

Waste and Street Cleansing Update

Tenants and Lease Holder Panel
6 Feb 2024

CONTENT

- ✓ Service performance – Waste
- ✓ Service performance – Street Cleansing
- ✓ Areas of improvement – Contamination
- ✓ Future Service design - 2025

Service performance – Waste

6th Feb 2024

Waste Collection - Areas of Accountability

Housing Services

Waste collection service

Things to consider:

1 What is the current cleansing schedule and what changes are required for the following?

- Cleaning bin aperture and lids (include chute hoppers).
- Cleaning signage.
- Sweeping around the bins.
- Cleaning the bin rooms/chute rooms.
- Cleaning the bins - food bins will require more regular cleansing.
- Clearing bulky waste.

2 Who owns the bins and is responsible for ensuring that:

- Lids and apertures present and in usable condition (undamaged and in working order).
- Bin lid locks are in working condition.
- Stickers are readable and in good condition.
- Wheels and wheel locks are in working order.
- Bins are without major dents and scratches.
- Bins are cleaned on a regular schedule.

3 Collection contractor responsibilities:

- Bin areas left tidy after collection.
- Bins returned to correct location after collection. Ensure recycling, rubbish and food waste bins are placed under the relevant signage.
- Bin lids locked after collection.
- Wheels locked.

Waste Collection Performance (DEC 2024)

This Month at a Glance: Collections

63

Refuse Missed per 100k

59

Recycling Missed per 100k

43

Paper Missed per 100k

28

Food Missed per 100,000

99.82%

Garden Waste Strike Rate

94.81%

Missed Kerbside Collections
within SLA

100.00%

Missed Bulky Collections
within SLA

2,410

Total Bulky Items collected

3783

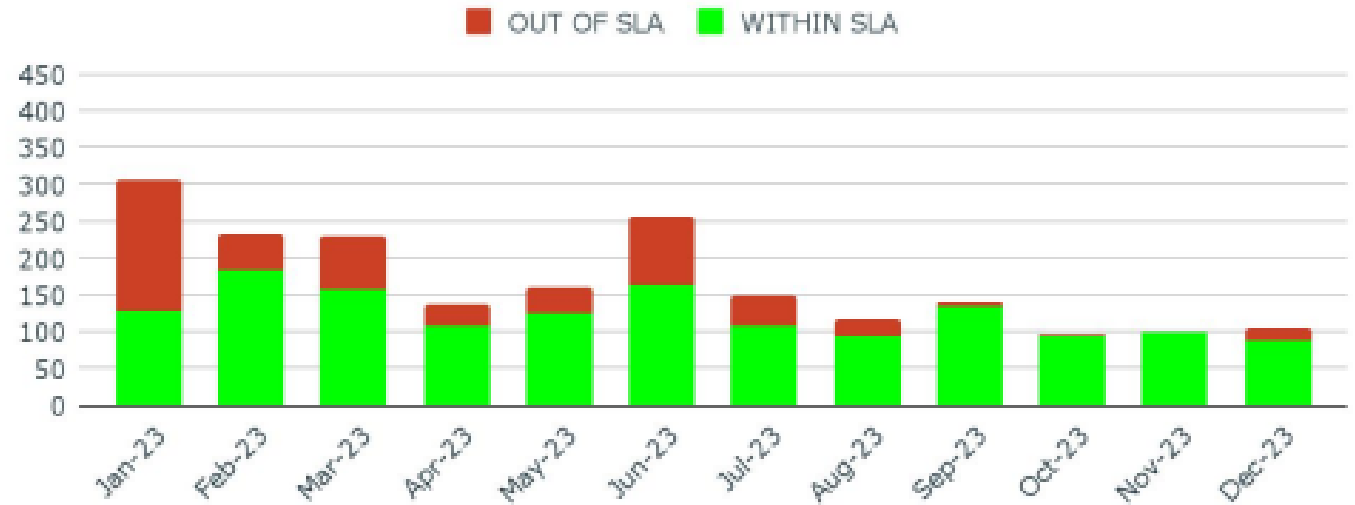
Total Container Deliveries
Completed

10801

Total Tonnage Collected

Waste
Collection
Communal
Refuse
Collections
(DEC 2023)

