
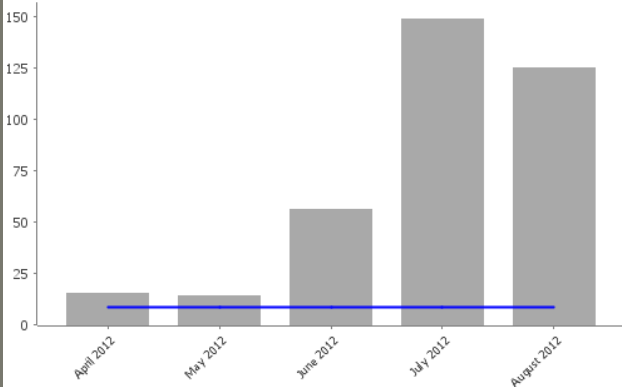

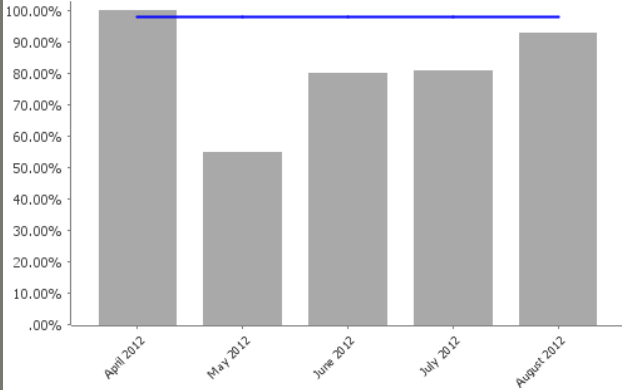


Services Select Committee

Green Waste Service Performance 2012/13



Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI Waste 004	Number of missed green waste collections	359	42		 <table border="1"> <caption>Missed Green Waste Collections (2012)</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>15</td> </tr> <tr> <td>May 2012</td> <td>15</td> </tr> <tr> <td>June 2012</td> <td>55</td> </tr> <tr> <td>July 2012</td> <td>145</td> </tr> <tr> <td>August 2012</td> <td>125</td> </tr> </tbody> </table>	Month	Value	April 2012	15	May 2012	15	June 2012	55	July 2012	145	August 2012	125	<p>The number of missed garden waste collections between April and August 2012/13 is 359 [236 bins and 123 sacks] compared with 71 over the same period last year. The annual target for 2012/13 for missed garden waste collections is 100.</p> <p>This collection crew has been through major staffing changes lately due to a combination of staff departures and long term sickness, resulting in the need to engage agency staff until vacancies are filled permanently. Agency staff are not as familiar with the collection rounds as directly employed staff.</p> <p>A new Supervisor/Driver has recently started and has been tasked with turning round performance as a matter of priority, particularly for those customers with a bin permit. Performance will continue to be closely monitored on a weekly basis.</p>
Month	Value																	
April 2012	15																	
May 2012	15																	
June 2012	55																	
July 2012	145																	
August 2012	125																	

Code	Description	Year to Date Value	Year to Date Target	Status	Trend Chart	Latest Note												
LPI Waste 005	Percentage of missed green waste collections corrected by next working day	81.80%	98.00%		 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>April 2012</td> <td>100.00%</td> </tr> <tr> <td>May 2012</td> <td>55.00%</td> </tr> <tr> <td>June 2012</td> <td>80.00%</td> </tr> <tr> <td>July 2012</td> <td>80.00%</td> </tr> <tr> <td>August 2012</td> <td>92.00%</td> </tr> </tbody> </table>	Month	Percentage	April 2012	100.00%	May 2012	55.00%	June 2012	80.00%	July 2012	80.00%	August 2012	92.00%	<p>Performance against this indicator is directly affected by the increased number of missed collections to be corrected, 359 between April and August 2012/13.</p> <p>The garden waste collection crew have been through a period of staff changes due to staff departures and long term sickness requiring the use of agency staff until vacancies are filled permanently.</p> <p>The agency staff's knowledge of the rounds is not as good as the permanent crews. A new Supervisor/Driver has been appointed and has been tasked with turning round performance as a matter of priority. Performance will be monitored on a weekly basis.</p>
Month	Percentage																	
April 2012	100.00%																	
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Further Update from Head of Environmental & Operational Services

The performance issue with missed green waste collections has peaked since June this year but actions taken by the Council in August with the recruitment of new staff and better communication of the collection rounds performance is starting to improve.

A new Supervisor/Driver has been appointed and this has been integral to enabling the crew and the overall level of service to improve. He has spent the last 6 weeks working with each of the 3 crews to better define their collection rounds. Each crew carries out alternate weekly collections of bins [permit holders] and sacks, containing garden waste. Through this system the whole District can be covered by just 3 rounds, made up of 1 vehicle and a crew of 2 including the driver, over a 2 week period. There are over 6,000 green waste permit holders in the District, which the crew has addresses for. However as green waste sacks can be purchased at any time by any household the crews don't know who may have purchased sacks or when they may put them out for collection. As a result they need to drive down and check every road on their round.

The main reason for the poor performance this year has been changes to the crew, due to long term sickness and staff leaving the Council. New staff are learning the rounds and starting to improve performance, but whilst they were being recruited the Council had to rely heavily on agency staff, who don't have the best knowledge of the rounds and as a result missed a large number of collections.

Positively since the rounds have now been fully defined to the crews, performance has substantially improved and the Driver/Supervisor is working hard towards achieving his key performance target of sustained improvement in the collection of green waste.