
TITLE: END OF YEAR PERFORMANCE REPORT FOR WASTE AND STREET CLEANSING SERVICES

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Author: James Khan, Head of Street Scene

[U20]

1.0 ISSUE

1.1 To provide the Committee with an end of year update performance report for the Waste and Street Cleansing Services (ECSS).

2.0 RECOMMENDATION(S)

2.1 Councillors are requested to note the end of year performance and the improvements made.

3.0 BACKGROUND

3.1 The end of year report highlights the improvements made to the waste and street cleansing services over the past 12 months. It confirms the positive effect the enhanced management arrangements have made on the service and underpins the improvements made.

This report will evidence the substantial performance improvements that have been achieved since April 2018, increasing the level of service we are providing to the residents of the district and ensuring that East Cambridgeshire is a sought after place to live, work and visit.

In line with ongoing service improvements, the actions highlighted below have confirmed the future development of the overall service:

- a) To underpin the improvements that were made within the first 6 months of service a restructure of the waste and street cleansing service was commissioned. This has resulted in employing skilled, qualified and experienced staff able to drive performance and develop the service always striving to provide the best possible service to the residents of the district.
- b) A valued workforce forms a pivotal part of delivering success and improvements. Because of this, the last 12 months have seen a comprehensive pay review be undertaken with results ensuring that our operational employees are paid a fair rate for the work they do. On average, this has seen an annual increase of an HGV driver's wage by £2200, an operative by £2800 and a driver/operative by £3800.
- c) To support future development of employees, annual performance appraisals have been introduced with incremental rewards. These are linked to both individual performance and overall Company performance. This is set to drive employees towards excellence and continued growth of the service.
- d) Having the "right tool for the job" is the very basics of achieving success. Due to this considerable investment was made in the street cleansing operations. Two new high spec 18 tonne road sweepers were procured, in company colours.

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These new vehicles, heavily supported by new schedules has and will ensure we keep our streets clean and have the best tools for the right job.

- e) Promoting waste reduction and recycling is crucial to not only increasing the recycling rate within the district but doing our part to provide a sustainable environment to live in. Below is a photo of when the waste team visited a local school which saw the pupils create sea creature out of recycled material.
- f) Michael Recycle continues to support the waste team and is dedicated in spreading information surrounding waste and waste reduction. His social media presence across multiple platforms has ensured that valuable information is shared far and wide. Michael has been an integral resource and tool and he has been able to endorse everything East Cambs is striving to achieve.



- g) The Council's commitment to purge on plastic has seen waste collection points for both crisp packets and coffee pods, due to the fact that they currently cannot be recycled within the kerb side collection, introduced in the Council office foyer. We are committed to providing services to our residents that promote sustainability and will continue to seek new ways to reduce the waste we send to landfill.
- h) East Cambs has a thriving, well utilised and economical bulky waste collection. Providing this service to residents aids in the reduction of fly tipped waste spoiling and harming the district. To further support this service and harness its potential, last year we were able to double the frequency of collections.
- i) The implementation of a dedicated collection round dealing with litter and dog waste bins has allowed for an increase in service excellence. This implementation has seen an approx. reduction in recorded reports of litter bins requiring collection by 74% (figures taken from May 18 and April 19).
- j) Growing our own has and will continue to be a critical part of our success and development. The first 12 months saw an employee successfully pass his HGV driving test and has now become a valued HGV driver amongst the team. Next year will see two more candidates start their training.