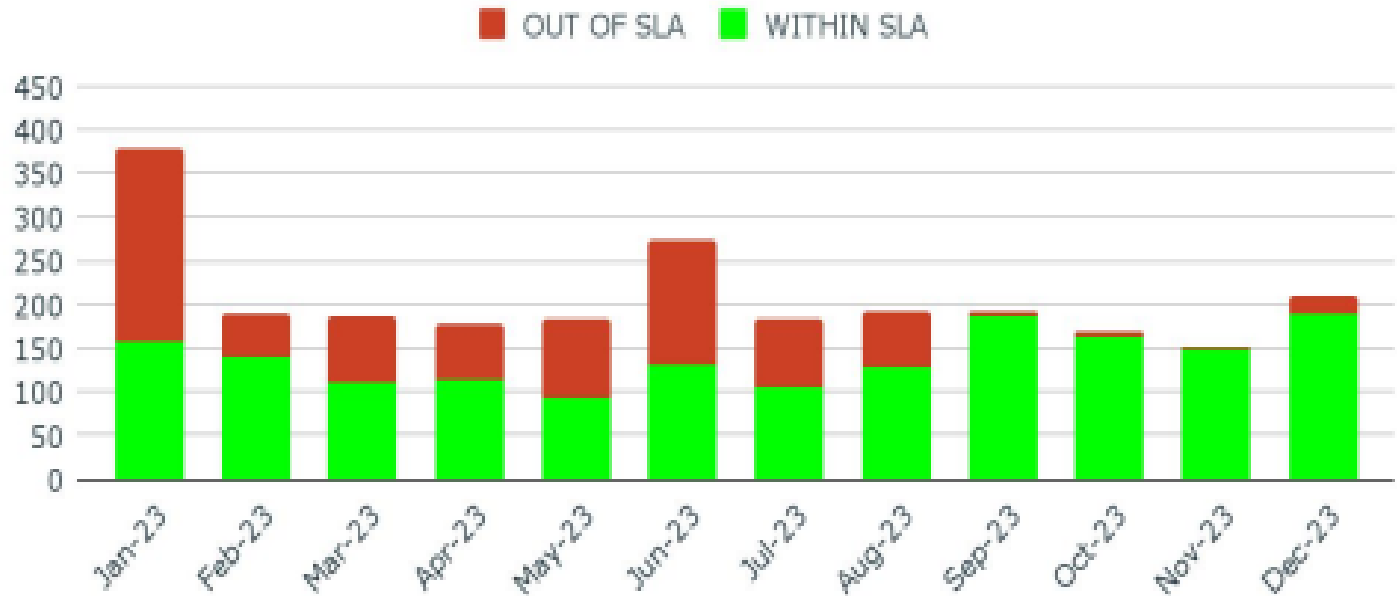
SPI 4: Rectification of Missed Refuse Communal Collections



SPI 4	Missed Communal Refuse Rectification											
MONTH	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
TOTAL	306	234	230	136	159	255	149	117	139	96	100	104
WITHIN SLA	128	183	156	107	125	163	108	92	135	93	98	88
OUT OF SLA	178	51	74	29	34	92	41	25	4	3	2	16

Waste Collection Communal Recycling Collections (DEC 2023)

SPI 3: Rectification of Missed Communal Recycling Collections



SPI 3	Missed Communal Recycling Rectification											
MONTH	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
TOTAL	377	189	187	178	183	273	184	193	191	169	152	210
WITHIN SLA	158	140	111	115	93	132	105	128	187	162	149	188
OUT OF SLA	219	49	76	63	90	141	79	65	4	7	3	22

Service performance – Street Cleansing

6 Feb 2024

Street Cleansing (DEC 2023)

