

# STREET SERVICES KEY PERFORMANCE INDICATORS

2017 and 2018 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 2017/18 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 and this trend continued through to December. Call volume increased as expected in January 2018 by 43.35% due to enquiries and contacts following the Christmas and New Year catch up.

Significant efforts continue to have a positive impact on call answer rates with 4317, of the 4408 calls received in January 2018, answered (98% answer rate). This is compared to a 94.03% call answer rate in January 2017.

- 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. Missed bins dropped in the latter part of 2017 to below the 2016 levels. A spike occurred in January 2018 in relation to catch up days for the Christmas and New Year collections. In 2016 the service didn't respond to missed bins during this period. In 2017 there were additional crews collecting different types of waste, i.e. side waste as well as the main bin this prompted calls where residents felt their bins were missed.
- 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).

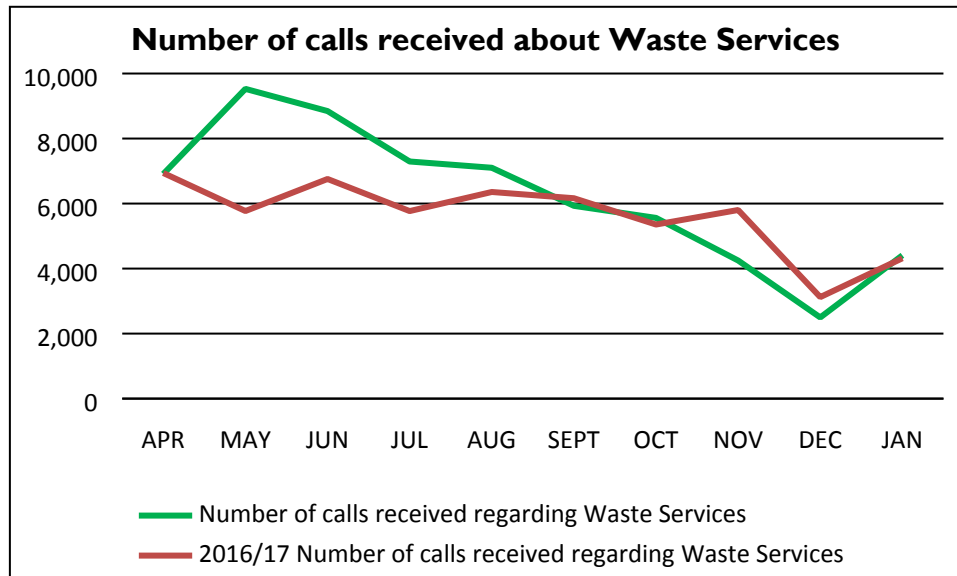
Overall complaints for Street Services reduced by 34.4% from November to December and have risen by 39.7% this month. This is in line with patterns seen in November, December and January in the previous year.

- Vacant positions are continuing to be 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. Overtime for late December and January will rise as predicted due to additional days worked for the Christmas and New Year period and additional staff brought in to collect side waste.
- Sickness rates have improved from June 2017 in comparison to the previous year.
- Additional targeted actions will be planned for Spring 2018 to support increasing recycling rates. Intelligence gathering of affected areas has begun with a close link to Public Protection Services to educate and enforce for fly tipping in particular.

## 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 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.

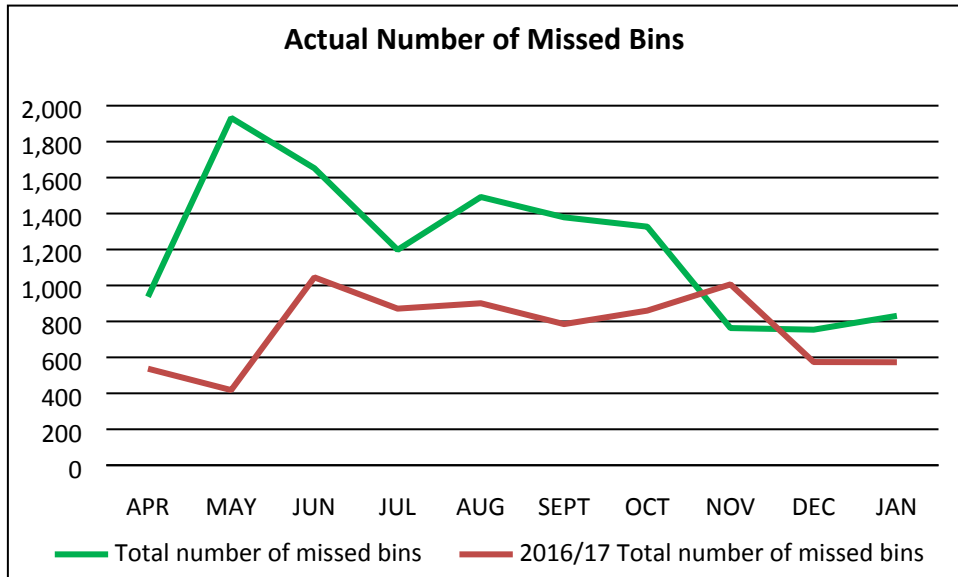
By September 2017 levels were comparable to the previous year and continued to decline with a predicted spike in January 2018 following the first year of Alternative Weekly Collection over the Christmas period.

