
TITLE: Quarter 3 Performance Report for the Waste and Street Cleansing Services

Committee: Regulatory Services Committee

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[T186]

1.0 ISSUE

1.1 To provide the Quarter 3 (October to December 2018) performance report for the delivery of the waste and street cleansing services by East Cambs Street Scene Ltd (ECSS) after the insourcing of the services on 1 April 2018.

2.0 RECOMMENDATION(S)

2.1 Members are requested to note the progress and improvements to service delivery since April the 1st 2018 and the Quarter 2 Performance Report.

3.0 BACKGROUND

3.1 The Quarter 3 report highlights the accelerated improvement following the enhanced management arrangements put in place by the Director of Operations.

This report will evidence the continuous and ongoing accelerated improvements that are being made at ECSS to provide the highest calibre of service possible to the residents of East Cambridgeshire. This report highlights to the Committee that with the enhanced management arrangements in place, positive progress is being achieved and the majority of the challenges and faults inherited with the contract in April, have been resolved.

Alongside the day to day streamlining and implementation of improvements, additional actions have been taken to develop the Waste and Street Cleansing service with supporting outcomes:

- a) With the enhanced management arrangements in place greater focus has been made on streamlining various operational processes and operational activities utilising industry knowledge.
- b) New work flows for both Fly Tip and Graffiti removal have been implemented and now allow for greater clarity of responsibilities throughout all departments involved. It has given Environmental Health enriched control for possible prosecutions for fly tipping and involving Housing and Community Safety in the process creates a defined relationship with the local police to assist in eradicating the problem of graffiti within the district.
- c) Quarter 3 saw an average of 92% of Hazardous and 73% of Non-Hazardous fly tips completed within the target.
- d) Quarter 3 saw an average of 67% of Offensive Graffiti and 90% of Non-Offensive Graffiti removed within the target. Due to the proactive nature of the street cleansing operations there were no reports of Offensive Graffiti in December.

- e) New, improved and robust schedules have been implemented for road sweeping, covering the entire district, resulting in an increase in kerb side cleansing with frequencies to match EPA standards. These schedules have allowed for in depth monitoring by ECSS to ensure consistency is applied.
- f) An increased focus on street cleansing service delivery, including dedicated recruitment to specific role profiles has resulted in a 24% increase in service request completion (September – December).
- g) A dedicated crew has been created within the street cleansing operation with the sole purpose of the collection of waste from both litter and dog bins from around the district. This has resulted in a reduction of missed bin complaints received from residents and ensures that bins receiving a higher usage from members of the public, receive the adequate level of service to compensate.
- h) Following the completion of an internal assessment, a number of dog bins have been upgraded with a larger capacity to meet the increased level of usage in prolific dog walking areas. This has resulted in a reduction of overflowing dog bins throughout the district.
- i) Round schedules for the waste collection crews are under review and with the addition of a new process for work allocation to the crews. This will guarantee an increase in the control of work issued and completed and assist in closing down customer requests within the contracted timeframes.
- j) Employee relations continue to grow, improving staff productivity and the overall commitment to service delivery. With the continued improvements throughout the company, job satisfaction is set to increase with employees taking pride in the work they carry out within the district.
- k) Customer Services continues to provide regular support to ECSS in managing the interface with residents, including updating the Council's web pages to ensure up to date information is being relayed to residents. Monthly performance reports are being produced to share with the operational employees to quantify the effort they have applied.
- l) The yearly roll out of the black sacks was completed within time and with a substantial reduction in delivery failures.
- m) An overhaul of the transport and fleet system has taken place, streamlining document retention and ensuring the protection of the Council's Operators Licence, reducing risk against the Council from governing authorities.
- n) Internal development continues with one employee successfully passing their HGV training allowing them to progress with their career and provides ECSS with skilled and knowledgeable drivers. This training programme is set to continue into 2019.
- o) ECSS has ventured into the commercial world of Waste and Street Cleansing in Quarter 3 and has successfully completed a number of small scale projects securing additional revenue. This is set to grow in 2019.

3.2 The following sections of this report confirm the positive impact on performance that the enhanced management arrangements have had, alongside the additional and ongoing remedial actions implemented.

4. PERFORMANCE UPDATE

4.1 Detailed overleaf in Table 1 is an update on ECSS performance in relation to the management and resolution of service requests.