This month at a Glance: Streets



97.14%

Of Flytips resolved within 24 hours



100.00%

Of Town Centre Street Below Grades within SLA



96.53%

Of Residential Street Below Grades within SLA



100.00%

Of Empty Litter Bin Events within SLA



100.00%

Of Drug Paraphernalia events within SLA

Street
Cleansing
(DEC 2023)

95,417
scheduled
cleansing
activities per
month

99% of all
scheduled task
completed

179 reports of
street below
grade (72%
reduction in the
level of streets
below grade)

3,334 Reported
Fly tips
(increase of 35%
compared with
Jan 2023)

Street Cleansing

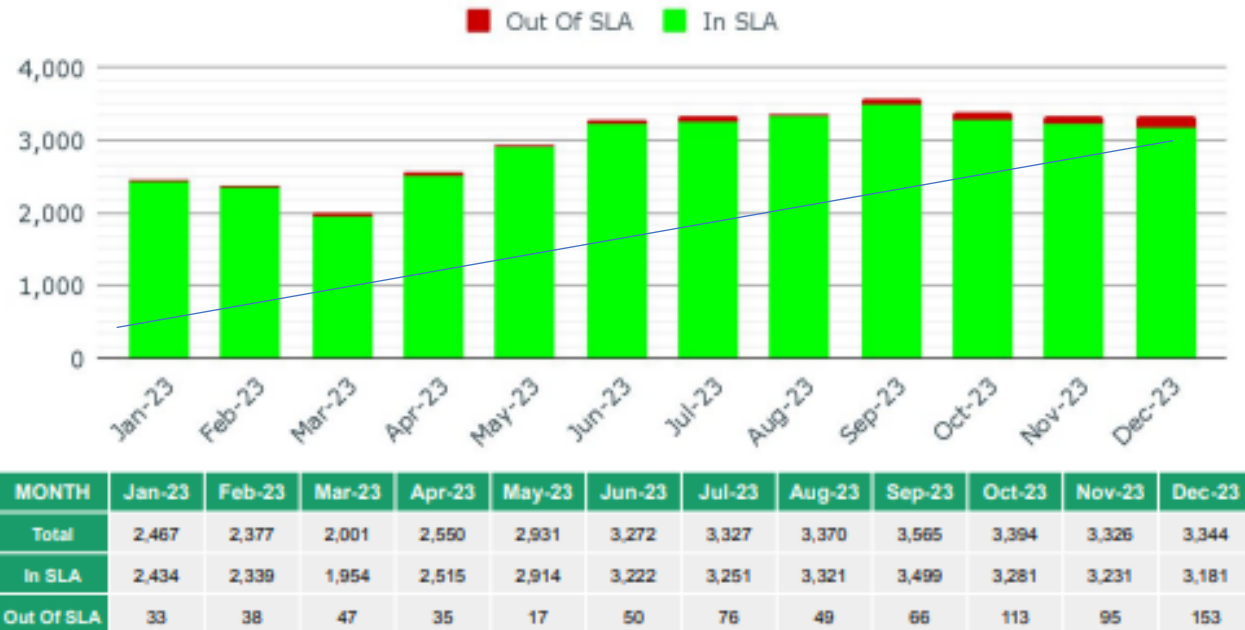
SPI 16: Rectification of Non Town Centre Street Below Grades within 24 hours



MONTH	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Total	648	711	475	364	312	342	310	314	413	344	375	179
In SLA	647	702	470	356	301	338	307	312	403	335	362	171
Out Of SLA	1	9	5	8	11	4	3	2	10	9	13	8

Street Cleansing – Fly Tipping

SPI 9: Rectification of Flytips within 24 hours



Areas of improvement – Contamination

Areas of Challenge – Recycling Contamination



Areas of Challenge – Recycling Contamination



Future Service design - 2025

6th Feb 2024

New Service provider 2025



Nov. 2022

Cabinet Agreed not to extend the current waste collection and street Cleansing Service



May 2023

Cabinet agreed Procurement strategy for new service.



July 2023

Procurement commenced



Jan – May 2024

Dialogue with Bidders



Apr 2025

Contract Commencement

Questions

