

	<b>Performance and Finance Select Committee</b>  <b>8th December 2008</b>
For Information	Wards Affected: ALL
<b>Report Title:            Waste Contract Performance</b>	

**This report provides an update on the performance of the Council's Waste Services Contract with Veolia, specifically with respect to recycling, street cleansing, missed collections and complaints.**

## **1. Waste & Recycling**

The compulsory recycling initiative has improved the recycling rate to 29.3% from 23.7% at the same point last year. An additional 3499 tonnes of waste have either been composted or recycled this year. After 7 months 5163 less tonnes had been landfilled.

	Monthly Rate 07/08	Monthly Rate 08/09	Diff +/-
April	22.3%	26.3%	4.00%
May	25.3%	29.4%	4.04%
June	25.4%	27.0%	1.55%
July	21.1%	31.1%	10.04%
August	22.4%	28.5%	6.15%
September	22.9%	34.6%	11.69%
October	26.4%	28.2%	1.76%
<b>YTD AVGE</b>	<b>23.7%</b>	<b>29.3%</b>	<b>5.61%</b>
November	23.9%		
December	17.7%		
January	18.1%		
February	23.5%		
March	18.3%		
<b>YEAR AVERAGE</b>	<b>22.3%</b>	<b>29.3%</b>	

	07/08	08/09	Diff +/-
<b>DRY</b>			
April	1113	1214	101
May	1150	1310	160
June	1202	1313	111
July	1146	1386	240
August	1365	1437	72
September	1235	1522	287
October	1399	1515	115
			<b>1086</b>

	07/08	08/09	Diff +/-
<b>ORGANIC</b>			
April	965	832	-134
May	1174	1599	425
June	1199	1468	269
July	1128	1406	278
August	984	1359	375
September	787	1666	879
October	956	1276	320
			<b>2413</b>

	07/08	08/09	Diff +/-
<b>TOTAL RECYCLED / COMPOSTED</b>			
April	2079	2046	-33
May	2324	2908	585
June	2401	2781	380
July	2274	2792	518
August	2348	2796	447
September	2022	3188	1166
October	2355	2790	435
			<b>3499</b>

	07/08	08/09	Diff +/-
<b>LANDFILLED</b>			
Q1	22943	22054	-888
Q2	25318	21044	-4274
Q3	22284		
Q4	22818		
			<b>-5163</b>

	07/08	08/09	Diff +/-
<b>RATE</b>			
Q1	24.35%	27.64%	3.28%
Q2	23.16%	31.21%	8.05%
Q3	23.00%		
Q4	22.20%		
			<b>12 month 25.54%</b>



**Brent** – building a better borough

IF YOU WOULD LIKE THIS DOCUMENT IN A LARGER FONT SIZE PLEASE CONTACT 020 8937 5093

	Green Box 06/07	Green Box 07/08	Green Box 08/09	
April	545	558	662	104
May	621	654	697	43
June	647	657	714	57
July	612	612	784	172
August	600	754	809	55
September	668	807	953	147
October	679	903	946	44
November	674	821		
December	567	711		
January	735	860		
February	609	627		
March	668	686		<b>621</b>

	Bring Sites 06/07	Bring Sites 07/08	Bring Sites 08/09	
April	172	295	254	-41
May	173	279	251	-28
June	217	228	244	15
July	223	282	246	-36
August	202	289	293	4
September	204	192	236	44
October	186	135	236	102
November	195	93		
December	186	104		
January	176	103		
February	184	176		
March	192	210		<b>60</b>

	Organic 06/07	Organic 07/08	Organic 08/09	
April	754	965	832	-134
May	1544	1174	1599	425
June	1665	1199	1468	269
July	1003	1128	1406	278
August	915	984	1359	375
September	1208	787	1666	879
October	965	956	1276	320
November	955	830		
December	629	383		
January	595	362		
February	508	490		
March	688	498		<b>2413</b>



**Brent** – building a better borough

IF YOU WOULD LIKE THIS DOCUMENT IN A LARGER FONT SIZE PLEASE CONTACT 020 8937 5093

	Refuse 06/07	Refuse 07/08	Refuse 08/09	
April	6104	6723	5447	-1276
May	6528	6320	6381	61
June	5947	6672	7313	641
July	7669	8167	6091	-2076
August	7428	7752	6770	-981
September	6281	6486	5893	-593
October	6068	6006	6623	617
November	5970	6216		
December	7438	6783		
January	7173	6925		
February	5017	4831		
March	6300	7297		<b>-3608</b>

	s52/9 Tonnes 06/07	s52/9 Tonnes 07/08	s52/9 Tonnes 08/09	
April	8586	9328	7625	-1703
May	9986	9251	9914	663
June	9421	9685	10320	635
July	11045	11221	8906	-2315
August	10617	10688	9853	-835
September	9101	8911	8850	-61
October	8925	8672	9557	885
November	8820	8799		
December	9783	8960		
January	9370	9127		
February	6841	6750		
March	8287	9545		<b>-2732</b>



