

Waste and Cleansing Partnership
Service and Financial Performance Review: January to March 2018

Extract for consideration at Economy, Skills Transports and Environment
Scrutiny Board

Summary

- 1.1 This report provides information with regard to service performance for the period January to March 2018, inclusive; unless already reported.
- 2.2 A summary analysis and commentary of current period performance is provided in Sections 3, 4, 5 and 6 associated appendices below;
 - Collection services;
 - Communications;
 - Cleansing services;
 - Household Recycling Centre, Waste Disposal/Treatment/Recycling;
 - General update.

3. Collection Services

- 3.1 The following section provides a summary analysis and commentary of performance for the period January to March 2018.

Performance against missed bins across the collection services remains at 99.98% with 882 missed collections over the thirteen week period, this equates to 13.56 per day from the 88,000 collected daily. This includes the garden waste service from 26 February 2018 when the service recommenced following the winter break. See table below for missed collection trends.

Missed collections overview



Disruption to Service – Inclement Weather

Sandwell was badly affected by snow on 2nd March and the contract was the only Black Country Borough to collect waste that day, achieving 70% of the scheduled work.

The Household Recycling Centre remained open after extensive snow clearing prior to opening.

The Council’s ‘Winter Bin’ webpage was updated regularly during this period and there was a link to it from the ‘bin day finder/missed bin collection forms’ page and the Council’s main website home page.

The Council’s Call Centre and Press Office were regularly updated enabling the latter to issue Facebook/Twitter updates.

Communication lessons from the communication issues experienced in the previous snow disruption period in December were implemented and our gritting crews were co-ordinated with SMBC’s other departments.

Collection Day Change – Two collection rounds

As previously reported, it became necessary to swap collection days for 48,000 residents whose collections days were Wednesday and Friday. All

residents were notified by a royal mail delivered letter which was supported by information on the Sandwell Council website as well as a text message and social media updates. The day change process was a success with very few issues that arose as a result of the change. On the initial weeks of the swap, additional crews were deployed to assist with excess waste as there was a 9-day gap between collections for the Wednesday residents.

Household Mixed Dry Recycling (MDR)

The top five contaminants are black bags, polystyrene, food, textiles and hard plastics.

Food Waste

Tonnages of food waste continue to fall despite ongoing publicity and education. It is also widely recognised nationally that the overall quantity of food waste is falling.

3.2 Performance – January to March 2018

The recycling rate for the period was 35.18%. This compares with 36.83% for the same period last year. Projected outturn 44%.

Previous reports have provided detailed commentary on the challenges behind the continual downward trend in recycling locally and the challenges faced by local authorities on a national level in relation to household recycling performance.

3.3 Communications

3.4 The Big Spring Clean

Due to the unseasonable weather, the launch of the Big Spring Clean was postponed from 2nd March to the 16th March. The launch was held with Blackheath Primary School and 86 children took part.

Action to date:

Events - 13 (5 schools, 8 community groups, 2 companies);
Litter collected - 315 bags;
Recycling - 20 bags;
Skips – 1;
Volunteer hours – 26.

The Big Spring Clean Officer has attended several networking events to encourage participation.

Events booked in the diary to date total 63.

The Eco Bus and Litter Watch

Since the last report the Eco Bus have carried out the following:

Recycling Assemblies – 17;
Eco Bus visits – 28;
Community visits – 2;
Most popular ward - Soho and Victoria;
Most popular activity - Recycle It;
Least popular activity - Composting Workshop, Nature Windows and Promise Butterflies;
Children visiting the bus - 2,543;
Dog fouling sign sprayed outside all schools visited.

Litter Watch

Since the last report the team have carried out the following activities:

Litter picks – 49;
Volunteer hours – 629;
Litter – 365;
Recycling – 182.

Litter Watch continues to work with ASDA as a partner litter picking Princes End and are into their 6th year of this partnership. They are in their 2nd year of litter picking with Councillor Hackett in Friar Park.

Litter Watch have on going work with the Neighbourhood teams and are having regular updates regarding problem areas.

Other communication activity

Over the period January, February and March 2018 there have been various other communication activities carried out for our services including:

- Social media coverage;
- Press releases – Big Spring Clean, Money Found at HRC;
- Waste and recycling Gov Delivery email to subscribers (February – Waste and recycling reminders inc garden waste collections, March – Easter collections and HRC reminder);
- Text messages (February – Garden waste collections, March – Easter collections, HRC and recycling reminders);
- Billboard (Feb - Garden waste starting);
- Sandwell Herald Spring back page – recycling at home.

The Serco communications team continue to work well with the SMBC Press office.

