

STREET SERVICES KEY PERFORMANCE INDICATORS

2016 and 2017 comparisons



BACKGROUND INFORMATION

The Council has a clear policy statement within the Plymouth Plan as to how it intends to manage its waste. With the anticipated housing growth in the City, estimated to be another 12,000 more properties by 2031, it is essential that there is a sustained focus on best practice, sustainable and efficient waste collection operations and increasing recycling levels before the anticipated need for investment in the service to cope with the housing growth.

Policy 27 of the Plymouth Plan '**Minimising Plymouth's Waste**' outlines the city's plans to adopt the most sustainable, solutions to waste management. The Policy sets a target of 50% recycling rate by 2034, and includes a range of initiatives such as the active encouragement of home composting to reduce waste; working with community and voluntary groups and businesses to encourage more recycling; and ensuring that all new developments have adequate facilities for efficient waste storage.

The Council's Corporate Plan includes a commitment for an '**Improved street scene environment**'. To deliver this, the priority actions are to improve litter on streets, and to address fly-tipping in the city, as well as adopting and implementing this Plan and the delivery programme that accompanies it.

This report has been generated as part of Place and Corporate Overview and Scrutiny Committee, members are provided with 2016/17 baseline statistics for the provision for waste collection and the level of contacts with the Council regarding waste services.

KEY MESSAGES

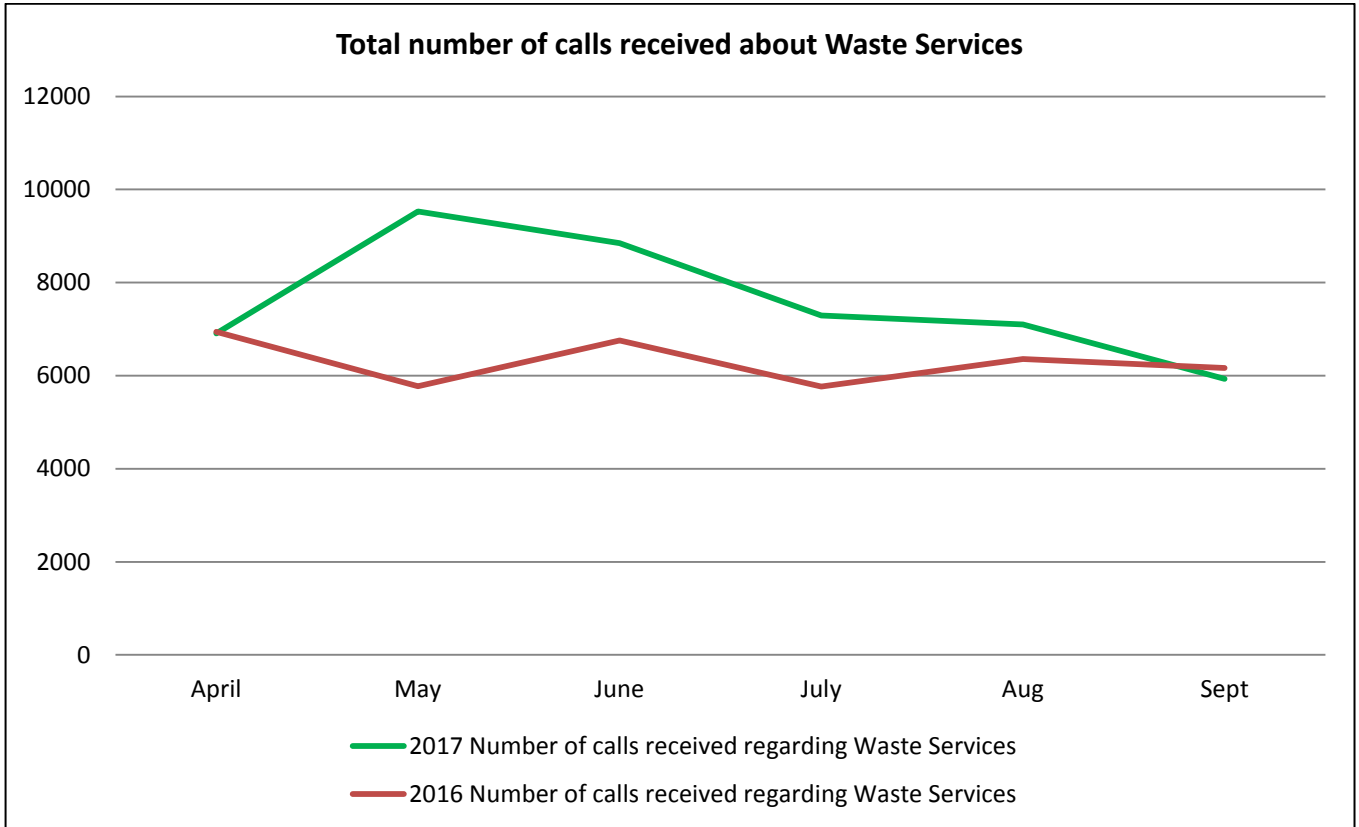
Street Service Key Performance Indicators

- The council experienced an increase in calls received regarding waste services in May 2017. This was an anticipated reaction to the city wide change in service. Thereafter, there has been a reducing trend in call volumes so that, as at September 2017, the service has received less calls compared to September 2016. Work undertaken has had a positive impact.
- By September 2017 significant progress has been made in relation to the number of calls received regarding waste services.
- The actual number of missed bins saw an increase in May 2017 in the context of the level of missed bins that had been reported for the same period of the previous year.
- In response to the increase in number of missed bins, progress has been made in terms of working with residents to deal with issues which has resulted in a reduction in the overall number of missed bins since their peak in May 2017 and this is now broadly in line with 2016 baseline data.
- The recycling rate for the first quarter in 2017/18 is 38.62% compared with the first quarter recycling rate of 36.58% in 2016/17. This is only part of the picture and we will need a full year's data to indicate the total recycling rate increase for the year.
- There was an anticipated increase in complaints and enquiries from May 2017 which can be attributed to a significant change to household waste collections in the city. The number of complaints received in May 2017 was 309 (0.3% of households) compared to 136 received in May 2016 (0.1% of households).
- Vacant positions have now been filled and therefore the service reports a better current position than previous years. This has had a significant reduction on agency spend and overtime spend.
- Sickness rates have improved from June 2017 in comparison to the previous year.