### I.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. The numbers continued to decline in October and November 2017.

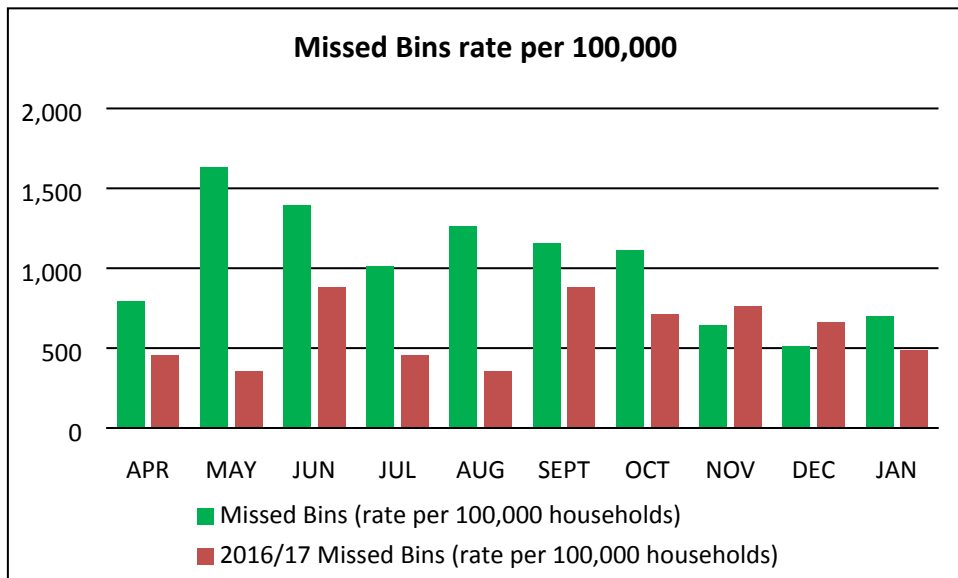
There was an increase in the number of missed bins reported in January 2018, in comparison to those in November and December. This is largely due to there being periods where additional crews were working to assist in managing the increase arising over the Christmas and New Year holidays. The crews were also removing all visible waste prompting several calls where different crews were removing side waste separate to the main bin. Over the Christmas period in 2016 the service did not collect missed bins, therefore the figure is not a direct comparison to the 2017 detail which shows an increase on the previous year.

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**

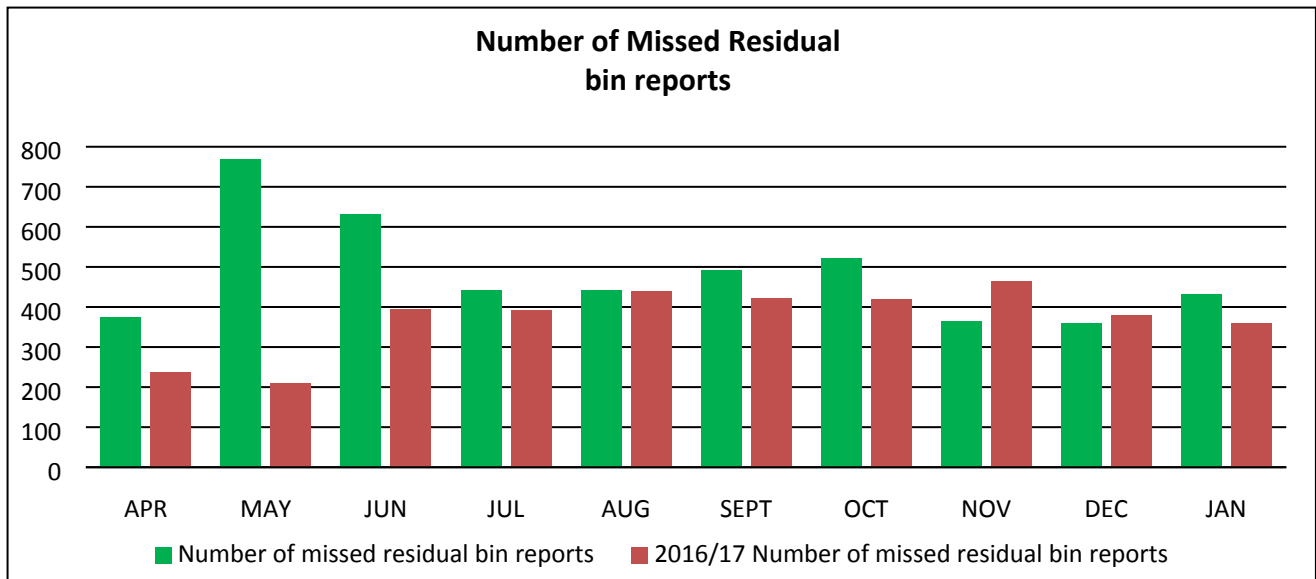
The chart below provides the number of missed bins as a rate per 100,000 households.