4. Cleansing Service

- 4.1 Fly tipping removal request report levels have decreased by 101, or 10%, in this quarter compared to the same period last year. Serco continue to work closely with the Council’s newly formed Environmental Enforcement Team in relation to fly tipping reports and waste presentation issues.

The tables below show the number of reported fly tips for the Q4 period for 2018 in comparison to 2017.

Month	Town						TOTAL
	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Brom	
Jan 17	29	23	219	27	40	114	452

Feb 17	30	24	111	30	29	104	328
Mar 17	31	42	146	40	40	140	439

Month	Town						TOTAL
	Oldbury	Rowley Regis	Smethwick	Tipton	Wednesbury	West Brom	
Jan 18	43	42	114	60	29	138	426
Feb 18	25	33	112	36	22	92	320
Mar 18	17	17	170	43	25	100	372

Response rates to fly tipping removal remain high with over 99% of incidents cleared within 24 hours. Fly tipping is photographed and any evidence retrieved and recorded by the crews on location and referred onto the enforcement team for appropriate action.

‘Recycling on the go’ bins are now installed in all town centres and continue to be rolled out in other areas across the Borough where suitable.

The weed spraying contract is due to start again in April; weather permitting. This contract is a partnership delivered with Sandwell MBC’s Grounds Maintenance division. The dog warden service is now fully operated by Noah’s Ark Environmental Services under contract to Serco.

Joint Gulley Cleansing and assessment work is taking place between Serco, the Client Team and SMBC Highways together with their respective contractors reviewing the contractual quarterly gulley cleansing list to ensure it is updated and fit for purpose.

5. Household Recycling Centre, Waste Disposal and Treatment

5.1 Household Recycling Centre (HRC)

The Household Recycling Centre’s recycling performance is 58% against a target of 65%. Projected outturn 65%. This is expected during the winter

months. There are still problems sourcing regionally based recycling outlets for some materials, including carpets and mattresses.

5.2 Waste Disposal/Treatment/Recycling

The inputs into the W2R Energy Recovery Plant continue and are as reported in the previous reports. W2R continues to work well with direct communication between Serco and Staffordshire County Council/Veolia on the day-to-day input requirements. The landfill diversion for the quarter was 99% against a target of 96.2% (contract definition not NI193.)

The Eagle Transfer Hub continues to operate well, with turnaround times of less than 15 minutes for collection vehicles.

6. General update

6.1 General Feedback and Service Performance – January to March 2018

6.2 MySandwell Customer Portal

The number of complaints received and response performance within the service area for January to March 2018 is detailed below:

2018		Refuse & Recycling	Street Cleansing	Total	Response Rate (average)
Jan		177	20	197	100%
Feb		134	13	147	100%
Mar		149	13	162	100%

For this period, the number of complaints have decreased compared to previous months and the response rate has remained at 100%.

Most of the complaints concern collection service issues and the partnership is working on processes and crew training to eliminate these issues and improve the service for customers.

6.3 Health and Safety

The joint working group of Serco, SMBC Client and Health and Safety Officers continue to meet to ensure that health and safety is at the forefront of the partnership's responsibility. It is also agreed to work in partnership with the Council and Trade Unions to combat the violence and aggression our employees receive from residents and road users. There is now a signed charter entitled 'Zero Harm' endorsed by Serco, Sandwell MBC, Unite, Unison and GMB. This was launched in March 2018.

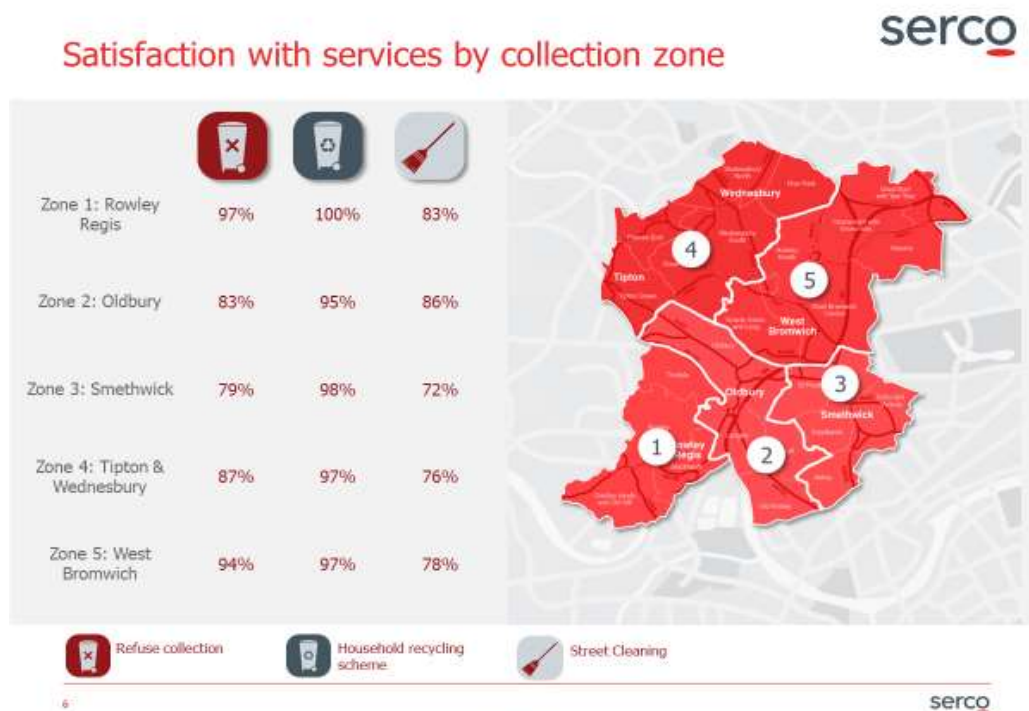
In addition to the charter there have been improvements in CCTV cameras at the HRC site, advisory signs on vehicles outlining that violence will not be tolerated and awareness to staff that they will receive full support if they wish to take any grievance to the Police.