I. Street Service Key Performance Indicators

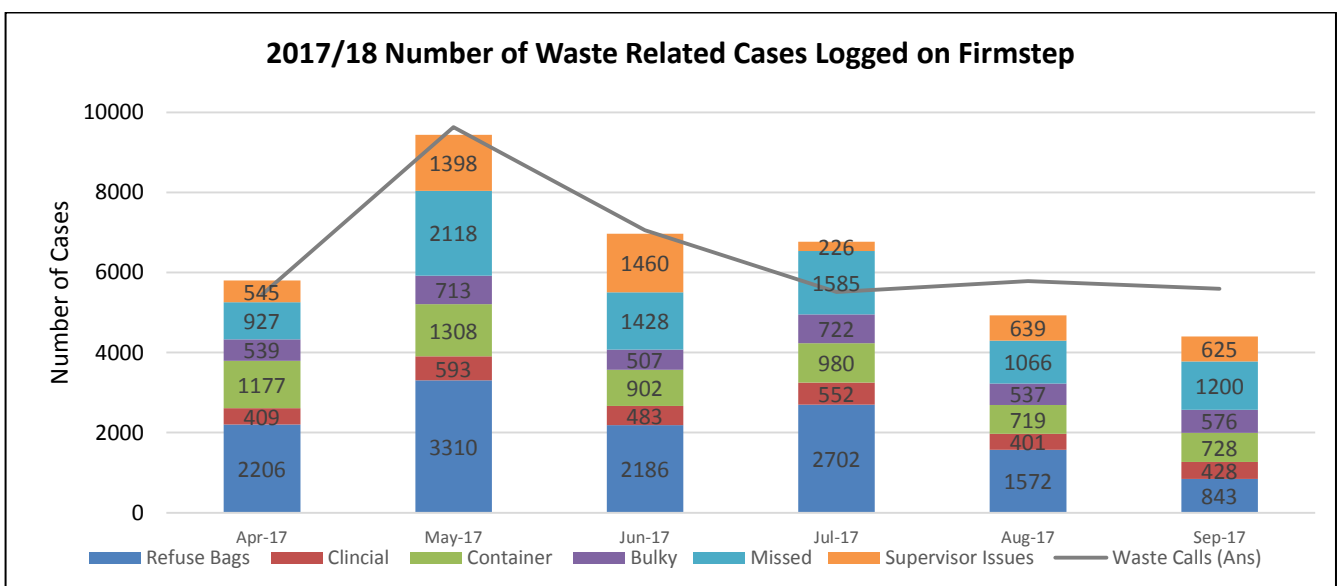
I.1 Calls Received relating to Waste Services

In May 2017 there was an increase in the number of calls received at the contact centre in relation to a range of Waste Services. Call numbers rose by approximately 2500 in May. Increased resources were allocated to deal with the initial expected increase in calls and during the summer months this has reduced as arrangements for waste collection have embedded.



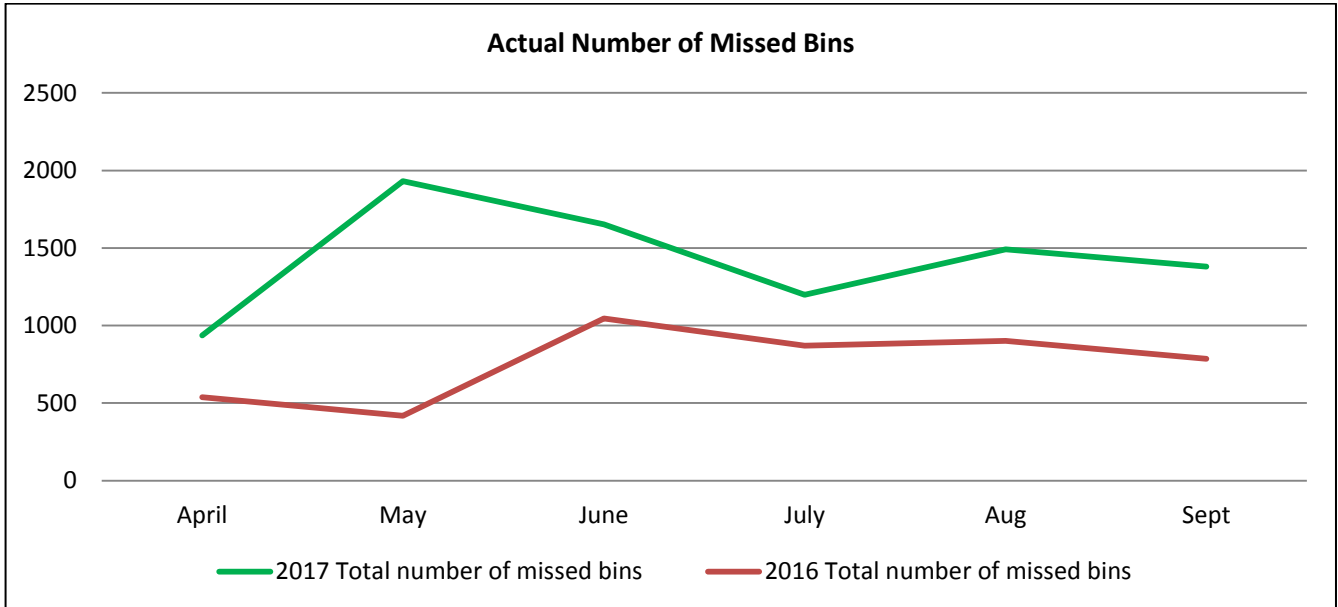
These calls have been logged within six categories: refuse containers, clinical waste, container waste, bulky waste, missed bins and Supervisor issues. May 2017, saw an increase in all of these categories.

