

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

Data related to the week commencing: 25th March 2019

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.

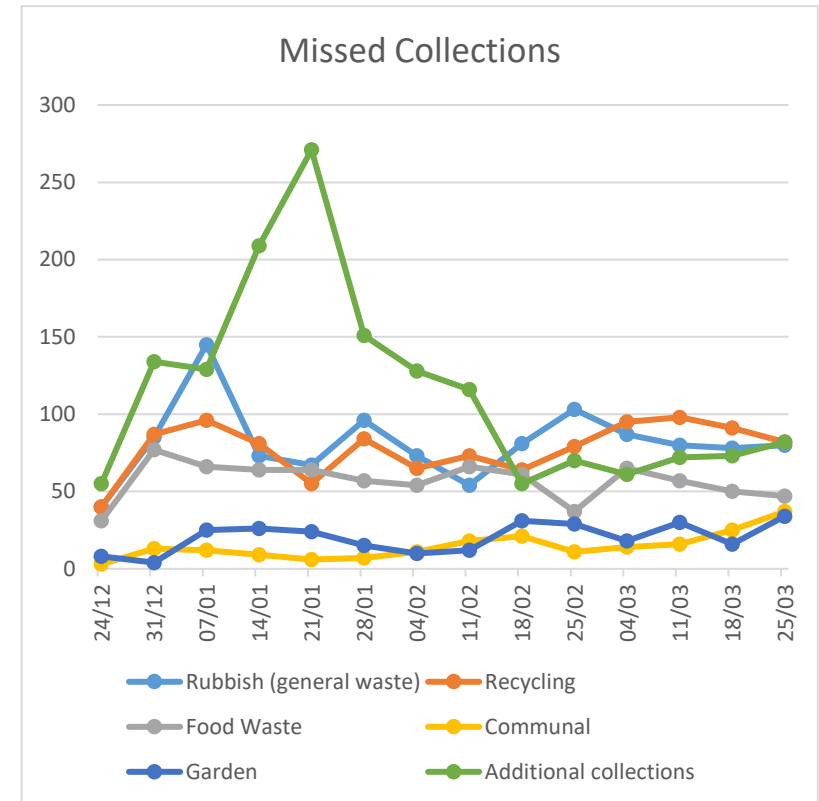
Pages 8-10: Actions being taken (Enforcement stats, Veolia & Merton actions, and stakeholder engagement)

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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.

	28/01	04/02	11/02	18/02	25/02	04/03	11/03	18/03	25/03
Rubbish (general waste)	96	73	54	81	103	87	80	78	80
Recycling	84	65	73	64	79	95	98	91	82
Food Waste	57	54	66	61	37	65	57	50	47
Communal	7	11	18	21	11	14	16	25	37
Garden	15	10	12	31	29	18	30	16	34
Additional collections	151	128	116	55	70	61	72	73	82



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)

	Jan W1	Jan W2	Jan W3	Jan W4	Jan W5	Feb W1	Feb W2	Feb W3	Feb W4	Mar W1	Mar W2	Mar W3	Mar W4
Ward	31/12	07/01	14/01	21/01	28/01	04/02	11/02	18/02	25/02	04/03	11/03	18/03	25/03
Abbey	32	27	21	50	20	22	12	18	16	27	16	11	22
Cannon Hill	15	26	24	39	24	18	12	11	23	19	17	11	29
Colliers Wood	37	19	22	22	20	16	15	6	16	8	24	15	26
Cricket Green	26	39	31	34	27	32	33	37	18	21	30	21	22
Dundonald	18	19	23	33	24	25	14	22	11	32	10	31	5
Figge's Marsh	15	13	24	9	24	14	18	17	10	7	13	17	5
Graveney	7	26	7	27	9	22	11	15	12	13	12	18	2
Hillside	24	26	24	23	10	15	20	25	12	16	24	20	26
Lavender Fields	23	29	24	26	6	14	12	13	8	22	13	17	21
Longthornton	18	11	14	20	25	19	14	17	14	8	19	8	16
Lower Morden	19	23	25	22	21	16	24	25	13	27	13	10	22
Merton Park	18	27	25	22	27	12	22	15	15	21	14	23	30
Pollards Hill	18	34	38	43	42	17	22	7	24	10	25	10	22
Ravensbury	12	22	26	19	36	14	6	7	21	14	34	12	14
Raynes Park	18	46	10	34	18	21	12	19	12	51	7	22	7
St Helier	17	20	27	21	29	9	15	10	48	9	15	28	26
Trinity	23	11	29	40	21	15	27	16	12	5	11	18	22
Village	17	28	26	30	28	24	28	18	16	14	29	31	17
West Barnes	22	32	24	28	22	27	18	20	20	19	7	16	15
Wimbledon Park	29	17	34	33	33	14	31	10	23	3	27	3	27
TOTAL	408	495	478	575	466	366	366	328	344	346	360	342	376

