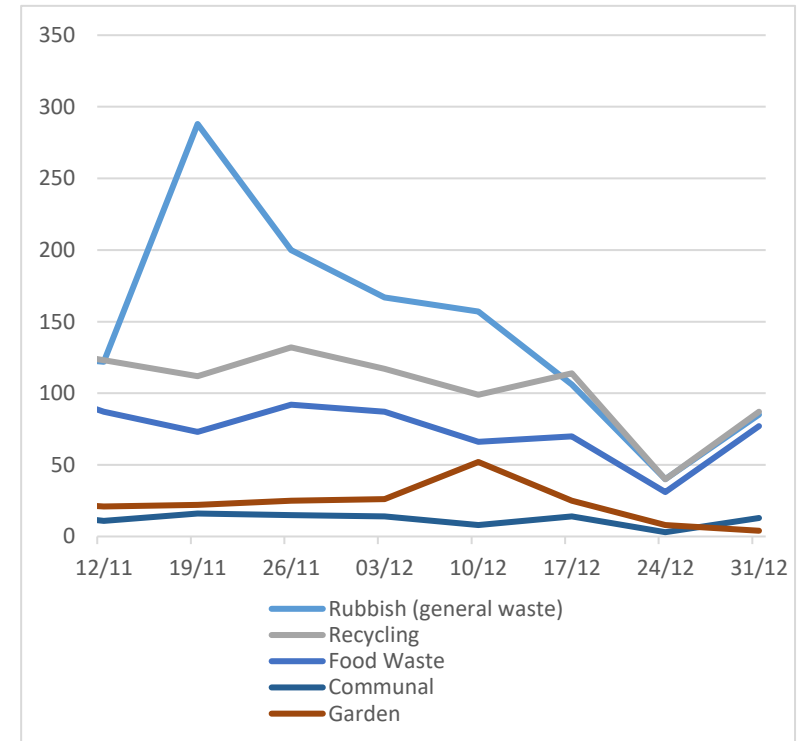
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## Missed collections

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	26/11	03/12	10/12	17/12	24/12	31/12
<b>Rubbish (general waste)</b>	200	167	157	106	40	85
<b>Recycling</b>	132	117	99	114	40	87
<b>Food Waste</b>	92	87	66	70	31	77
<b>Communal</b>	15	14	8	14	3	13
<b>Garden</b>	25	26	52	25	8	4
<b>Additional collections</b>	240	232	145	96	55	134

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'



To clarify some queries, the collections types are as follows:

- Domestic household wheeled bin collections – fortnightly
- Domestic household striped sack collections – fortnightly, where residents front doors open directly onto the highway, but they have rear storage for sacks between collections or their front garden could not occupy the wheeled bins.
- Domestic flat blue and purple sack collections – weekly, where there is no front or rear storage for containers/bag storage (traditionally flats above shops).
- Domestic flats blue and purple sack collections – twice weekly. Time-banded, flats above shops on busy shopping parades where fly-tipping can be prevalent.
- Communal flat collections – weekly. Flatted properties of 9-10 or more properties. These properties should not have changed.

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

	Nov W2	Nov W3	Nov W4	Nov W5	Dec W1	Dec W2	Dec W3	Dec W4	Jan W1
<b>Ward</b>	<b>05/11</b>	<b>12/11</b>	<b>19/11</b>	<b>26/11</b>	<b>03/12</b>	<b>10/12</b>	<b>17/12</b>	<b>24/12</b>	<b>31/12</b>
Abbey	27	33	19	23	31	24	29	7	32
Cannon Hill	30	14	32	13	45	24	35	2	15
Colliers Wood	30	34	35	37	31	23	22	14	37
Cricket Green	69	45	26	62	47	28	39	17	26
Dundonald	32	44	24	49	16	76	23	14	18
Figge's Marsh	16	20	31	33	13	16	19	8	15
Graveney	16	15	14	42	15	10	4	17	7
Hillside	35	25	48	38	44	26	27	14	24
Lavender Fields	15	25	10	26	16	20	9	10	23
Longthornton	36	37	26	34	28	22	13	5	18
Lower Morden	17	21	26	37	44	38	22	2	19
Merton Park	28	19	27	37	38	26	9	7	18
Pollards Hill	49	18	76	30	26	20	28	13	18
Ravensbury	36	27	44	29	30	13	18	6	12
Raynes Park	20	62	18	67	20	31	4	12	18
St Helier	54	17	40	33	41	27	30	10	17
Trinity	42	20	68	23	55	22	29	11	23
Village	64	49	81	56	48	45	36	9	17
West Barnes	14	36	23	36	34	44	24	1	22
Wimbledon Park	29	20	49	14	40	8	24	2	29
<b>TOTAL</b>	<b>659</b>	<b>581</b>	<b>717</b>	<b>719</b>	<b>662</b>	<b>543</b>	<b>444</b>	<b>181</b>	<b>408</b>

