Cleansing Performance

Performance June 23 – July 24
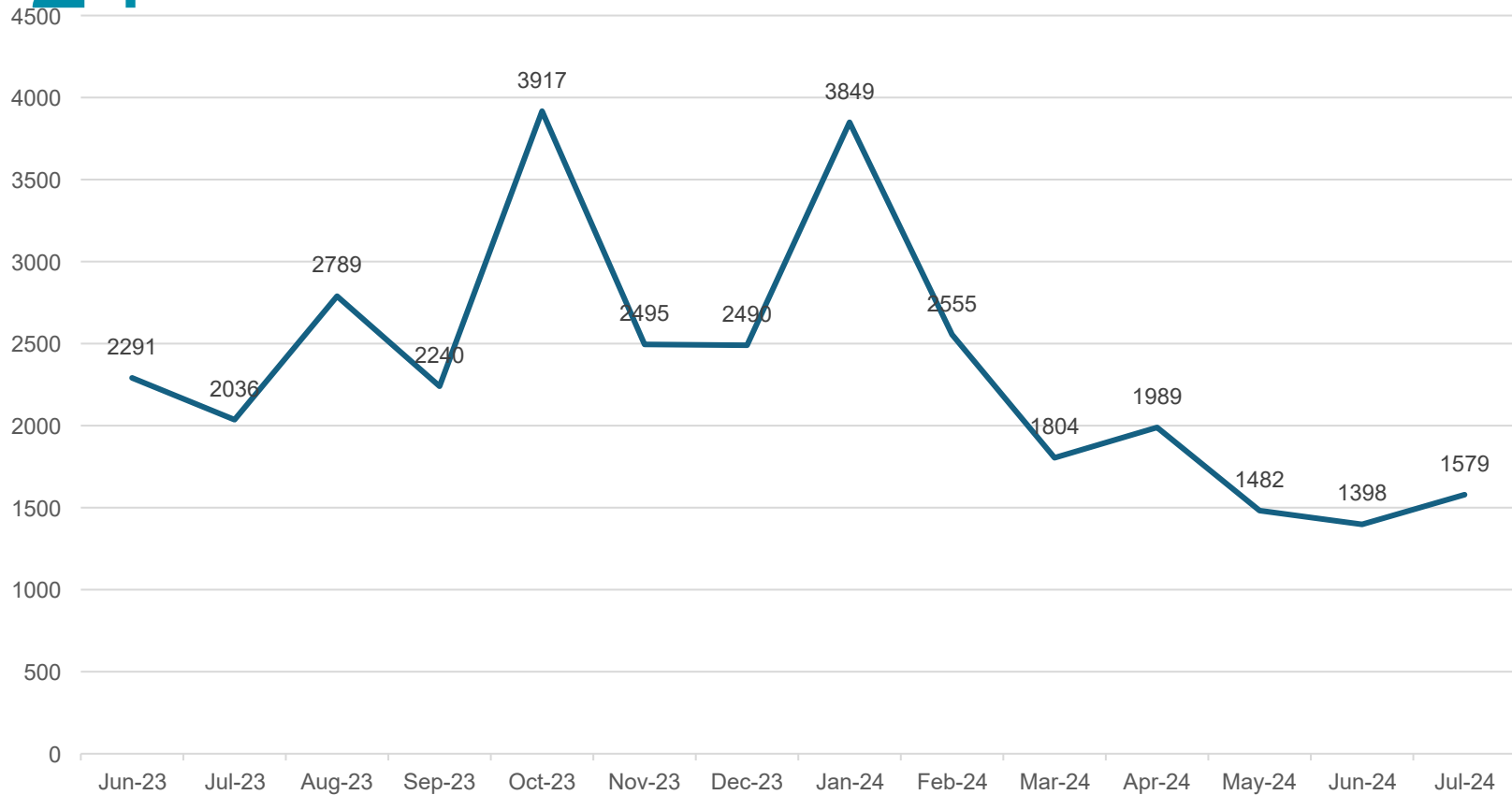
District wide *(May-Aug)*
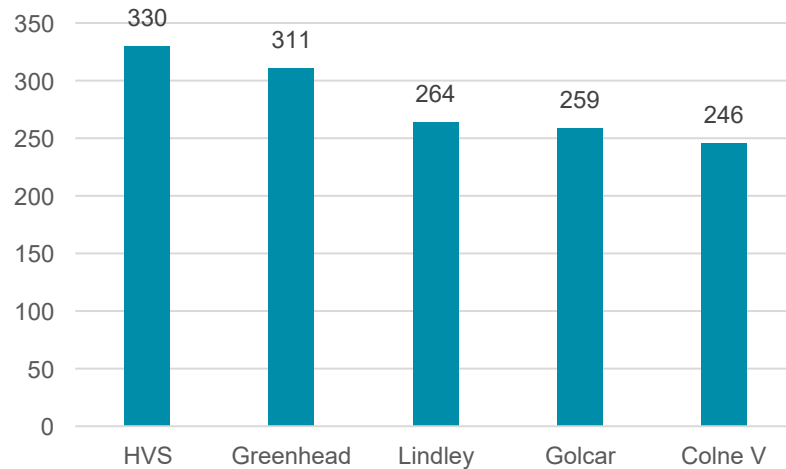
Missed Bins by colour