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

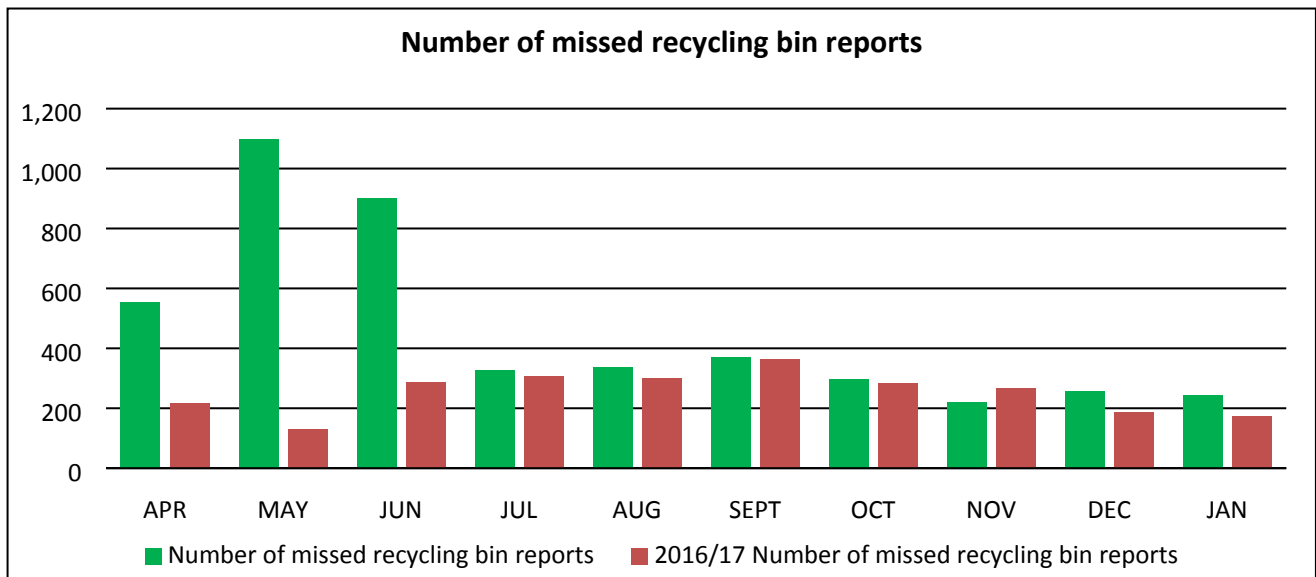
**Brown Containers**

The percentage of missed brown bins (Residual bins) being logged rose in May 2017 to 769 (0.7% of households) compared to 209 (0.2% of households) in May 2016. The number of missed brown bins reported in January 2018 was 432 which is higher than January 2017 (360), this may relate to the service not collecting missed bins in 2016 Christmas/New Year period.