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Monthly dashboard for missed collections as per 100,000 collections

Month	April	May	June	July	August	September	October	November	December
<b>MISSED BINS</b>									
<b>Target (Not to exceed)</b>	75	75	75	75	75	75	75	75	75
<b>Total Missed Collections excl GW</b>	1006	1074	1140	1555	1422	1359	2623	2528	1606
<b>Missed bins/ 100,000 collections</b>	88	86	100	131	161	126	255	254	173
<b>Rubbish (general waste)</b>	437	557	538	515	662	445	498	801	499
<b>Missed bins/ 100,000 collections</b>	113	130	139	128	1543	120	199	305	202
<b>Recycling</b>	138	176	212	356	272	212	376	268	192
<b>Missed bins/ 100,000 collections</b>	37	43	56	91	63	59	119	89	69
<b>Food Waste</b>	263	229	294	521	260	546	620	420	276
<b>Missed bins/ 100,000 collections</b>	70	56	79	134	64	154	164	126	89
<b>Flats Collections</b>							117	72	41
<b>Missed bins/ 100,000 collections</b>							134	74	44

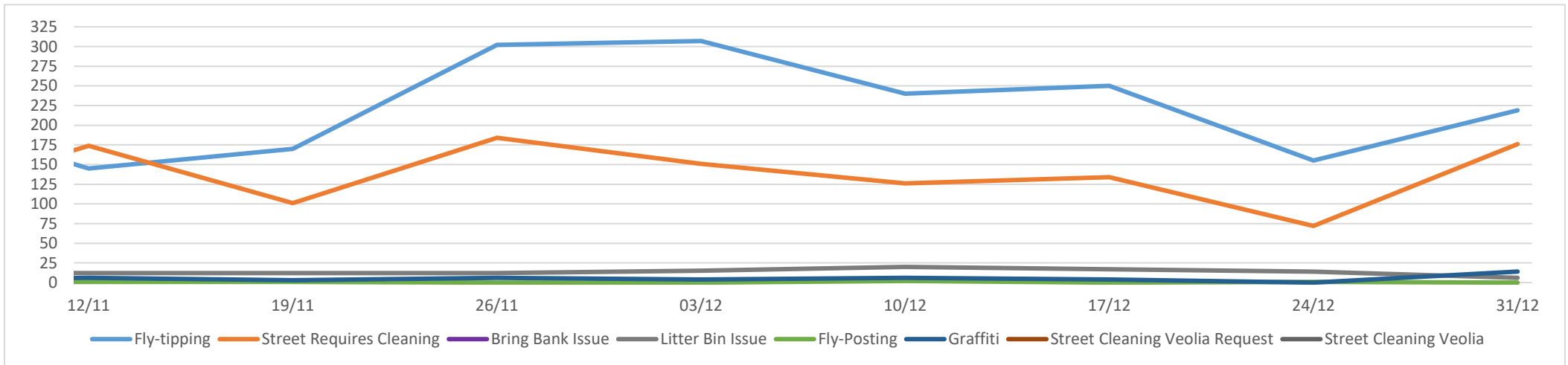
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## Street cleaning reports

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 W4	Nov W1	Nov W2	Nov W3	Nov W4	Nov W5	Dec W1	Dec W2	Dec W3	Dec W4	Jan W1
<b>Total reports received on-line or contact centre</b>	<b>22/10</b>	<b>29/10</b>	<b>05/11</b>	<b>12/11</b>	<b>19/11</b>	<b>26/11</b>	<b>03/12</b>	<b>10/12</b>	<b>17/12</b>	<b>24/12</b>	<b>31/12</b>
Fly-tipping	276	245	223	145	170	302	307	240	250	155	219
Street Requires Cleaning	98	71	95	174	101	184	151	126	134	72	176
Bring Bank Issue	1	3	2	2	0	1	3	0	1	4	3
Dead Animal	2	4	7	10	2	6	5	7	5	2	16
Litter Bin Issue	22	15	13	12	12	12	15	20	17	14	6
Fly-Posting	6	2	0	1	1	0	0	2	0	1	0
Graffiti	1	7	4	6	3	6	4	6	4	0	14
Street Cleaning Veolia Request	0	0	0	0	0	0	0	0	0	0	0
Street Cleaning Veolia	0	1	0	0	0	0	0	0	0	0	0
<b>Total reports</b>	<b>406</b>	<b>348</b>	<b>344</b>	<b>350</b>	<b>289</b>	<b>511</b>	<b>485</b>	<b>401</b>	<b>411</b>	<b>248</b>	<b>434</b>