By September 2017 significant progress has been made.



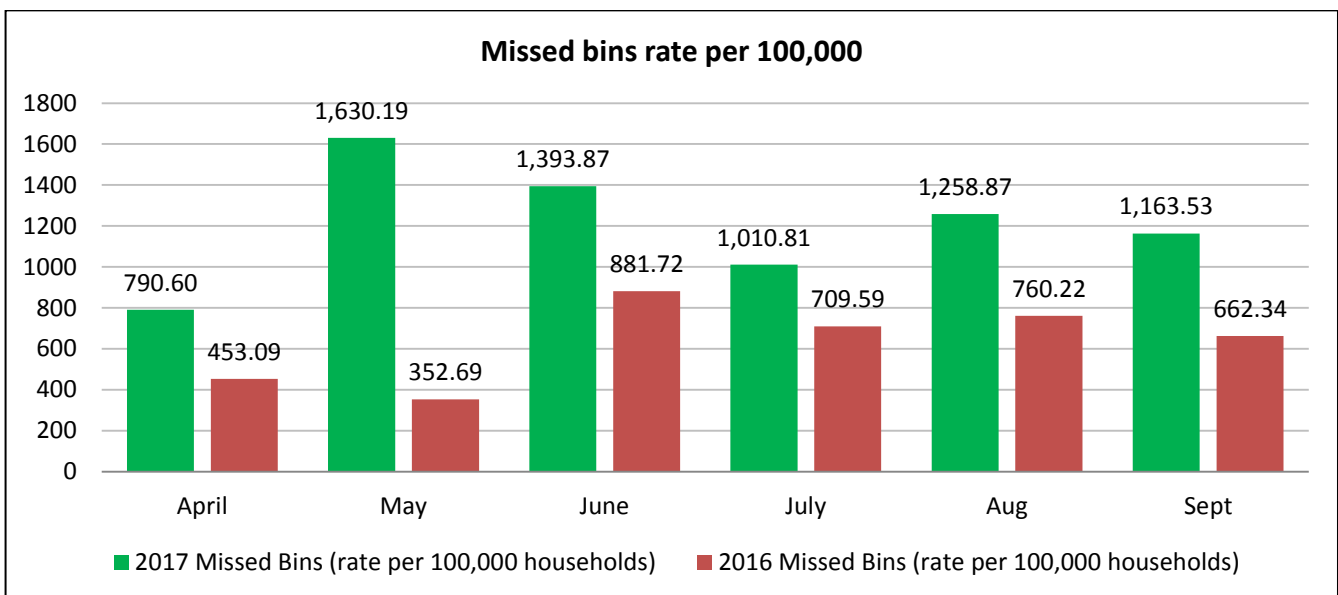
1.2 Missed Bins

Following the introduction of Alternative Weekly Collections, the number of missed bins was reported at 1,932 in May 2017, against 416 which was the lowest levels of missed bins for 2016. By September 2017, the number of missed bins had fallen to 1,379 compared to 785 in September 2016. It is important to note that the data for missed bins will not correlate with the number of calls regarding missed bins as there may be multiple calls about the same bin or the bin is contaminated and therefore not missed.



Rates Per 100,000

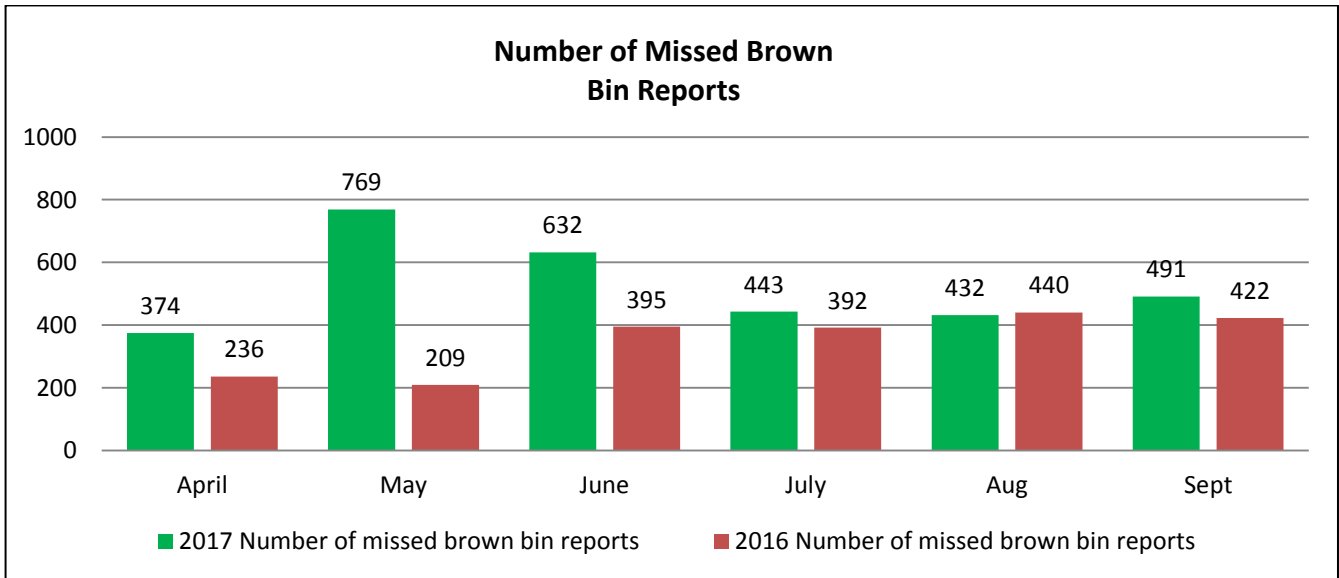
The chart below provides the number of missed bins as a rate per 100,000 households.