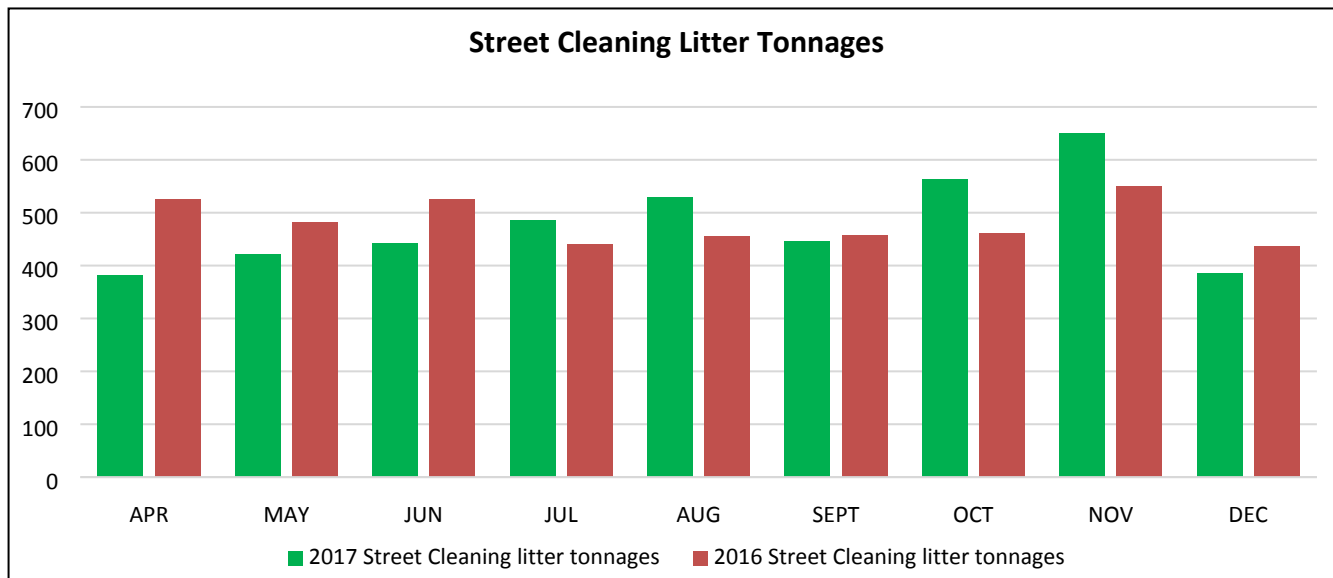
**Recycling Bins**

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 were contaminated and therefore the recycling was not collected. A programme of education to advise residents as to what is appropriate to be put within a green bin is targeted and on-going.



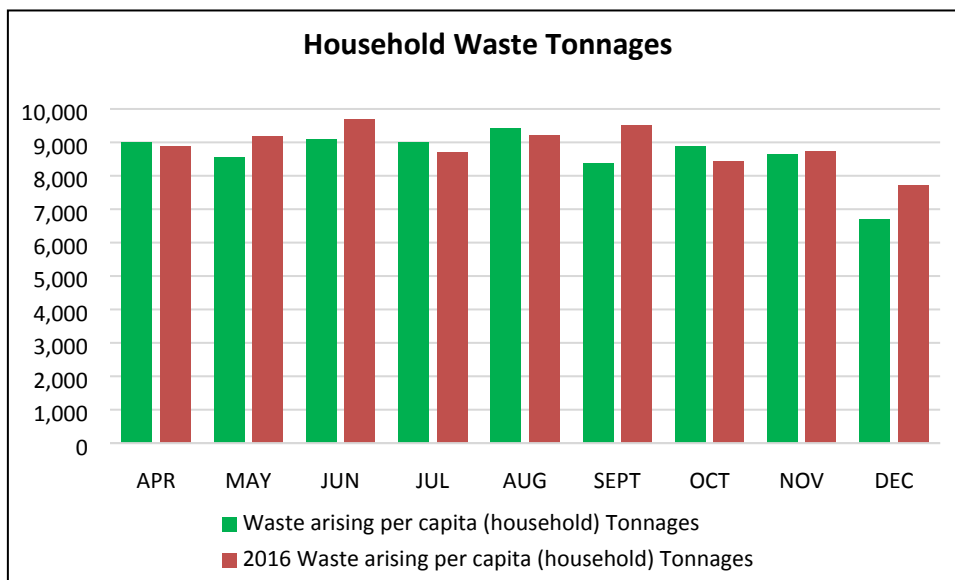
### 1.3 Street Cleaning Litter Tonnages

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.