Table 1: Update on ECSS Performance in Relation to the Management and Resolution of Service Requests within the Time Specified Resolution (as a %)

Service	April				May			June			July			Aug			Sep		
	Month	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend			
Refuse	46	63	54	▲	68	58	▲	87	66	▲	82	69	▲	85	73	▲			
Recycling	53	44	48	▼	40	45	▼	75	53	▲	82	58	▲	85	62	▲			
Garden	49	61	57	▲	50	55	▼	74	58	▲	81	62	▲	88	66	▲			
Bulk & Clinical	79	74	76	▼	74	75	▼	82	77	▲	84	79	▲	92	81	▲			
Street Cleansing	17	13	15	▼	16	15	▼	42	23	▲	33	25	-	55	30	▲			

Service	Oct			Nov			Dec		
	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend
Refuse	92	76	▲	98	77	▲	95	78	▲
Recycling	87	65	▲	98	69	▲	93	70	▲
Green	91	69	▲	97	72	▲	97	73	▲
Bulk & Clinical	92	82	▲	83	83	▲	89	83	▲
Street Cleansing	59	33	▲	72	37	▲	79	39	▲

Note: The RAG rating relates to the month on month cumulative performance trend.

4.2 The ongoing significant improvement in performance evidences the continued impact the Waste Minimisation & Fleet Manager has had with service delivery.

Quarter 3 saw all three collection services reach over a 90% resolution rate for both November and December.

Continued focus on all street cleansing services is evidenced with a monthly CRM completion percentage increase of 24%, from September to December.

With the implementation of the new working schedules and practices, these figures are set to rise into the 80% target at the start of the next quarter.

4.3 Appendix 1 contains a summary of ECSS's performance against the set standards and the annual stretch target for resolving service requests which is a fundamental performance measure for the efficiency and customer focus of the services provided.

4.4 **Sickness Absence:**

Sickness absence in Quarter 3 continues to have both a financial and performance related impact. With short term absenteeism increasing in this quarter, it becomes apparent that the current policy in place to manage absenteeism in line with the company's targets, is inefficient.

A review of this policy is set for 2019, with an effective approach to managing both short and long term absenteeism to ensure the company can sustain a high level of service all year round.

Outlined in Table 2 below are the targets for sickness absence set for the waste and street cleansing services. Targets that have been set for the different categories of staff and these reflect that the majority of staff work outside in all weathers carrying out physically arduous tasks.

These targets reflect similar targets set in other high performing waste and street cleansing service delivery organisations.

Table 2: Sickness Absence Targets Set for the Waste and Street Cleansing Services

Staffing Category	Number of Staff	Annual Sickness Target (Days)	Monthly Sickness Absence Target (Hours)
Driver/Team Leaders (Waste)	18	9	6
Loaders (Waste)	28	9	6
Class 2 Drivers (Street Cleansing)	4	9	6
Driver/Operatives (Street Cleansing)	6	9	6
Ops Management & Admin (Street Cleansing)	5	9	6
Waste Management Team (Street Cleansing)	4	5	3

- 4.5 The sickness report contained in Table 3 below highlights that although sickness is being managed in accordance with the company's current policy, it is not efficient to manage short and long term sickness absence the company is currently witnessing; therefore it is set to be reviewed in 2019.
- a) A high level of sickness absence within the Loaders is due to two employee's long term sickness. Subsequently, these employees no longer work for ECSS.
 - b) High levels of sickness within the Drivers is due to one long term case covering the entire Quarter 3 period as well as a number of short term cases. If this single long term case was to be removed, the target for each month would be achieved.
 - c) The sickness absence in the Waste Management Team is a result of an individual being involved in a car accident that was not their fault. This employee returned to work through a phased return programme and is now fully back to work.