This data can be further broken down in to missed Brown and Recycling bins.

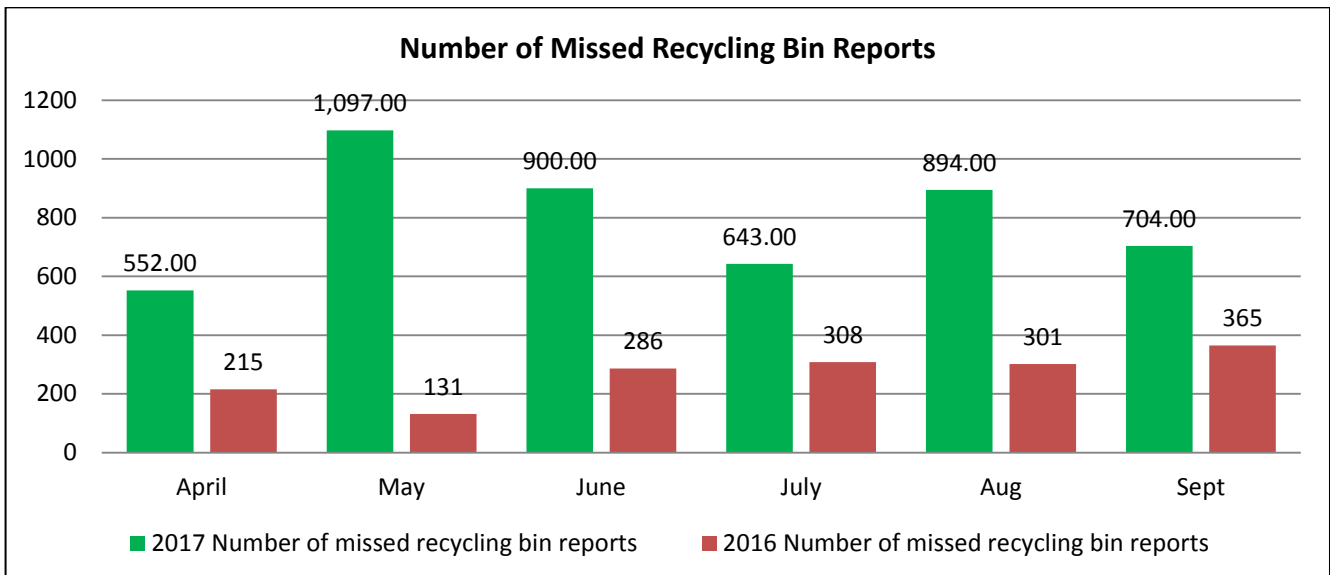
Brown Containers

The percentage of missed brown bins being logged rose in May 2017 to 769 (0.7% of households) compared to 209 (0.2% of households). The number of missed brown bins reported in September 2017 was comparable with the number reported for May 2016.



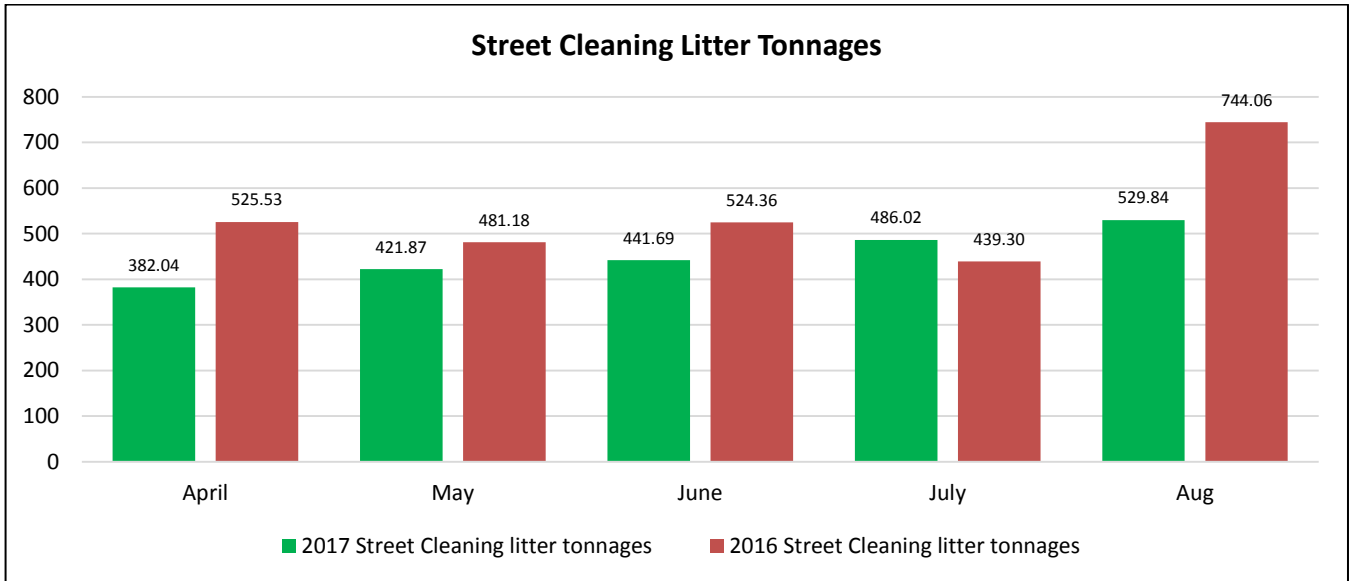
Recycling Bins

The data shows the amount of missed recycling bins reported by the public also rose in May 2017 to 1097 (0.9% of households) compared to 131 (0.1% of households) in May 2016. Many of the missed bins are bins which are contaminated and therefore their recycling was not collected. A programme of education to advise residents as to what is appropriate to be put within a green bin is on-going and the levels of contamination and therefore missed bins are falling.