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## Street cleansing inspections (debris)

LBM's target: Fewer than 10% of streets inspected should be below a grade B-for debris. Debris relates to gravel, grit and degraded vegetation.



**Grade A**  
No debris

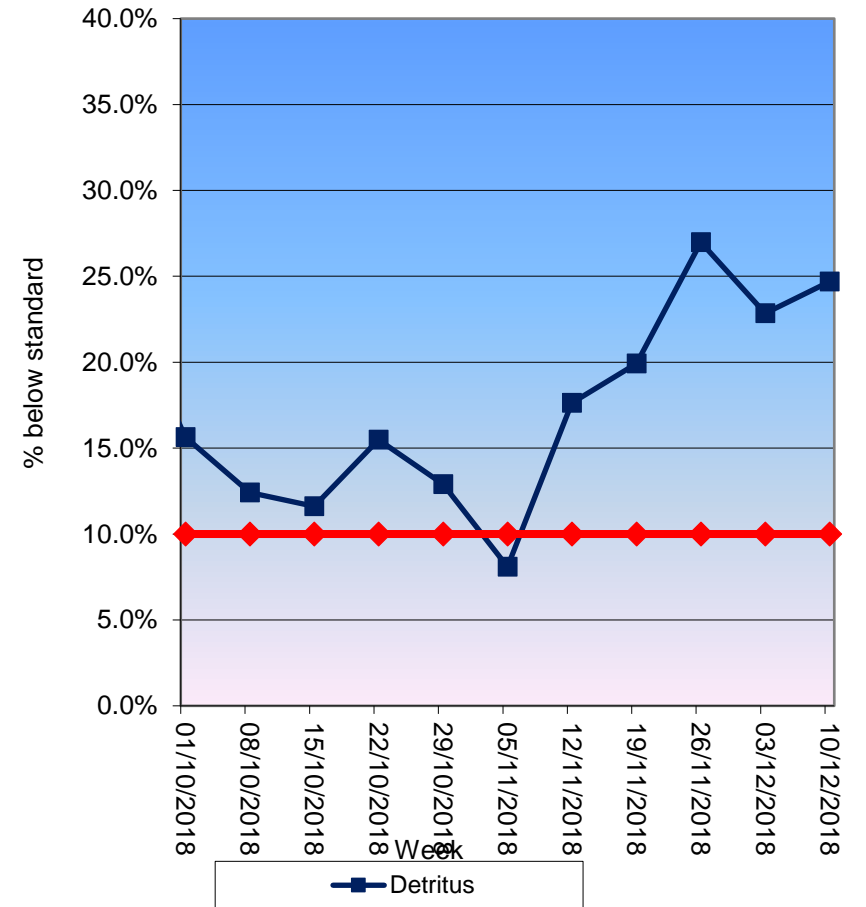


**Grade B**  
Predominantly free of debris except for some light scattering



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

**Street Cleansing - Debris (% of sites below standard) w/c 10/12/2018**



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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