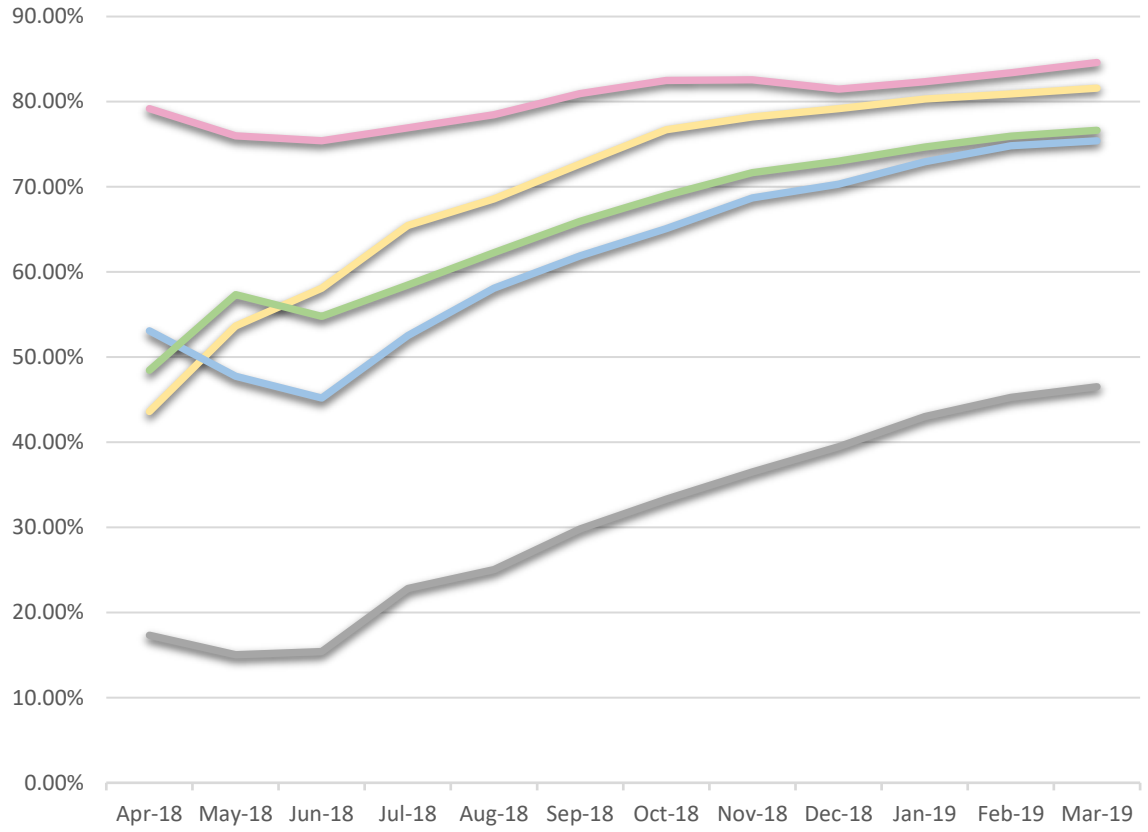
- k) What we do have an abundance of in East Cambridgeshire is dedicated, committed and willing residents. Many of these residents join together in both small and large groups and in partnership with the Parish Councils, in efforts to rid the district of litter. In order to support both Parish Councils and locally organised groups in their community, we have procured additional cleansing equipment which is readily available for them to borrow at the Council offices to assist with their efforts.
- l) In our efforts to continue the fight against fly tipping throughout the district, additional resource has been employed in Environmental Health. This has resulted in an increased focus and commitment in tackling this issue. In the last 6 months ECDC has awarded four Fixed Penalty Notices in relation to fly tipping, four FPNs in relation to littering offences and one successful prosecution from the court on multiple fly tipping offences. These successful outcomes will act as a deterrent to future offenders that East Cambridgeshire does not tolerate fly tipping and we will act accordingly.
- m) On 12th September 2018, after a positive public consultation with 95% of the respondents in support, the East Cambridgeshire District Council Public Space Protection Order Dog Fouling 2018 came into effect. The PSPO is valid for 3 years, after which it will be reviewed and potentially extended. The Order makes it an offence to allow a dog to foul on public land and not clear up after. Breach of the Order is a criminal offence and will result in a fixed penalty notice of £80.00, or upon summary conviction, a fine of £1000. The PSPO applies to all public places within the East Cambridgeshire District, and includes areas previously not covered by the Dog Fouling of Land Act, including common land and roadside verges. New signage has been created and installed in popular dog walking areas and problem hotspots around the district, to remind dog owners of their responsibility, especially in open green spaces, recreation grounds and sport pitches, parks and common land.
- n) Forming and developing good working relationships with external authorities has allowed us to provide our services to other areas of the district. This has included working with the Environment Agency in removing fly tipped waste from their land.
- o) As part of a degree, the waste team have had a student working within the team continuing the efforts on the purple plastics. This has involved in depth waste audits of Council services highlighting inefficiencies and advising ways they can reduce the amount of plastic used and thrown away.
- p) Listening to our employees and residents has been an imperative part of our success. Over the last year we have upgraded the quality and capacity of a large proportion of the dog waste bins around the district ensuring that they are fit for the job. We have also procured high quality litter bins to replace old and worn out bins ensuring both visual and practical aspects are achieved.

3.2 The following sections of this report confirm the positive increase in service performance.

4. PERFORMANCE UPDATE

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

ECSS Cumulative Stretch Targets



	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Domestic Collection Service	43.60%	53.67%	58.09%	65.46%	68.59%	72.67%	76.69%	78.21%	79.18%	80.31%	80.91%	81.59%
Recycling Collection Service	53.10%	47.74%	45.19%	52.53%	58.10%	61.90%	65.08%	68.68%	70.31%	72.96%	74.81%	75.40%
Garden Waste Collection Service	48.45%	57.32%	54.79%	58.45%	62.27%	65.94%	68.99%	71.66%	73.01%	74.66%	75.94%	76.64%
Bulky & Clinical Collections	79.17%	76.00%	75.41%	76.92%	78.46%	80.95%	82.49%	82.58%	81.47%	82.36%	83.39%	84.60%
Street Cleansing Service	17.34%	15.04%	15.43%	22.83%	25.03%	29.80%	33.33%	36.52%	39.48%	43.03%	45.28%	46.52%