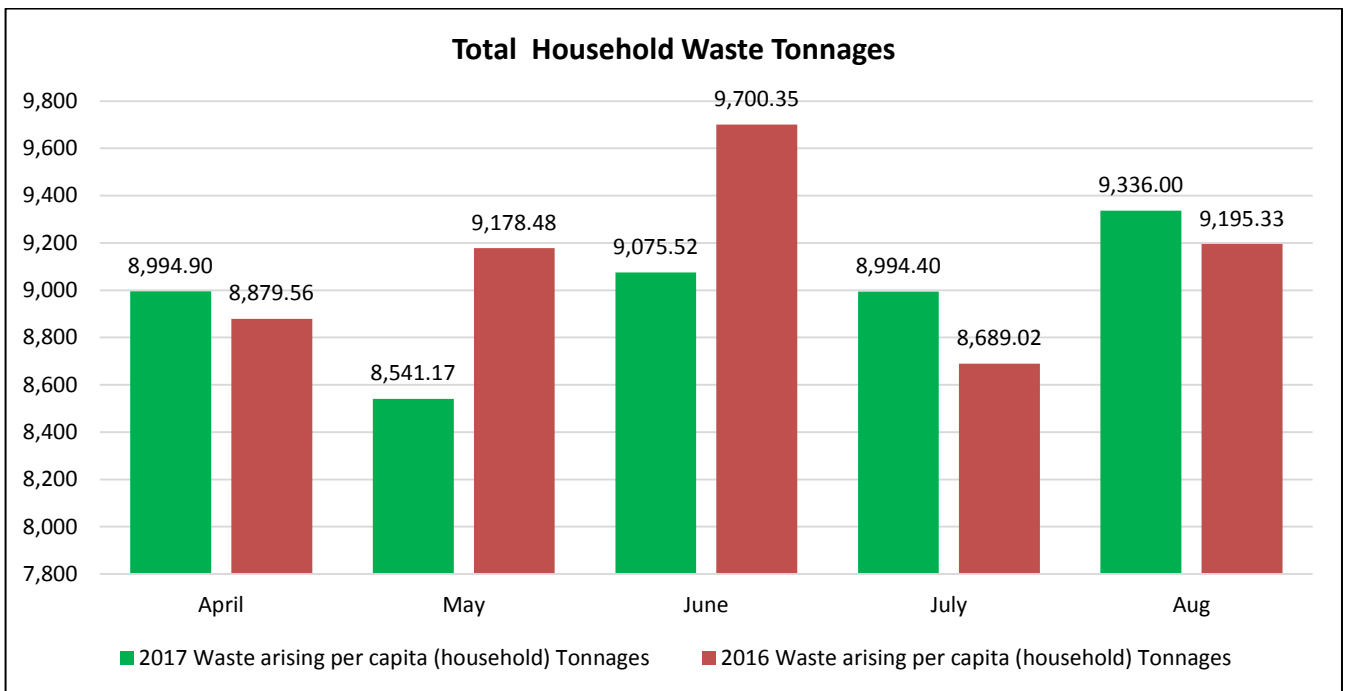
1.3 Street Cleaning Litter Tonnages

Street Cleaning Litter Tonnages relate to: street litter, recycling bins throughout the city and business improvement districts, litter picking, rear lane clearances and general street cleaning. Tonnages continue to steadily improve throughout 2017.