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Monthly dashboard for missed collections as per 100,000 collections

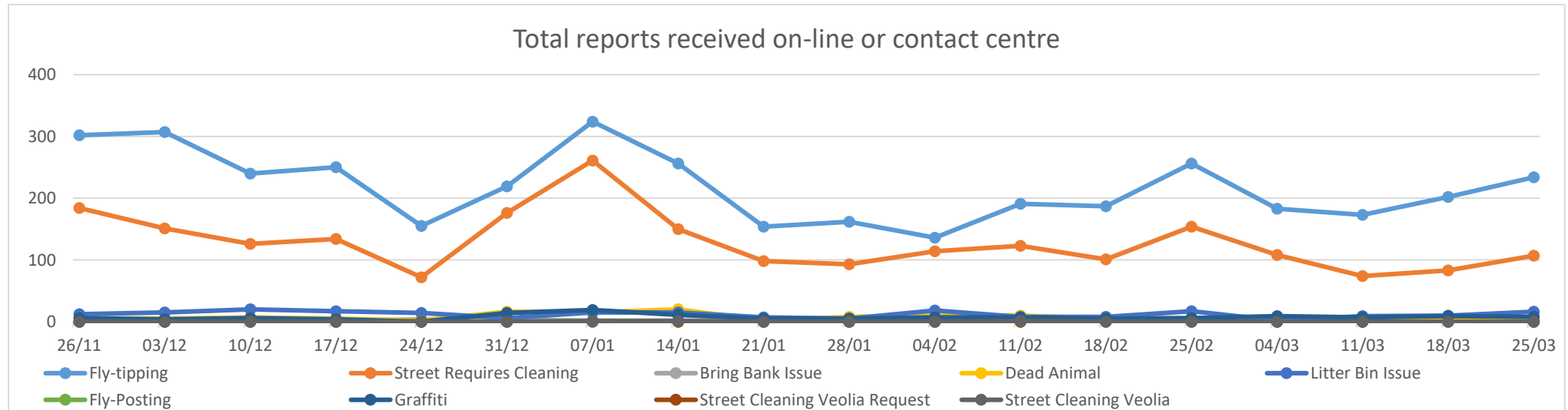
Month	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Feb
MISSED BINS											
Target (Not to exceed)	75	75	75	75	75	75	75	75	75	75	75
Total Missed Collections excl GW	1006	1074	1140	1555	1422	1359	2623	2528	1606	1881	1198
Missed bins/ 100,000 collections	88	86	100	131	161	126	255	254	173	180	132
Rubbish (general waste)	437	557	538	515	662	445	498	801	499	437	319
Missed bins/ 100,000 collections	113	130	139	128	1543	120	199	305	202	158	133
Recycling	138	176	212	356	272	212	376	268	192	202	163
Missed bins/ 100,000 collections	37	43	56	91	63	59	119	89	69	60	60
Food Waste	263	229	294	521	260	546	620	420	276	310	223
Missed bins/ 100,000 collections	70	56	79	134	64	154	164	126	89	88	74
Flats Collections							117	72	41	49	63
Missed bins/ 100,000 collections							134	74	44	61	70

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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.