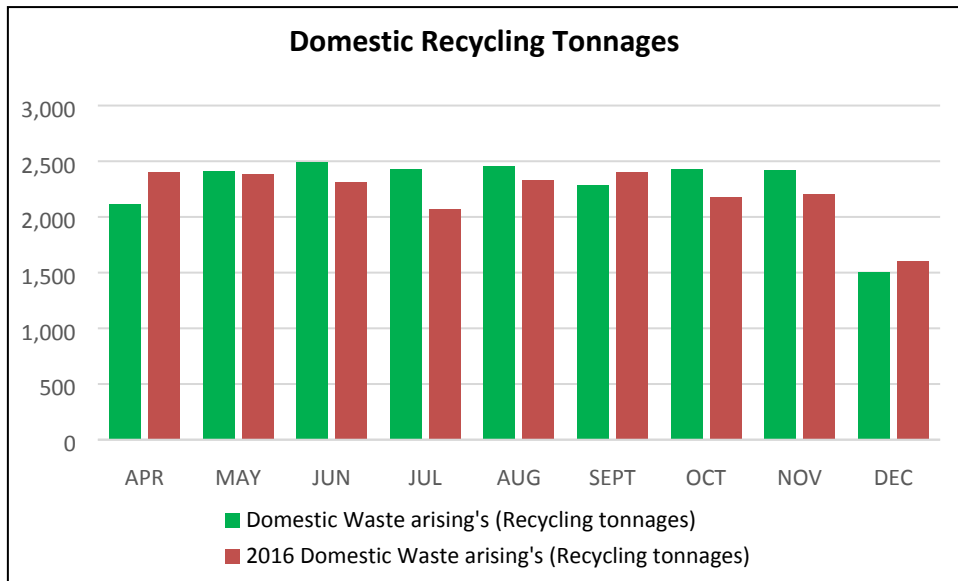
### 1.4 Household Waste/Recycling Tonnages

This is the total residual 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.

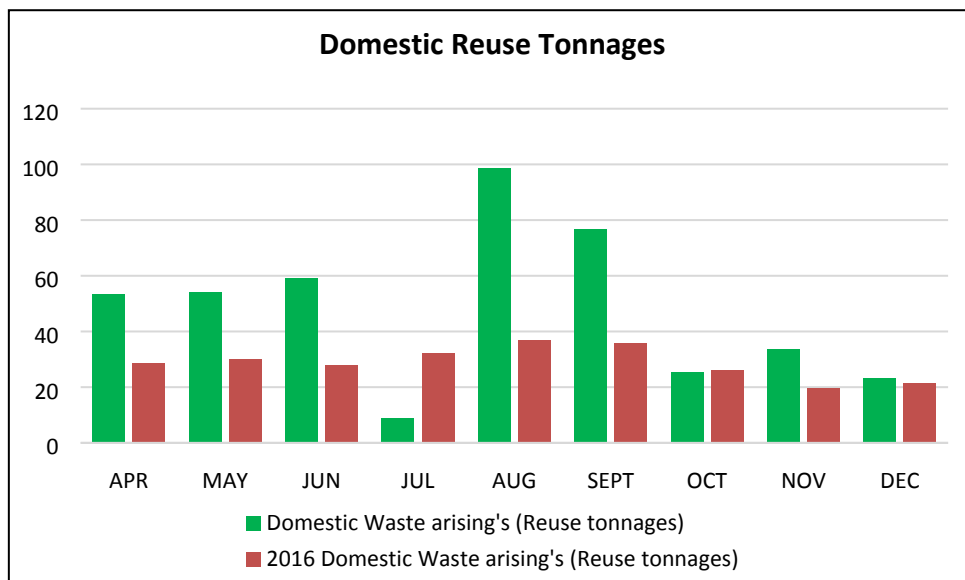


Household Reuse

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.