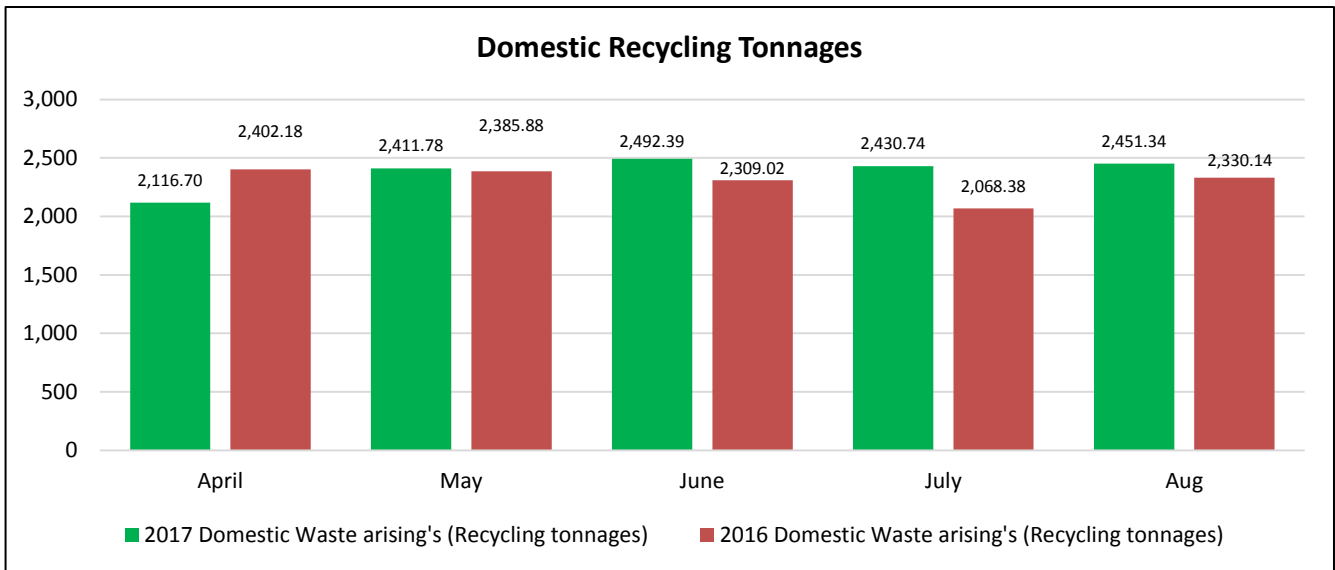
1.4 Household Waste/Recycling Tonnages

This is the total waste/recycling collected from brown and green containers, garden waste collections, green banks, the Household Waste Recycling Centres and the Bulky Waste Collections. Since the introduction of a major change we will need to see a full year's data to look at patterns and trends.



Domestic Recycling

From May 2017, there has been increased levels in recycling tonnages on the previous year. This data is formed from everything that is recycled from our Household Waste Recycling Centre's (HWRC) and the recycling collection rounds.

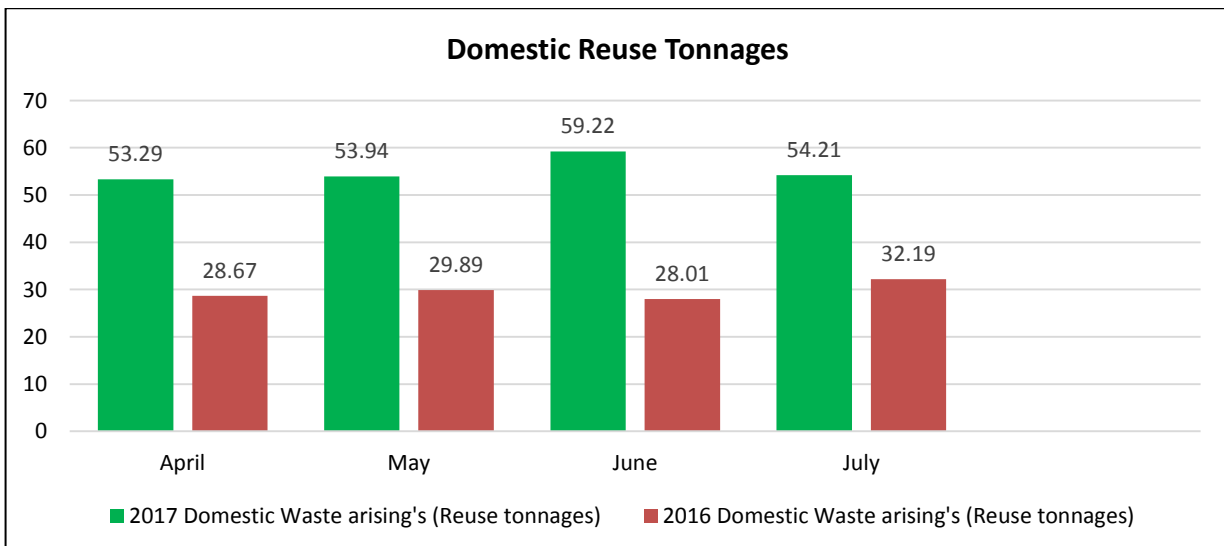


Household Reuse

Household Reuse is waste items which can refurbished or reused in a different way, for example electrical goods which may be refurbished and reused the majority of this is taken to our HWRC's.

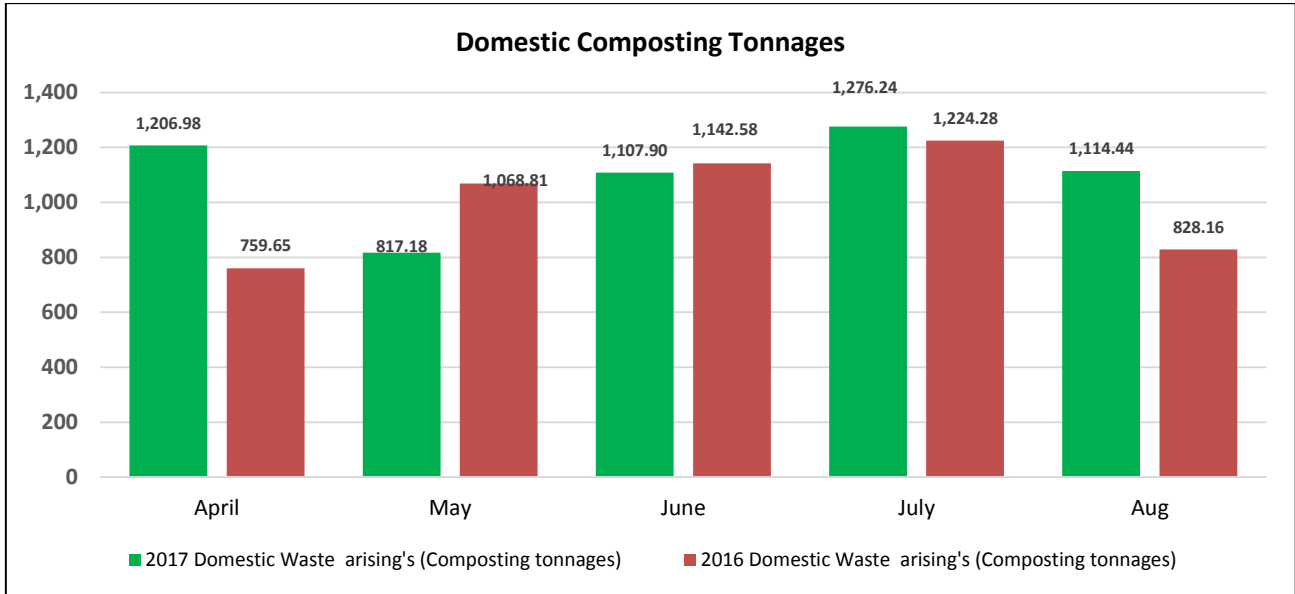
Rates for Reuse has significantly increased throughout 2017 compared to 2016.