— Domestic Collection Service
 — Recycling Collection Service
 — Garden Waste Collection Service
— Bulky & Clinical Collections
 — Street Cleansing Service

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			Jan			Feb			Mar		
	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend	Month	Cum	Trend
Refuse	92	76	▲	98	77	▲	95	78	▲	94	80	▲	93	81	▲	96	82	▲
Recycling	87	65	▲	98	69	▲	93	70	▲	95	73	▲	96	75	▲	88	75	-
Green	91	69	▲	97	72	▲	97	73	▲	98	75	▲	99	76	▲	86	77	▲
Bulk & Clinical	92	82	▲	83	83	▲	89	81	▼	97	82	▲	95	83	▲	98	85	▲
Street Cleansing	59	33	▲	72	37	▲	79	39	▲	72	43	▲	69	45	▲	61	47	▲

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

- 4.2 Throughout the year significant improvement has been achieved across all services with the majority of the services achieving performance levels into the high 90% within the second six months of the year. With the performance figures set to continue to increase by the end of the first quarter of year two. To ensure we continue to improve the level of service provided to the residents, throughout the next year we will be aiming to sustain the high levels of performance as well as looking to reduce the total number of reports recorded evidencing the overall increase in customer satisfaction.
- 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 has been one of the biggest hindrances to service delivery. In order to adequately manage absenteeism a refresh of the process and associated forms has taken place. This has ensured that all relevant information is taken at the appropriate time in order to assist in managing individuals' absenteeism.

In order to continue to effectively manage sickness absence, ECSS will be reviewing and updating the policy this year.

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)
HGV Drivers (Waste)	18	9	6
Loaders (Waste)	28	9	6
HGV Drivers (Street Cleansing)	4	9	6
Driver/Operatives (Street Cleansing)	6	9	6
Operatives (Street Cleansing)	4	9	6
Ops Management & Admin	4	9	6
Waste Management Team	4	5	3

- 4.5 The sickness report contained in Table 3 below highlights the levels of sickness absence across the waste and street services for 2018/19.
- a) An increase in sickness absence within the Ops management team was down to one member of staff suffering from flair ups of a pre-existing health condition.
 - b) The months indicating above target levels of sickness for Waste management were due to one member of staff being involved in a serious car accident.
 - c) High levels of sickness within the Waste operatives has largely been down to an increase in short term sickness absence. With the introduction of an attendance related target with the annual performance appraisals and the fact that they are directly linked to incremental pay, will have a positive impact on the management of these types of sickness absence.
 - d) The review of the sickness triggers within the policy will also assist in the efficient management of sickness absence and increase overall service delivery.

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

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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 = 126 hours	Target = 168 hours Actual = 252 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 36 Hours	Target = 24 hours Actual = 12 Hours	Target = 15 hours Actual = 51 Hours	Target = 15 hours Actual = 0 Hours
February	Target = 108 hours Actual = 102 hours	Target = 168 hours Actual = 234 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 6 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 87 Hours	Target = 15 hours Actual = 39 Hours
March	Target = 108 hours Actual = 132 hours	Target = 168 hours Actual = 66 Hours	Target = 24 hours Actual = 0 Hours	Target = 36 hours Actual = 0 Hours	Target = 24 hours Actual = 0 Hours	Target = 15 hours Actual = 75 Hours	Target = 15 hours Actual = 0 Hours
Cumulative Performance – March 2019	Cumulative Target = 1,296 Hours	Cumulative Target = 2,016 Hours	Cumulative Target = 288 Hours	Cumulative Target = 432 Hours	Cumulative Target = 288 Hours	Cumulative Target = 180 Hours	Cumulative Target = 180 Hours

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<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 = 1,296 Hours	Cumulative Actual = 3,224 Hours	Cumulative Actual = 48 Hours	Cumulative Actual = 168 Hours	Cumulative Actual = 42 Hours	Cumulative Actual = 384 Hours	Cumulative Actual = 120 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 than the Cumulative Target. 	▲	▼	▲	▲	▲	▼	▲

4.6 Due to delays in receiving the information from County detailed below in Table 4 is a summary of the total tonnage of waste collected for 2018/19.