Total reports received on-line or contact centre	14/01	21/01	28/01	04/02	11/02	18/02	25/02	04/03	11/03	18/03	25/03
Fly-tipping	256	154	162	136	191	187	256	183	173	202	234
Street Requires Cleaning	150	98	93	114	123	101	154	108	74	83	107
Bring Bank Issue	2	2	0	3	1	1	1	2	1	1	2
Dead Animal	20	2	8	10	10	5	6	7	5	6	6
Litter Bin Issue	15	7	5	18	8	8	17	2	9	10	16
Fly-Posting	0	0	0	0	0	1	1	0	0	0	0
Graffiti	11	5	5	7	7	5	6	9	7	9	8
Street Cleaning Veolia Request	0	0	0	0	0	0	0	0	0	0	0
Street Cleaning Veolia	1	0	0	0	1	0	0	0	0	0	0
Total reports	455	268	273	288	341	308	441	311	269	311	373



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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.

**** DUE TO STAFF INJURY, NO STREET INSPECTIONS WERE COMPLETED DURING THE WEEK COMMENCING 18TH MARCH 2019. WHILE THIS MEANS THAT OFFICIAL DATA IS NOT AVAILABLE FOR THIS WEEK, PLEASE NOTE THAT NCO INSPECTIONS HAVE STILL BEEN TAKING PLACE DURING THIS TIME.**



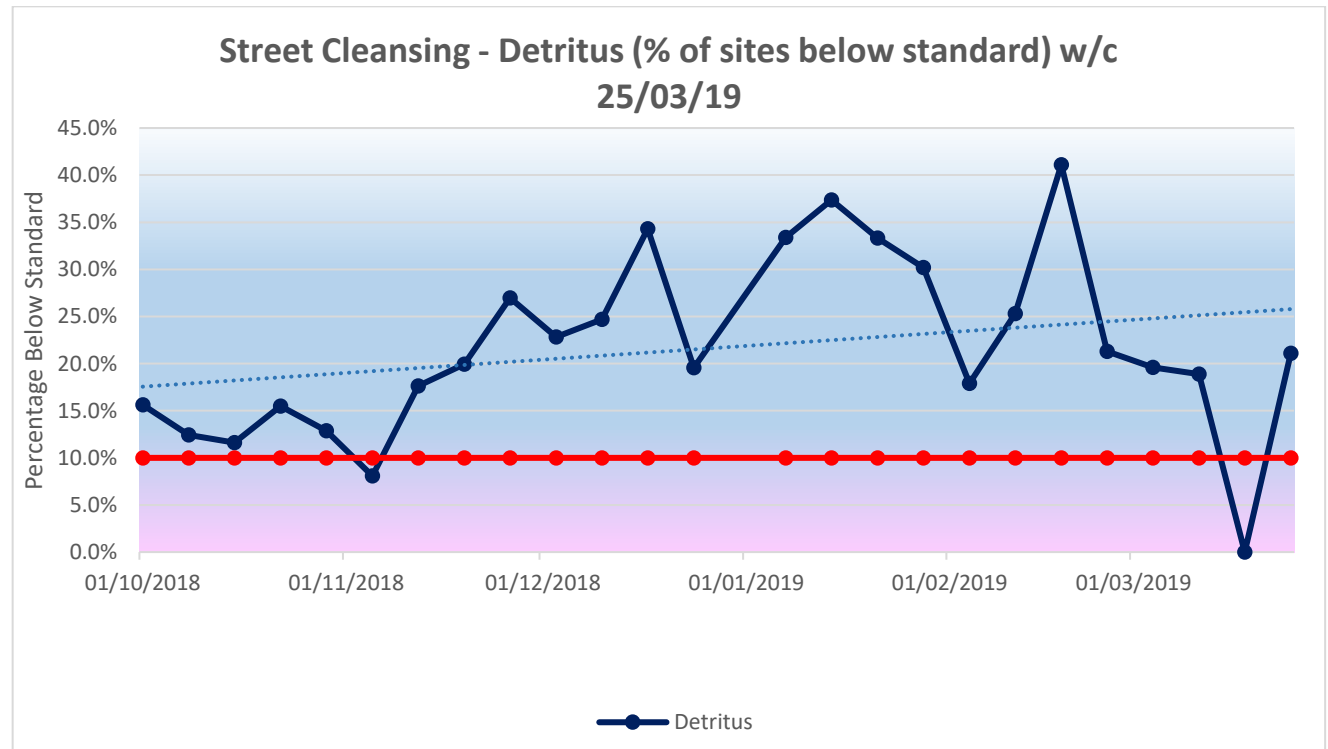
Grade A
No detritus



Grade B
Predominantly free of detritus except for some light scattering



Grade C
Widespread distribution of detritus with minor accumulations



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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.