N.B. Tonnages collected in Weston Mill are yet to be verified by Wastedataflow (central data source for Local Authorities); therefore August 2017 data is not yet available.



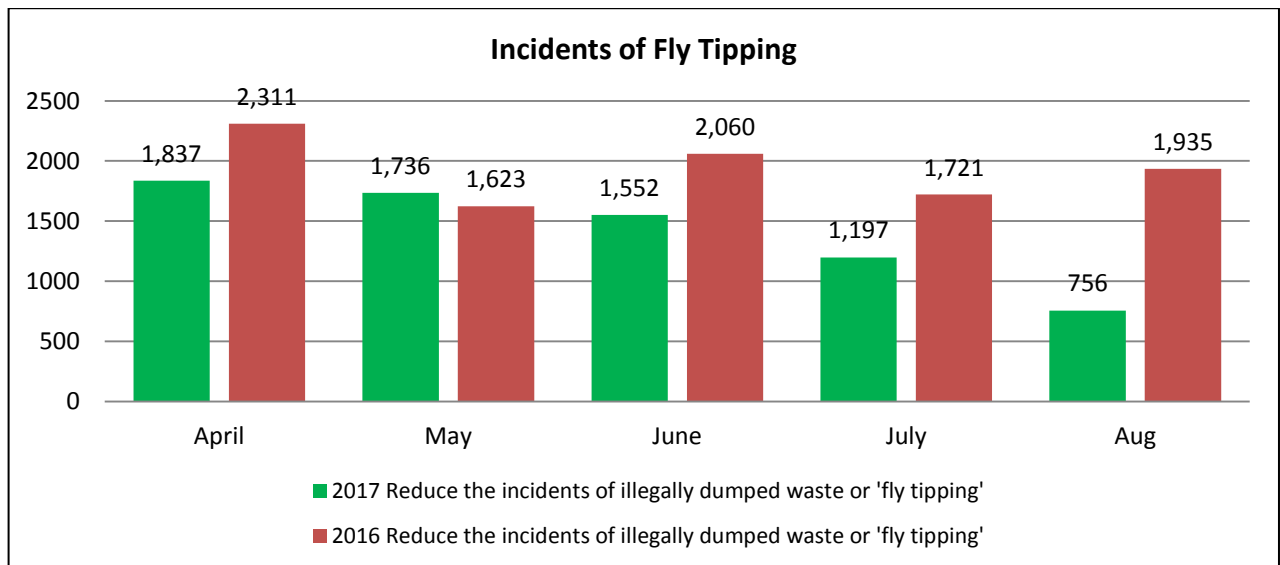
Household Composting

Household composting tonnages has seen fluctuations in line with seasonal trends. The total collected is higher than that of the previous year across the reporting period. This includes waste composted through the green waste collection scheme and from that disposed of at the HWRC's.



1.5 Incidents of Fly Tipping

The incidents of fly tipping reported to FlyCapture (central data source for Local Authority fly tipping data) have decreased throughout 2017 with improved rates compared to 2016.

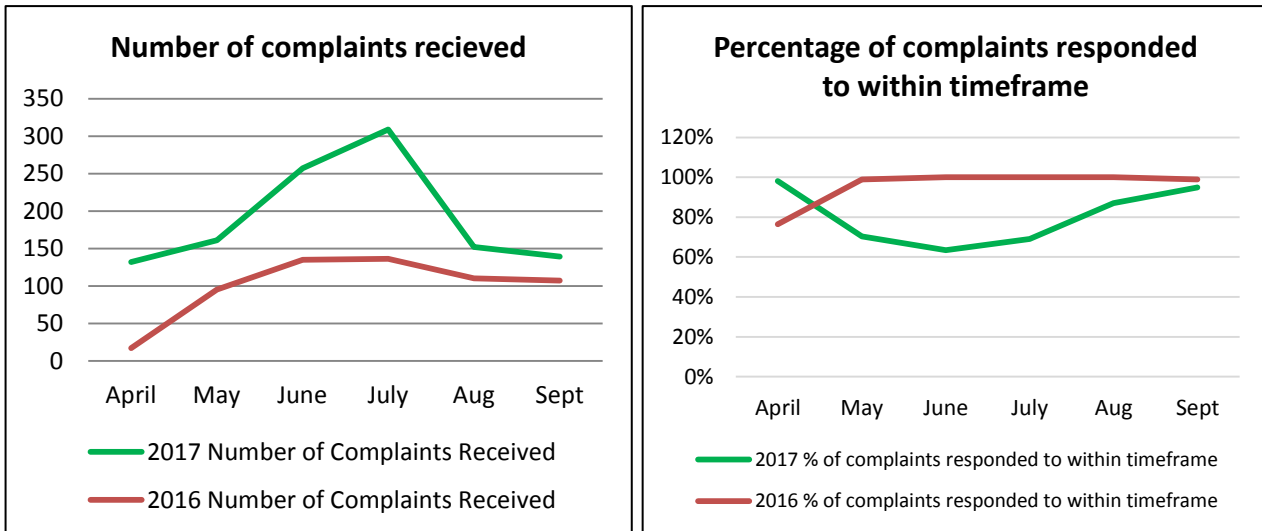


2. Corporate Key Performance Indicators for Street Services

2.1 Complaints

Complaints for the whole of Street Services not just Street Scene and Waste are included in the data below. This data cannot currently be broken down, however further work is being undertaken to improve the detail available within the reports.