6.4 The Serco Quarterly Tracker Survey (QTS) up to February 2018

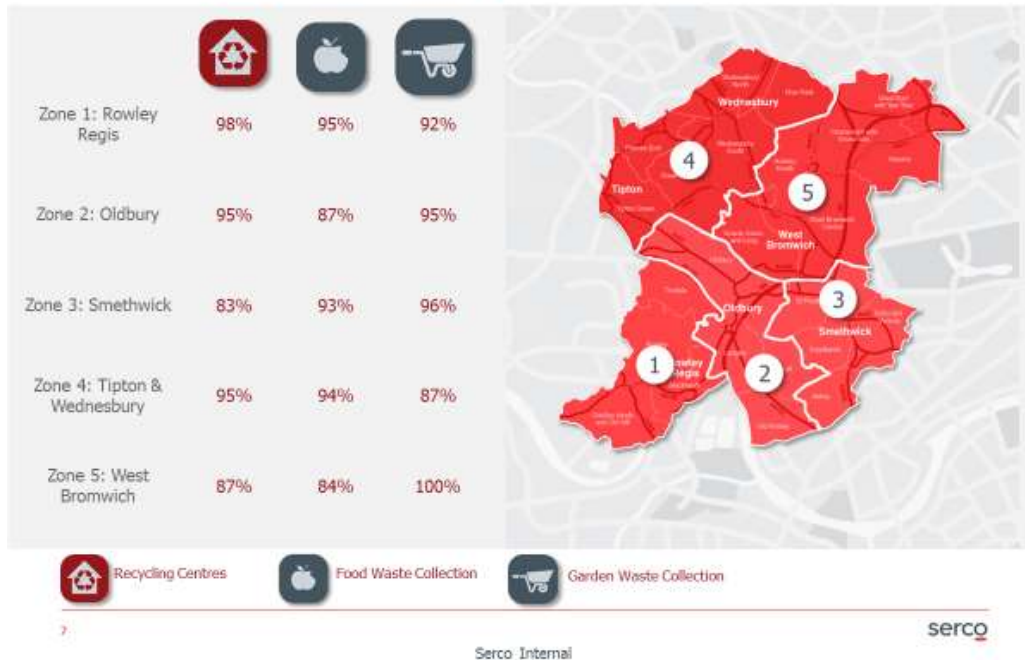
Results overview

Overall

Overall satisfaction has decreased by 1% this period, bringing satisfaction to 90% (91% in the same quarter last year).



Satisfaction with services by collection zone



Q4 2017/18 (Scorecard NI Key Outcome Targets) – Provisional Performance

The table below gives provisional performance of key outcome targets for the Waste and Cleansing Scorecard for the above period. Please note national indicator (NI) definitions and Contract Target definitions may vary.

2017/18 Q4 Provisional Performance (where available):

KOT	Target	Outturn
NI195 Cleanliness Levels: Litter	3.5%	Met[^]
NI 191 Residual waste per household	509kg hh	Met[^]
NI 192 % household waste recycled/composted/reused	TBC	TBC

NI 193 % municipal waste to landfill – diversion of waste	3.8%	Met^
QST1 Targets (customer satisfaction) - Cleansing	80.5%	79%
QST2 Targets (customer satisfaction) – Collection of residual waste	91%	90%
QST3 Targets (customer satisfaction) – HRC services	92.5%	91%
QST4 Targets (customer satisfaction) – Collection of recyclable materials	95%	95% Met^