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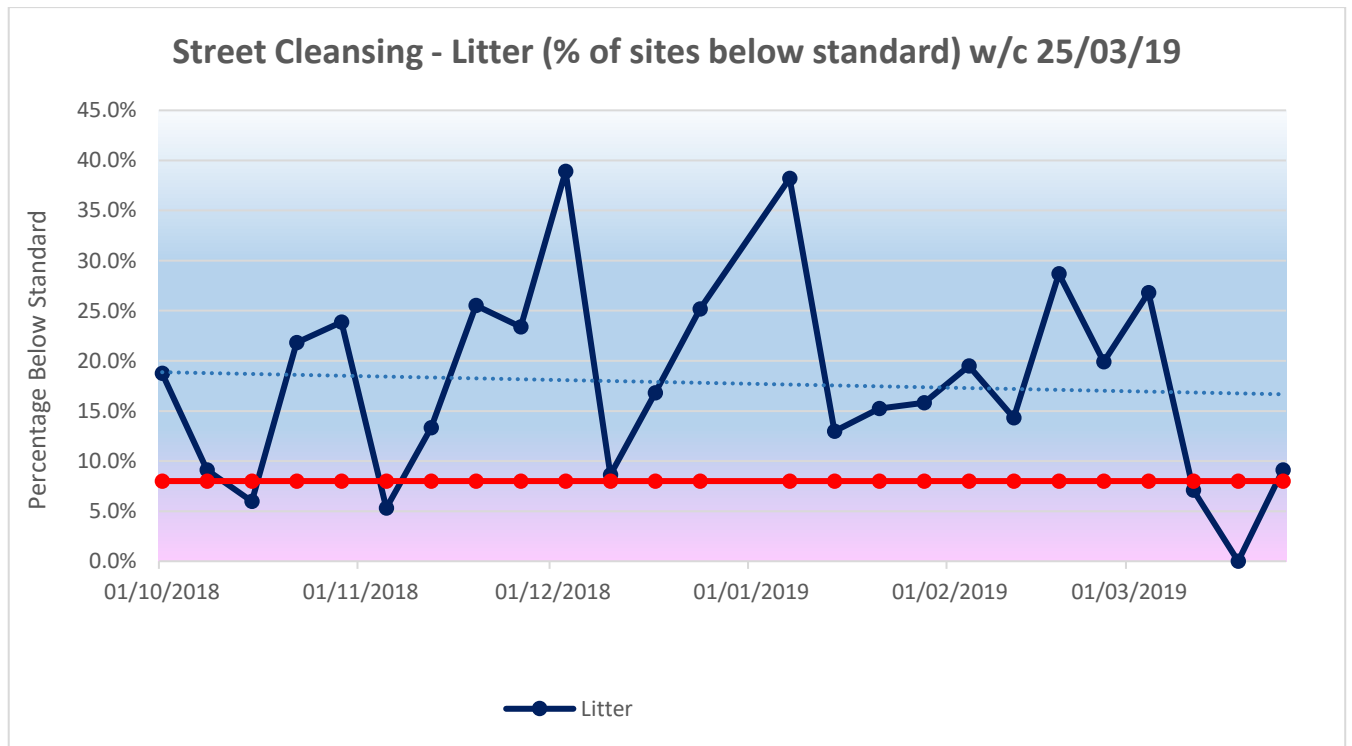
Grade A
No litter or refuse



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



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Enforcement Actions

Total number of FPN's issued this financial year to date is as follows:

- Fly Tipping FPN's = 35
- Litter Offences = 6,693
- Other FPNs = 294
- Abandoned vehicles = 7

What's happening to fix the issues?