Table 3: Monthly Sickness Absence Report for the Waste and Street Scene Services – 2018/19

Staff Category & Monthly Target (Hrs)	Driver/ Team Leaders (6 hrs per employee)	Loaders (6 hrs per employee)	Class 2 Drivers (SC) (6 hrs per employee)	Driver/ Operatives (SC) (6 hrs per employee)	Operatives (SC) (6 hrs per employee)	Ops Mgmt. & Admin Staff (3 hrs per employee)	Waste Mgmt. Team (3 hrs per employee)
Number of Staff	18	28	4	6	4	5	4
April	Target = 108 hours Actual = 66 hours	Target = 168 hours Actual = 162 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 54 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours
May	Target = 108 hours Actual = 138 hours	Target = 168 hours Actual = 108 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 24 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours
June	Target = 108 hours Actual = 54 hours	Target = 168 hours Actual = 204 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 0 Hours	Target = 24 hours Actual = 6 Hours	Target = 15 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours
July	Target = 108 hours Actual = 24 hours	Target = 168 hours Actual = 318 Hours	Target = 24 hours Actual = 30 Hours	Target = 36 hours Actual = 0 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 54 Hours	Target = 15 hours Actual = 0 Hours
August	Target = 108 hours Actual = 24 hours	Target = 168 hours Actual = 372 Hours	Target = 24 hours Actual = 18 Hours	Target = 36 hours Actual = 0 Hours	Target = 24 hours Actual = 24 Hours	Target = 15 hours Actual = 69 Hours	Target = 15 hours Actual = 0 Hours

September	Target = 108 hours Actual =66 hours	Target = 168 hours Actual =276 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 6 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual =48 Hours	Target = 15 hours Actual =21 Hours
October	Target = 108 hours Actual = 216 hours	Target = 168 hours Actual = 324 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual =6 Hours	Target = 24 hours Actual =0 Hours	Target = 15 hours Actual =0 Hours	Target = 15 hours Actual =60 Hours
November	Target = 108 hours Actual = 192 hours	Target = 168 hours Actual =516 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual =12 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 0 Hours	Target = 15 hours Actual =0 Hours
December	Target = 108 hours Actual =156 hours	Target = 168 hours Actual = 390 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 24 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual =0 Hours	Target = 15 hours Actual =0 Hours
January	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
February	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
March	Target = 108 hours Actual = hours	Target = 168 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 36 hours Actual = Hours	Target = 24 hours Actual = Hours	Target = 15 hours Actual = Hours	Target = 15 hours Actual = Hours
Cumulative Performance – December 2018	Cumulative Target = 972 Hours	Cumulative Target = 1,512 Hours	Cumulative Target = 216 Hours	Cumulative Target = 324 Hours	Cumulative Target = 216 Hours	Cumulative Target = 135 Hours	Cumulative Target = 135 Hours

<ul style="list-style-type: none"> • Cumulative Target = number of months x the monthly target; • Cumulative Actual = the totalling of each months actual. 	Cumulative Actual = 936 Hours	Cumulative Actual = 2,670 Hours	Cumulative Actual = 48 Hours	Cumulative Actual = 126 Hours	Cumulative Actual = 30 Hours	Cumulative Actual = 171 Hours	Cumulative Actual = 81 Hours
<p>Trend (RAG Rating):</p> <ul style="list-style-type: none"> • Green rating = Actual is less the Cumulative Target; • Amber rating = Actual is up to 2 days greater than the Cumulative Target; • Red rating = Actual is 3+ days greater that the Cumulative Target. 	▲	▼	▲	▲	▲	▼	▲

4.6 Detailed below in Table 4 is a summary of the total tonnage of waste collected and the total tonnage of waste collected for April 2018 to November 2018.

Month	Tonnage All Waste Collected	Tonnage All Waste Recycled (Recyclates + Garden Waste)	% of Waste Recycled	Trend (Target = 57% of Waste being Recycled) - RAG
April	2,789	1,638	58.73%	
May	3,224	2,052	63.65%	
June	2,949	1,845	62.56%	
July	2,370	1,306	55.11%	
August	2,658	1,550	58.31%	
September	2,698	1,613	59.79%	
October	2,796	1,594	57.01%	
November	2,583	1,409	54.55%	
December				
January				
February				
March				
Total	22,067	13,007	58.71%	

5.0 CONCLUSIONS

5.1 The Quarter 3 Performance Report continues to evidence the impact of the improvements made throughout the company with the majority of services excelling against the Performance target set of 80%.

Sickness rates within the Street Cleansing operation has seen a reduction, ensuring the company has adequate resource to deliver the standards it desires and improve the cleanliness of the district.

With the assistance of County and District wide campaigns like Metal Matters, which launched in Quarter 3, these will continue to assist in the reduction of waste sent to landfill and an overall increase in the Council's recycling rate working towards the Council's Corporate Plan.