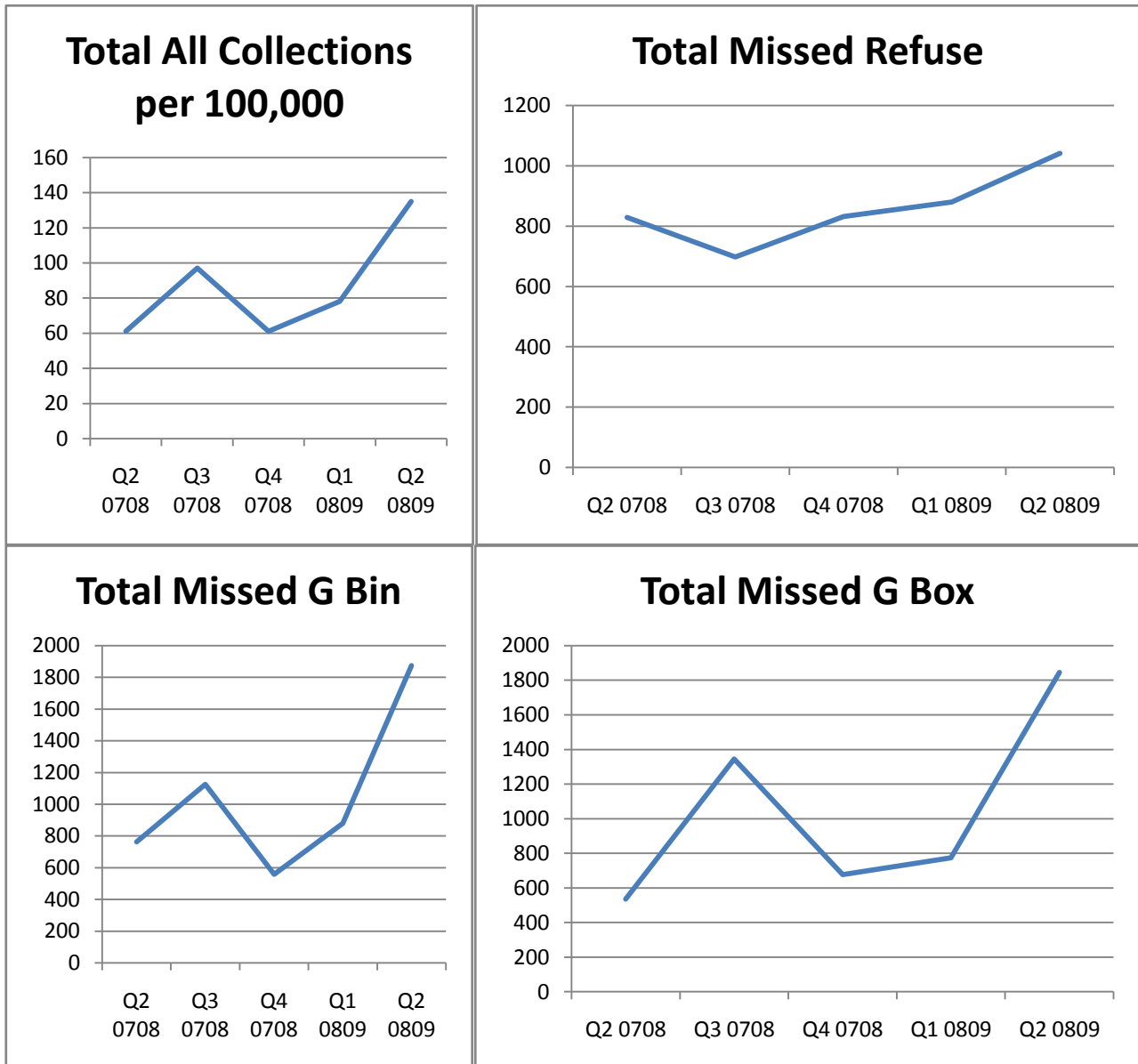
**Brent** – building a better borough

IF YOU WOULD LIKE THIS DOCUMENT IN A LARGER FONT SIZE PLEASE  
CONTACT 020 8937 5093

## 2. Collections

There has been no improvement so far this year with the average for all collection systems being far less than the target of 40 per 100,000. Performance has slipped dramatically in recent weeks. This can be attributed in part to the pressures of compulsory recycling. Also, coding issues need to be resolved with the Call Centre to ensure missed collections are not being accepted prematurely.

**This is an area of concern.**



**Brent** – building a better borough

IF YOU WOULD LIKE THIS DOCUMENT IN A LARGER FONT SIZE PLEASE CONTACT 020 8937 5093

### **3. Street Cleansing**

The upgraded cleansing specification delivered a step change in cleansing performance in Year 1 of the new contract. The first tranche survey for this year showed further significant improvement. However, the Tranche 2 survey results – still unconfirmed – show a worsening position, particularly with respect to detritus. It is suspected unattended weed growth contributed to this. A targeted approach to achieving the 19% target has been planned for Tranche 3.