Veolia

- **Waste Collections:** Veolia are attending weekly meetings with LBM to address the issues with wheelie bins and data issues that have arisen due to the service change.
- **Street Cleaning:** Meeting between Veolia and NCOs to discuss the trend in decreasing standards of street cleanliness as reflected in the independent inspection results shown in this dashboard

NCOs

- **Street Cleaning:** Meeting between Veolia and NCOs to discuss the trend in decreasing standards of street cleanliness as reflected in the independent inspection results shown in this dashboard
- **Weekly inspections of key complaint and hotspot 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. Deductions are being applied where required and reported to Veolia / SLWP.
- **Weekly Collections meetings with Veolia and other LBM Teams:** To address the issues with wheelie bins and data issues that have arisen due to the service change and how we can improve the customer experience.
- **Reassessments:** These are being carried out by the Waste Services team.
- **Councillor Workshops:** The first tranche of Waste collection member updates is complete.

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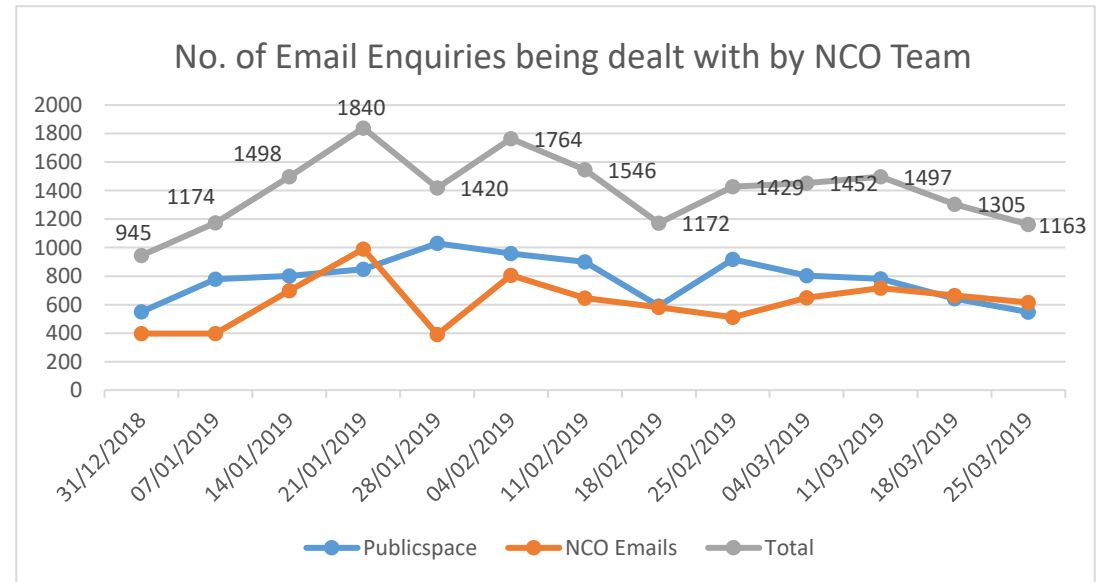
- **Meetings / walkabouts with residents and Councillors:** To address issues in the areas concerned.

Correspondence / Queries / Complaints:

Last week, the amount of correspondence received by the NCO Team totalled **1163**. With **548** individual correspondences / complaints / queries / MP Enquiries etc. that were responded to from the publicspace inbox alone (not including emails received to individual team member inboxes which totals **615**)

We are currently experiencing an increase in emails being sent straight to individual Officers rather than going through the correct channels of reporting and communication.

Many of these emails are unofficial complaints and Member Enquiries that are not being recorded as such because they are not being received via the correct channels.



*** We request that Teams, Councillors and Individuals refrain from sending emails to individual Officer inboxes as these are not monitored when in meetings, on site inspections, annual leave and during periods of sickness.**

Can we ask you to advise residents to use the correct channels for reporting issues – online or through the Contact Centre.

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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.

Please 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)

This covers overflowing litter bins, litter and street cleaning problems including graffiti and fly-tipping.

Report a missed collection on-line: <https://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.

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