The focus is now on improving the following areas based on performance to date:

- a) Continue working with the street cleansing crews using their in depth knowledge and experience to implement further efficiencies in the service schedules, guaranteeing the 80% target is reached within Quarter 4.
- b) Finalise minor amendments to CRM processes to ensure data gathered through the reports adequately quantify the company's efforts.
- c) Review the company Sickness/Absence Policy to allow efficient management of absenteeism against targets set.

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 6.1 The waste and street cleansing services are being delivered within the Council's revenue budget for the services.
- 6.2 In Quarter 4 (January to March 2019) it is planned that an equalities impact assessment for the waste and street cleansing services will be undertaken to reflect the improvements that have been made in the delivery of the services over the previous three quarters.

6.0 APPENDICES

Appendix 1: Summary of ECSS's Performance against the Annual Stretch Target for Resolving Service Requests: April to December 2018 (Service Requests through the Call Centre and Website Closed off (80%) within the Specified Response Time).

Background Documents

Location

The Grange,
Ely

Contact Officer

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Appendix 1: Summary of ECSS’s Performance against the Annual Stretch Target for Resolving Service Requests: October - December 2018 (Service Requests through the Call Centre and Website Closed off (80%) within the Specified Response Time).

Performance Summary – April to December 2018	Monthly				Cumulative			Trend
	Service Requests Received	Service Requests Closed	Service Requests Closed off within the Specified Response Time	Performance against Annual Stretch Target (80%)	Service Requests Received	Service Requests Closed off within the Specified Response Time	Performance against Stretch Target (80%)	
April Total Service Requests for the Domestic Collection Service.	187	159	49	30.82%				
May Total Service Requests for the Domestic Collection Service.	180	178	48	26.97%	367	97	26.43%	▼
June Total Service Requests for the Domestic Collection Service.	145	159	68	42.77%	512	165	32.23%	▲
July Total Service Requests for the Domestic Collection Service.	185	179	159	86.59%	692	453	65.46%	▲
August Total Service Requests for the Domestic Collection Service.	213	158	130	82.27%	850	583	68.58%	▲
September Total Service Requests for the Domestic Collection Service.	331	288	244	84.72%	1,138	827	72.67%	▲
October Total Service Requests for the Domestic Collection Service.	222	308	282	91.55%	1432	1083	75.62%	▲
November Total Service Requests	102	110	108	98.18%	1542	1191	77.23%	▲

for the Domestic Collection Service.								
December Total Service Requests for the Domestic Collection Service.	93	96	91	94.79%	1638	1282	78.26%	▲
April Total Service Requests for Recycling Collection Services.	212	141	18	12.76%				
May Total Service Requests for Recycling Collection Services.	191	208	32	15.38%	403	50	12.41%	▲
June Total Service Requests for Recycling Collection Services.	153	166	36	21.69%	578	86	14.88%	▲
July Total Service Requests for Recycling Collection Services.	167	173	129	74.56%	693	364	52.52%	▲
August Total Service Requests for Recycling Collection Services.	173	159	131	82.38%	852	495	58.09%	▲
September Total Service Requests for Recycling Collection Services.	145	140	119	85.00%	992	614	61.89%	▲
October Total Service Requests for Recycling Collection Services.	107	145	126	86.89%	1283	953	74.27%	▲
November Total Service Requests for Recycling Collection Services.	153	140	137	97.85%	1277	877	68.67%	▼
December Total Service Requests for Recycling Collection Services.	102	94	87	92.55%	1371	963	70.24%	▲
April Total Service Requests for Garden Waste Collections.	124	90	28	31.11%				
May Total Service Requests for	226	218	54	24.77%	350	82	23.43%	

Garden Waste Collections.								
June Total Service Requests for Garden Waste Collections.	140	156	44	28.20%	490	126	25.71%	▲
July Total Service Requests for Garden Waste Collections.	116	112	83	74.10%	402	297	73.88%	▲
August Total Service Requests for Garden Waste Collections.	111	121	98	80.99%	713	444	62.27%	▼
September Total Service Requests for Garden Waste Collections.	122	118	104	88.13%	831	548	65.94%	▲
October Total Service Requests for Garden Waste Collections.	113	117	106	90.59%	1109	720	64.93%	▼
November Total Service Requests for Garden Waste Collections.	91	100	97	97%	1048	751	71.66%	▲
December Total Service Requests for Garden Waste Collections.	56	60	58	96.66%	1108	809	73.01%	▲
April Total Service Requests for Bulky and Clinical Collections.	141	89	56	62.92%				
May Total Service Requests for Bulky and Clinical Collections.	129	147	72	48.98%	270	128	47.41%	▼
June Total Service Requests for Bulky and Clinical Collections.	125	113	42	37.17%	395	170	43.04%	▼
July Total Service Requests for Bulky and Clinical Collections.	151	124	101	81.45%	494	380	76.92%	▲
August Total Service Requests	135	142	119	83.80%	639	499	78.45%	▲