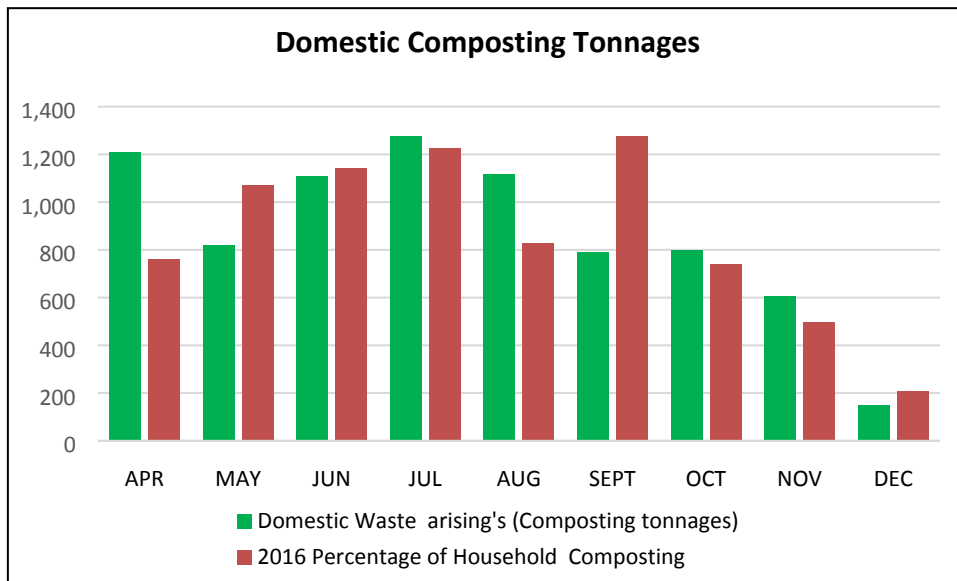
Rates for Reuse has significantly increased throughout 2017 compared to 2016.

*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.*



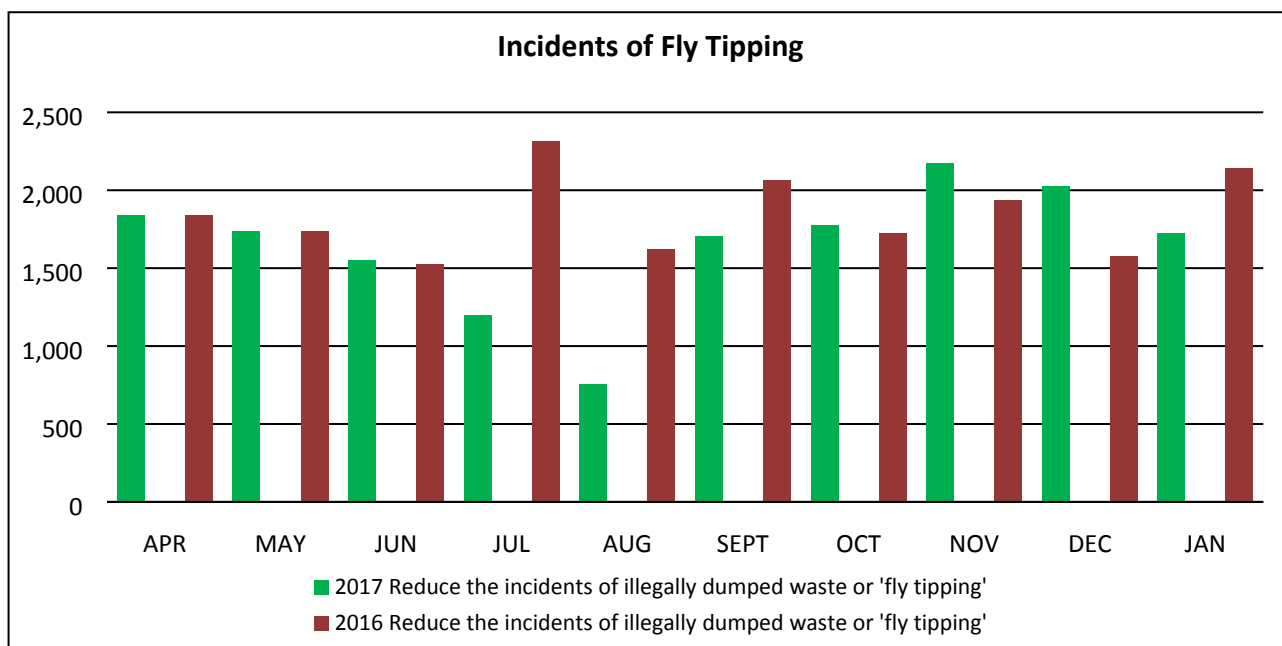
**Household Composting**

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 shown a decreasing trend throughout 2017 and with improved rates compared to 2016.