---

#### **BV199 calculation Tranche 2 08/09 (UNCONFIRMED)**

<b>Class</b>	<b>Litter</b>	<b>Detritus</b>	<b>Combined</b>
Main retail	8%	10%	9%
Other Retail	16%	11%	14%
High Obs Housing	23%	47%	35%
Med Obs housing	11%	44%	28%
Low Obs Housing	3%	29%	16%
Industry	8%	47%	28%
Main roads	8%	24%	16%
Other highways	45%	35%	40%
Recreation areas	18%	22%	19%
<b>ALL</b>	<b>16%</b>	<b>30%</b>	<b>22%</b>

---

<b>2008/09</b>	<b>Target</b>	<b>19%</b>
	<b>Tranche 1</b>	<b>13%</b>
	<b>Tranche 2</b>	<b>22%</b>
	<b>Average</b>	<b>17.5%</b>
	<b>Target Tranche 3</b>	<b>&lt;22%</b>

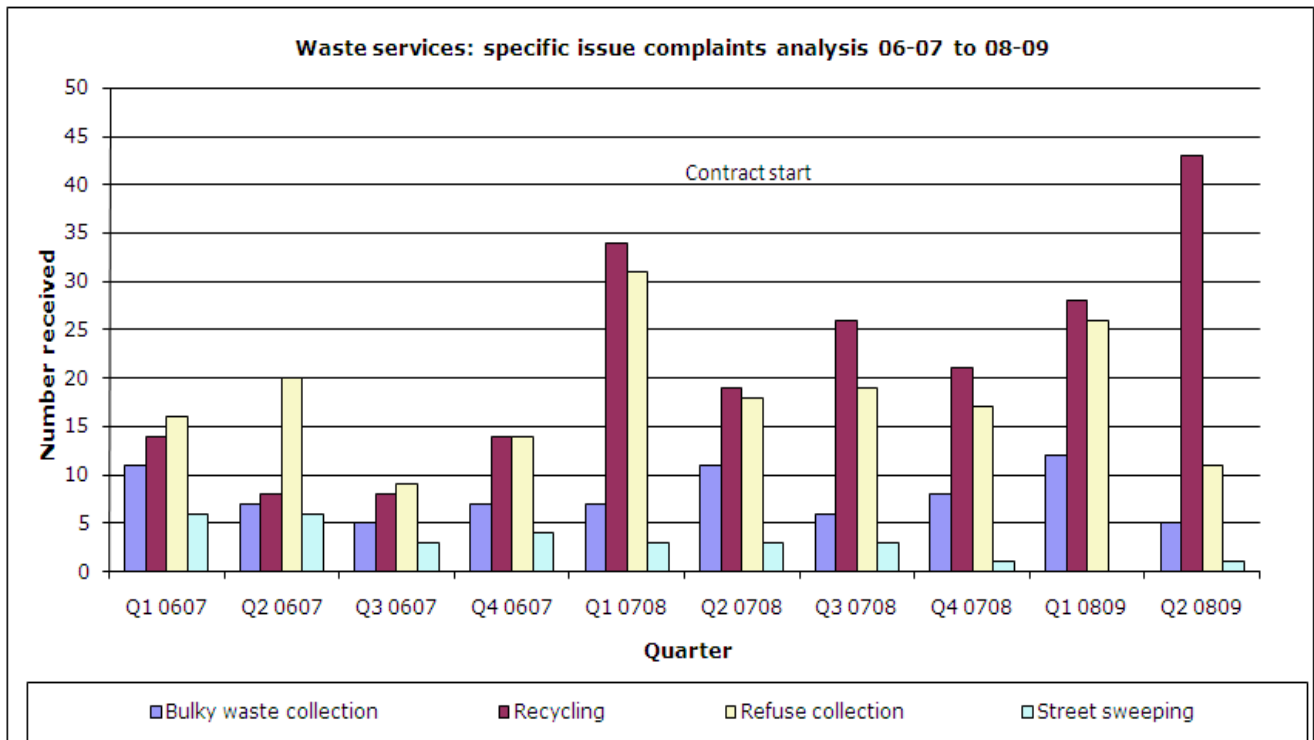


**Brent** – building a better borough

IF YOU WOULD LIKE THIS DOCUMENT IN A LARGER FONT SIZE PLEASE  
CONTACT 020 8937 5093

## 4. Complaints

Complaints rose significantly in Quarter 2. This can be attributed in part to the pressures brought on by the launch of the compulsory recycling initiative which saw increases in tonnage and participation. The recycling service saw by far the largest increase in complaints. Street cleansing complaints are much reduced on previous years.



**Brent** – building a better borough

IF YOU WOULD LIKE THIS DOCUMENT IN A LARGER FONT SIZE PLEASE CONTACT 020 8937 5093