for Bulky and Clinical Collections.								
September Total Service Requests for Bulky and Clinical Collections.	133	146	134	91.78%	782	633	80.94%	▲
October Total Service Requests for Bulky and Clinical Collections.	127	126	116	92.06%	908	749	82.48%	▲
November Total Service Requests for Bulky and Clinical Collections.	134	131	109	83.20%	1039	858	82.57%	▲
December Total Service Requests for Bulky and Clinical Collections.	66	73	65	89.04%	1112	923	83%	▲
April Total Service Requests for Street Cleansing.	6	6	2	33.33%				
May Total Service Requests for Street Cleansing.	188	163	20	12.27%	373	34	9.12%	▼
June Total Service Requests for Street Cleansing.	159	152	25	16.45%	532	59	11.09%	▲
July Total Service Requests for Street Cleansing.	206	192	64	33.33%	919	230	25.02%	▲
August Total Service Requests for Street Cleansing.	206	202	85	42.07%	727	166	22.83%	▼
September Total Service Requests for Street Cleansing.	171	175	96	54.85%	1,094	326	29.79%	▲
October Total Service Requests for Street Cleansing.	139	151	89	58.94%	1245	415	33.33%	▲
November Total Service Requests for Street Cleansing.	121	113	81	71.68%	1348	496	36.79%	▲
December Total Service Requests for Street Cleansing.	96	101	80	79.20%	1459	576	39.47%	▲

Note: Set Response Times for Services Request:

Waste Collection Services
<ul style="list-style-type: none">• Missed waste, recycling and garden waste collections: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none">• Missed waste, recycling and garden waste collections assisted collections: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none">• Black Bags Not Left – Annual Delivery: Response time to close of the request is 10 working days.
<ul style="list-style-type: none">• Spillages all collection services: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none">• Operative behaviour - collection services: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none">• Refuse collection vehicle incidents: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none">• Bins not returned to property – recycling and garden waste collections: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none">• Replacement bin requests for recycling and garden waste services: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none">• Additional blue bin requests: Response time to close of the request is ten working days from receipt of the request.
<ul style="list-style-type: none">• Additional clear sacks request for recycling collections: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none">• Brown bags not left garden waste collections: Response time to close of the request is 5 working days
<ul style="list-style-type: none">• Second brown bin requests: Response time to close of the request is ten working days from receipt of the request.
<ul style="list-style-type: none">• Service requests for bulky items: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none">• Service requests for clinical collections: Response time to close of the request is ten working days from the receipt of the request.
<ul style="list-style-type: none">• Missed collection for bulky items: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none">• Missed collection for clinical waste: Response time to close of the request is 24 hours with requests received on a Friday having to be closed the following Monday.

Street Cleansing
<ul style="list-style-type: none"> • Litter picking and manual sweeping: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Mechanical Sweeping: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Emptying Litterbins: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Emptying Dog waste bins: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Removal of Dead Animals and Birds: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Removal of Dog waste: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Hazardous Flytip Removal: (including Hazardous Spillages): Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Non-hazardous Flytip Removal: Response time to close of the request is 48 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Offensive Graffiti Removal: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Non-offensive Graffiti Removal: Response time to close of the request is 48 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Autumn Leafing Clearance: Response time to close of the request is 48 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • Drug Paraphernalia clearance: Response time to close of the request is 24 hours, with requests received on a Friday having to be closed the following Monday.
<ul style="list-style-type: none"> • New and replacement litterbins: Response time to close of the request is 10 working days from the receipt of the request.
<ul style="list-style-type: none"> • New and replacement dog waste bins: Response time to close of the request is 10 working days from the receipt of the request.
<ul style="list-style-type: none"> • Other: Response time to close of the request is 5 working days from the receipt of the request.