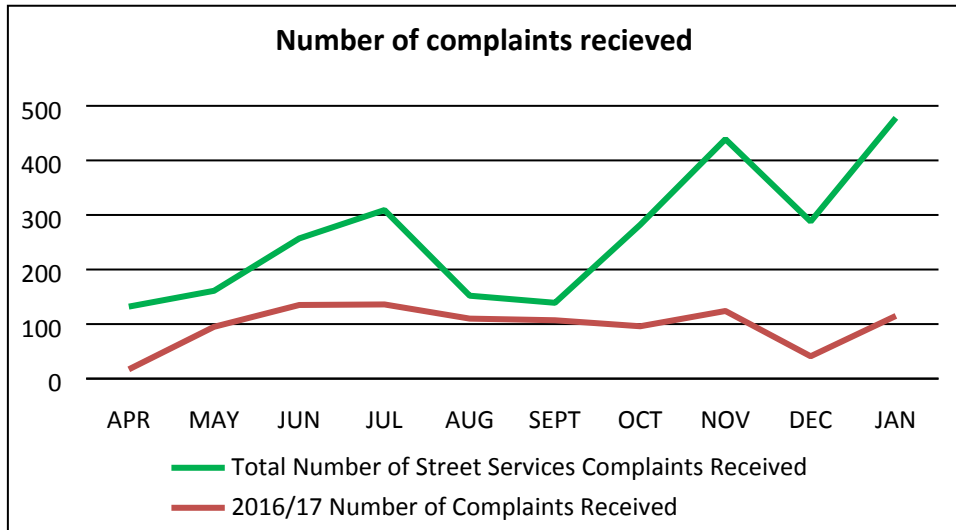




## 2. Corporate Key Performance Indicators for Street Services

### 2.1 Complaints

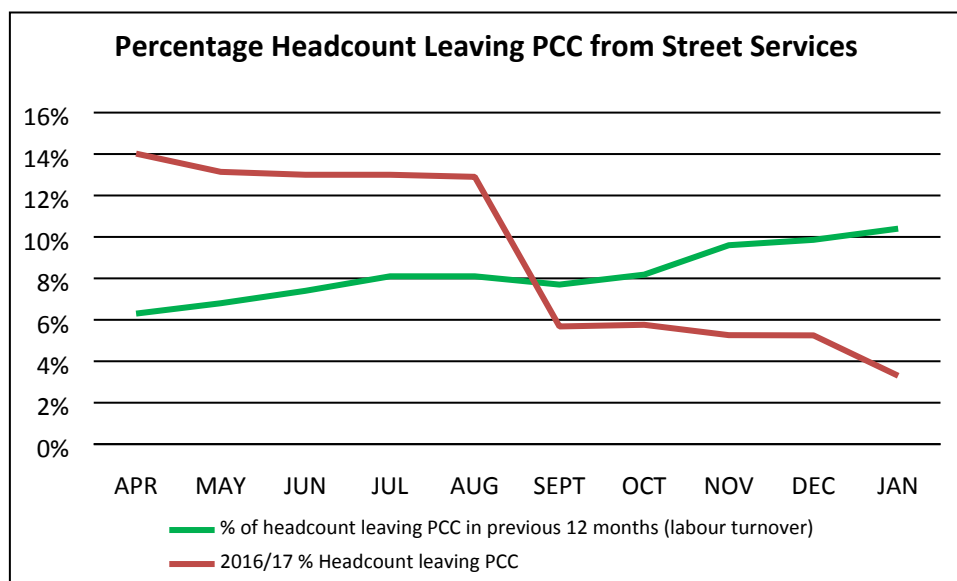
Complaints for the whole of Street Services not just Street Scene and Waste are included in the data below. This data is not currently broken down, however further work is being undertaken to improve the detail available within the reports.