Month	Tonnage All Waste Collected	Tonnage All Waste Recycled (Recyclates + Garden Waste)	% of Waste Recycled	Trend (Target = 57% of Waste being Recycled) - RAG
April	2,739	1,602	58.47%	
May	3,140	2,016	64.21%	
June	2,919	1,822	62.44%	
July	2,380	1,328	55.80%	
August	2,627	1,529	58.21%	
September	2,677	1,604	59.92%	
October	2,785	1,594	57.21%	
November	2,575	1,409	54.73%	
December	2,163	1,050	48.52%	
January	2,592	1,279	49.33%	
February	2,048	1,031	50.33%	
March	2,192	1,160	52.92%	
Total	30,837	17,424	56.01%	

4.7 Waste tonnage and recycling figures fluctuate throughout the year. During the summer months it is typical to see an increase in the recycling rate due to the increase in organic waste being produced. The proposals set out within the Governments Waste and Resource Strategy look to bring a clear, precise and consistent approach to waste collection across the UK. This will assist with educating residents surrounding waste and recycling and support the push for waste reduction and the importance of correctly recycling waste. ECDC have commissioned a waste survey to take place this year to gather further information highlighting waste that residents are presenting as part of their household waste collection that could have been recycled. This will then enable us to tailor future education campaigns to target this type of behaviour and increase the overall recycling rate.

5.0 CONCLUSIONS

- 5.1 The End of Year Performance Report provides evidence in support of the improvements made throughout the company with the majority of services excelling against the Performance target set of 80%.
- 5.2 The re-structure and pay review ensure that the company has both highly skilled and valued employees underpinning its future success.
- 5.3 Interactive and visual educational tools have enabled us to effectively teach the younger generation surrounding the importance of recycling and reducing the impact we have on the environment. Furthering education in schools will aid in increasing our recycling rate paired with the many local events the waste team attend promoting the service and providing residents with valuable information to assist them in appropriately dealing with their waste ensuring we continue to have committed and determined residents.

- 5.4 Substantial improvements and efficiencies of service delivery have ensured we provide a high valued service as well as allowing for growth of the business to be able to look to develop as a commercial entity.

The focus for the coming year will be on the following:

- Improving communication and educational programmes
- Reviewing the sickness absence policy
- Defining street cleansing activities to consistently achieve performance target
- Carry out first annual performance appraisals
- Carry out first stage of round reconfiguration

6.0 FINANCIAL IMPLICATIONS/EQUALITY IMPACT ASSESSMENT

- 6.1 The waste and street cleansing services are being delivered within the contract value.

6.0 APPENDICES

Appendix 1: Summary of ECSS's Performance against the Annual Stretch Target for Resolving Service Requests: April 2018 to March 2019 (Service Requests through the Call Centre and Website Closed off (80%) within the Specified Response Time).

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 2018 to March 2019	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%	▲

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November Total Service Requests for the Domestic Collection Service.	102	110	108	98.18%	1542	1191	77.23%	▲
December Total Service Requests for the Domestic Collection Service.	93	96	91	94.79%	1638	1282	78.26%	▲
January Total Service Requests for the Domestic Collection Service.	137	141	132	93.62%	1793	1440	80.31%	▲
February Total Service Requests for the Domestic Collection Service.	87	88	82	93.18%	1881	1522	80.91%	▲
March Total Service Requests for the Domestic Collection Service.	101	91	87	95.60%	1972	1609	81.59%	▲
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%	▲

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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%	▲
January Total Service Requests for Recycling Collection Services.	151	164	156	95.12%	1535	1120	72.96%	▲
February Total Service Requests for Recycling Collection Services.	126	132	127	96.21%	1667	1247	74.81%	▲
March Total Service Requests for Recycling Collection Services.	101	81	71	87.65%	1748	1318	75.40%	▲
April Total Service Requests for Garden Waste Collections.	124	90	28	31.11%				
May Total Service Requests for Garden Waste Collections.	226	218	54	24.77%	350	82	23.43%	
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%	▼

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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%	▲
January Total Service Requests for Garden Waste Collections.	78	80	78	97.50%	1188	887	74.66%	▲
February Total Service Requests for Garden Waste Collections.	74	67	66	98.51%	1255	953	75.94%	▲
March Total Service Requests for Garden Waste Collections.	105	98	84	85.71%	1353	1037	76.64%	▲
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 for Bulky and Clinical Collections.	135	142	119	83.80%	639	499	78.45%	▲
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%	▲

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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	48	65.75%	1112	906	81.47%	▲
January Total Service Requests for Bulky and Clinical Collections.	84	67	65	97.01%	1178	971	82.36%	▲
February Total Service Requests for Bulky and Clinical Collections.	113	109	103	94.50%	1288	1074	83.39%	▲
March Total Service Requests for Bulky and Clinical Collections.	119	121	118	97.52%	1409	1192	84.60%	▲
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%	▲

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January Total Service Requests for Street Cleansing.	180	177	128	72.32%	1636	704	43.03%	▲
February Total Service Requests for Street Cleansing.	159	155	107	69.03%	1791	811	45.28%	▲
March Total Service Requests for Street Cleansing.	144	148	91	61.49%	1939	902	46.52%	▲

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 Fly tip 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 Fly tip 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.