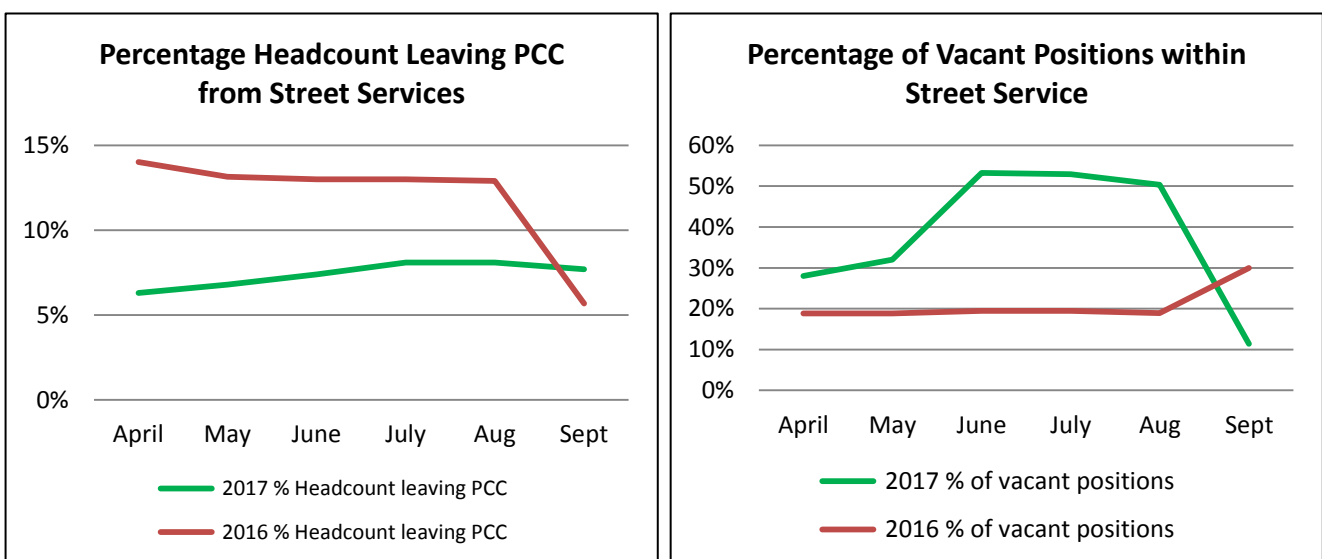
Complaints are back to following the trends seen in 2016 and completion within the 10 day response time has been improving. September's data does show a slight increase of complaints received compared to the same month in 2016.

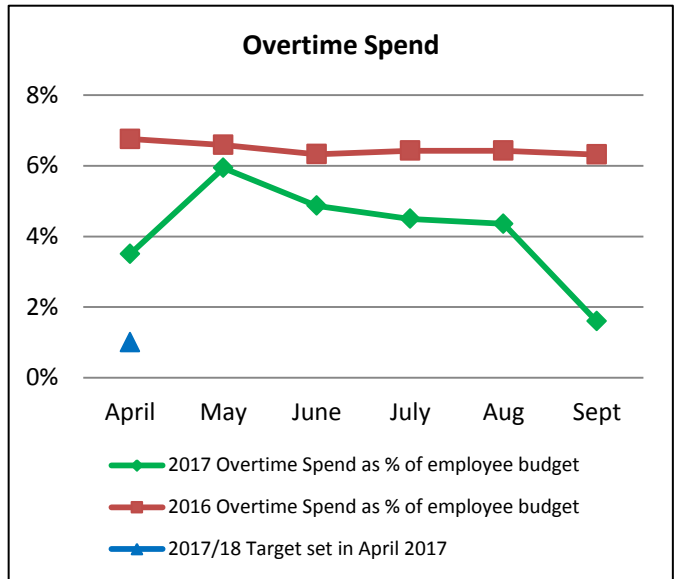
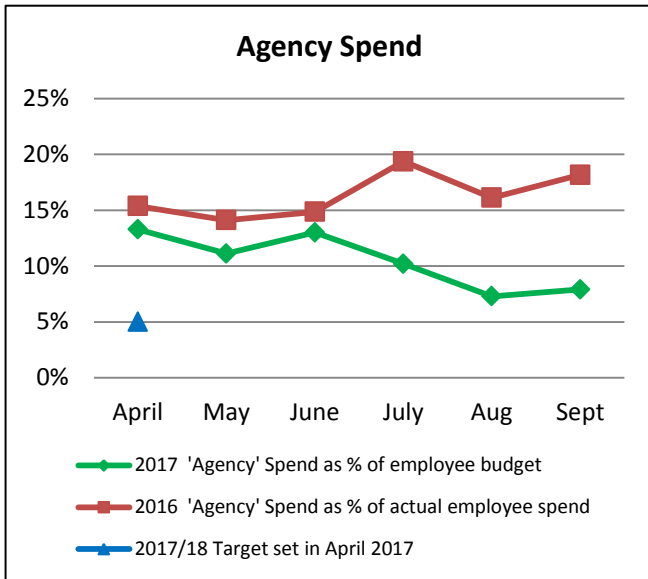


Resource levels were adjusted in July to better deal with the total number of complaints received and lower than expected response time. The complaints completed within timeframe for September was 99%.

2.2 Organisational Indicators

Following the Modernisation of Waste Services a recruitment drive has created full time positions which have now been filled and there is less reliance on agency spend. These full time posts have included an adjustment to the usual working hours and this has had a positive impact on overtime spend within the service.





Sickness rates within the service have improved. The management team have been actively monitoring short term sickness and the reasons for sickness.