	Number	Percentage
Grey	2225	99.80%
Green	1499	99.87%
Brown	803	99.59%
Total	4527	99.81%

Complaints

	Number
Complaints	1297
Cllr Enquiries	72
Repeat	422 (9.3%)

Top 5 wards (missed bins)

Top 5 wards (repeat complaints)
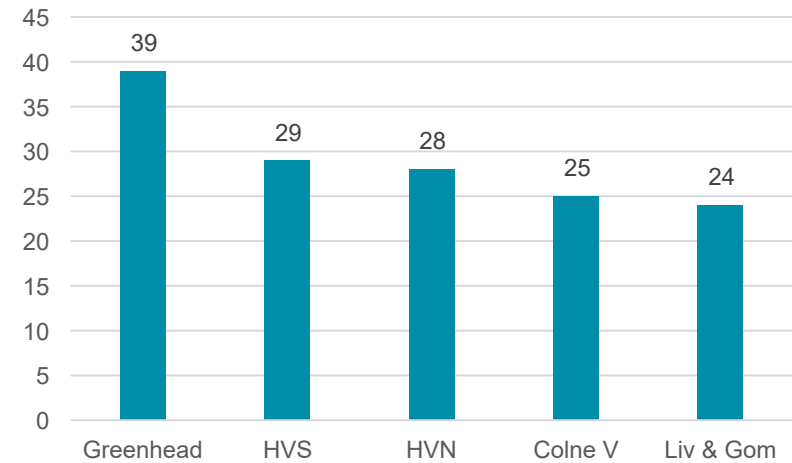
The benefits of area-based working

- Accountability for crews.

- Consistent availability to return for blocked access and missed bins.

- Allows crews to learn geography of their area.

- Easier to spot pressures through new house building.

- More targeted approach to customer comms.

Examples of restricted access

Combatting restricted access

- Current narrow track vehicles we rely on for harder to reach areas were not offered to us during our tendering exercise.

- Narrow track vehicles are being phased out by the only supplier.

- Currently investigating different ways of working, including engaging with other local authorities, to understand best practices.

- Reviewing how we communicate access issues alongside colleagues from comms and IT as the council move to a digital first model for customer interaction.

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Exceptions

Each access issue is returned to a minimum of twice, increasing journey times, fuel usage and cost.

Raised lids and heavy bins can cause injury to crews, which may result in time off and increased staffing pressures.

Contaminated green bins cost the authority around £460K. We are trialling new ways of working in the North of the district to bring this down.

	Feb	March	April
Access issues	5965	3490	2289
Not presented	9622	17541	18059
Unauthorised bin	230	172	168
Raised lid	118	119	46
Heavy bin	47	71	62
Contaminated Green	3870	2597	2682
Contaminated Grey/Brown	85	190	283
Other	819	601	411
Total	20756	24781	24000

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What's next for cleansing

- Reviewing the market to understand how technology and new systems can support service improvement.

- Using best practice knowledge to understand how to best serve harder to access locations.

- Work with comms and IT to look at a digital first approach, and how best to use non digital solutions in a cost-effective way.

- Reroute our rounds in the south of the district to the area based working model.