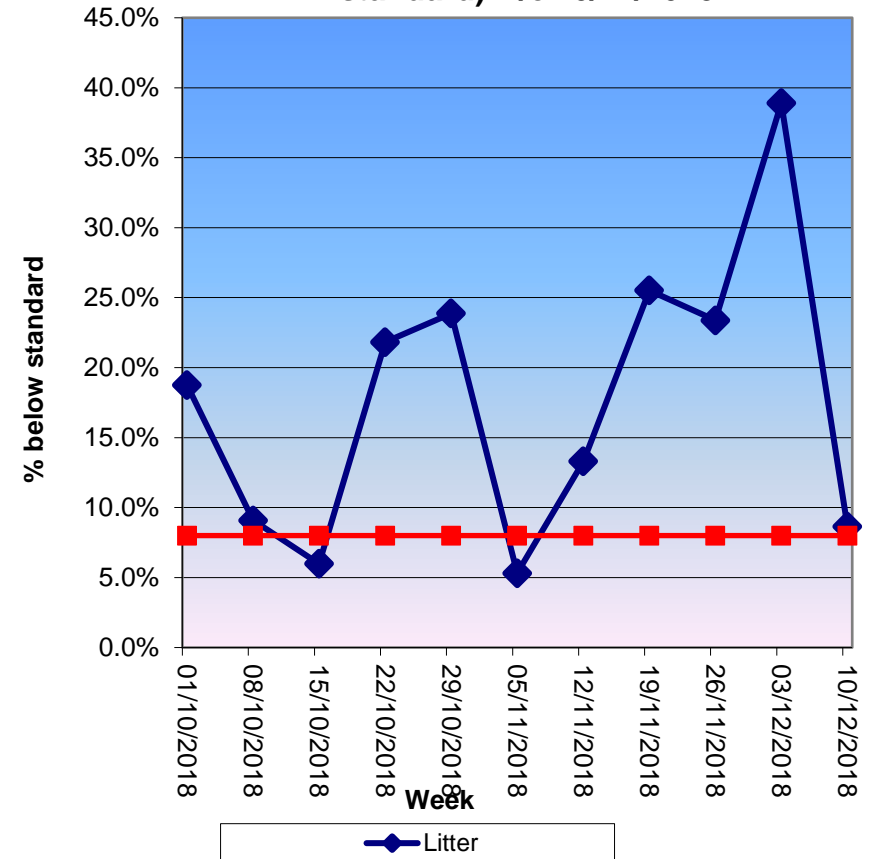


**Grade C**  
Widespread distribution of litter and/or refuse with minor accumulations

Roads within the following wards were independently expected this week:

- Abbey
- Cannon Hill
- Lower Morden
- Merton Park
- Ravensbury
- St Helier
- West Barnes

Street Cleansing - Litter (% of sites below standard) w/c 10/12/2018



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## Enforcement Actions

Total number of FPN's issued since 1<sup>st</sup> April to 12<sup>th</sup> December 2018 is as follows:

- Fly Tipping FPN's = 25
- Litter Offences = 4,819
- Other FPNs = 253
- 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

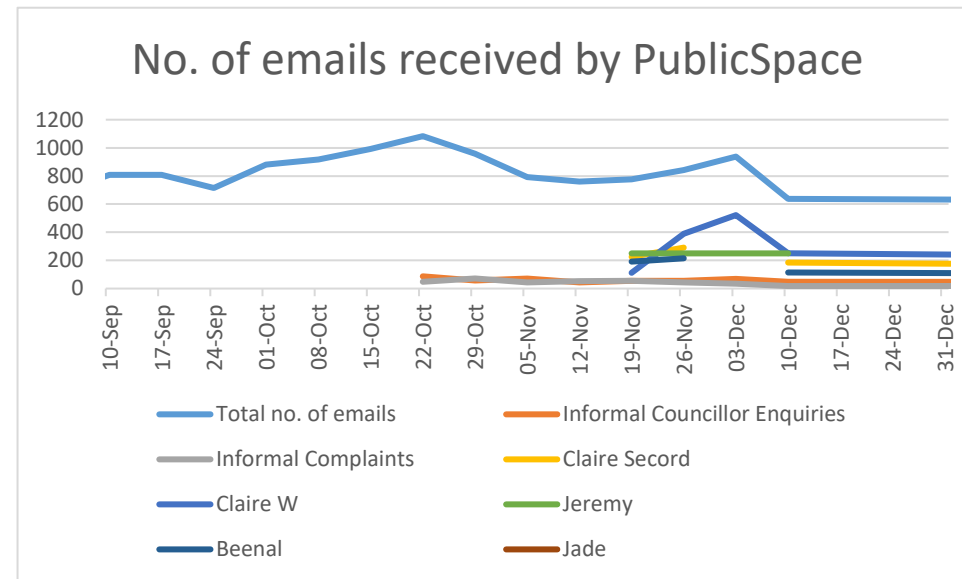
- **Weekly inspections of key complaint areas:** A mix of inspections of streets / issues reported by residents and proactive random inspections undertaken across all three areas (Wimbledon, Morden and Mitcham). A sample of fly-tips inspected to ensure they are removed within allocated timescales. A 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: 549** 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 **396**). 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. Can we ask you to advise 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.