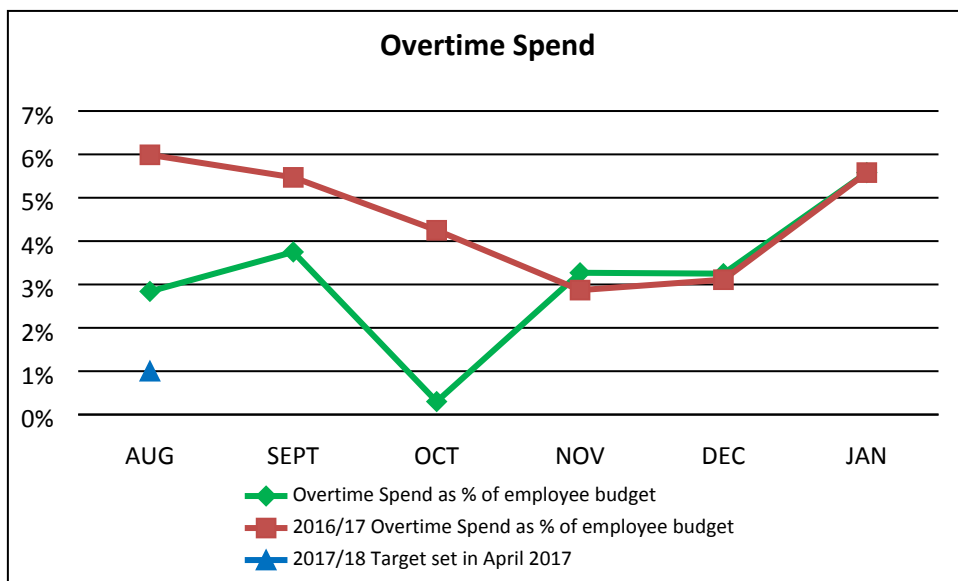
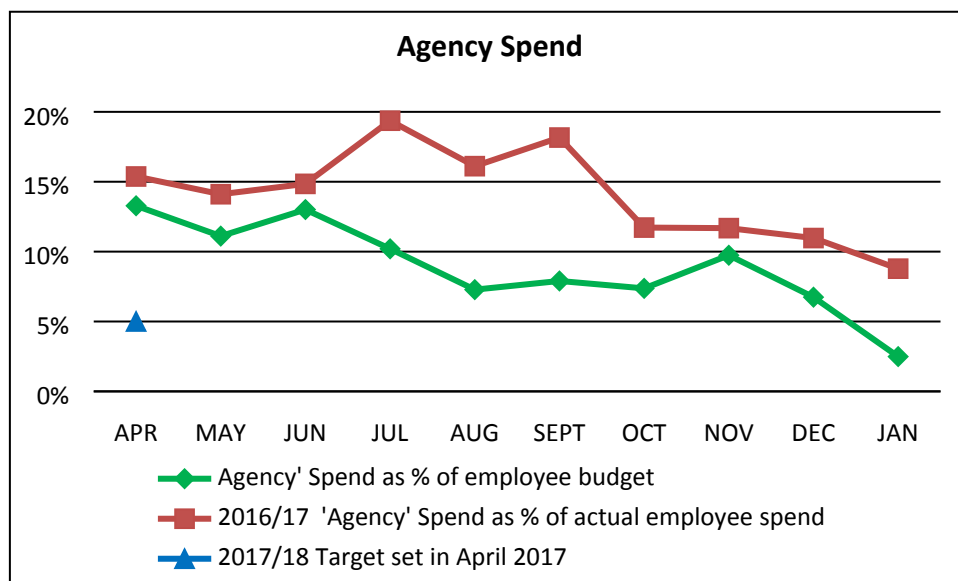
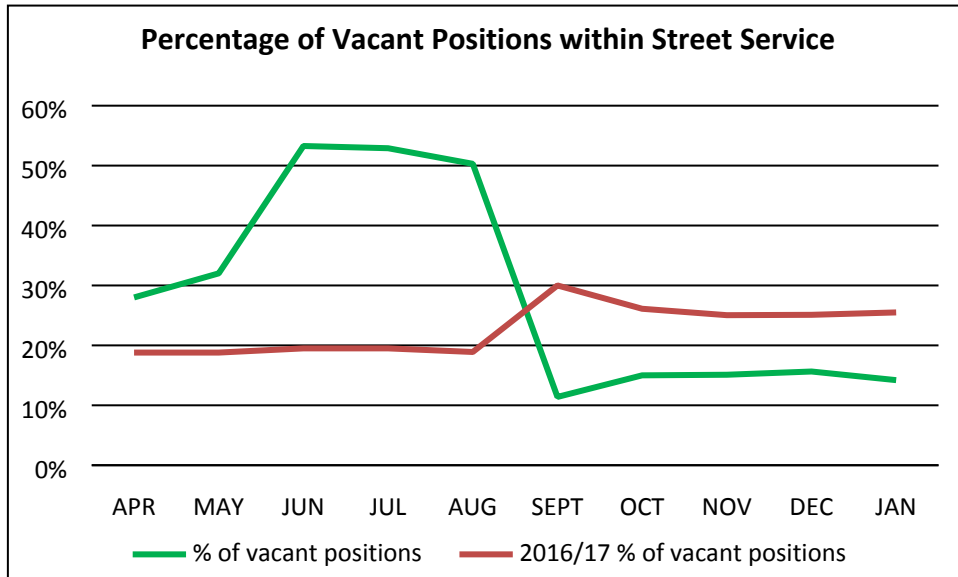


Resource levels were adjusted in July to better deal with the total number of complaints received and lower than expected response time. How complaints were registered was adjusted in October 2017 and this is illustrated in showing a spike. Complaints are recorded more transparently in line with corporate guidelines.

### 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.

