



**Performance and Finance Select  
Committee**

**16<sup>th</sup> February 2010**

For Information

Wards Affected:  
ALL

**Report Title: Waste Contract Performance**

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

**Waste & Recycling**

Waste data to the end of December shows a recycling rate of 30.69%, a 1.5 percentage point increase on the same period last year. This includes a 12% increase in the amount of organic waste collected for composting, but a 6% decrease in the amount of dry waste recycled. This represents a combined increase in the amount of waste either composted or recycled of 2%.

Landfilled waste has reduced by 2893 tonnes, i.e. a 5% decrease. Total waste is down by 2.87%

Month	Household Total recycling 2009/10	Household Total recycling 2008/9	Household Total landfilled 2009/10	Household Total landfilled 2008/9	Household landfilled and recycled 2009/10	Household landfilled and recycled 2008/9
Apl	2990.46	2045.83	5417.45	5727.71	8407.91	7773.54
May	3105.86	2908.43	7626.84	6996.38	10732.70	9904.81
Jun	3202.15	2781.26	5870.41	7531.95	9072.56	10313.21
Jul	2908.79	2857.21	5041.21	6184.84	7950.00	9042.05
Aug	2791.46	2866.79	7211.36	7011.09	10002.82	9877.88
Sep	2439.83	3210.696	5908.46	6014.22	8348.30	9224.92
Oct	2320.40	2753.798	5871.19	7408.67	8191.59	10162.46
Nov	2668.49	2403.52	7144.33	5687.42	9812.82	8090.94
Dec	1953.47	2011.498	4965.90	5387.55	6919.37	7399.05
<b>Totals</b>	<b>24380.91</b>	<b>23839.03</b>	<b>55057.15</b>	<b>57949.83</b>	<b>79438.06</b>	<b>81788.86</b>
<b>% Rates</b>	<b>30.69%</b>	<b>29.15%</b>	<b>69.31%</b>	<b>70.85%</b>	<b>Overall increase</b>	<b>-2.87%</b>

## Street Cleansing

This year's second set of scores has now been received. They show an improvement on this year's first tranche and on the same period last year.

In tranche 2, 6% of streets failed to meet an acceptable litter standard compared to 9% last year. 13% of streets failed to meet an acceptable detritus standard compared to 21% last year.

The average so far this year for litter is 6.5% for litter compared to 7% last year and 17.5% for detritus compared to 16% last year. Therefore, there has been no significant overall change.

### NI195

2008/09

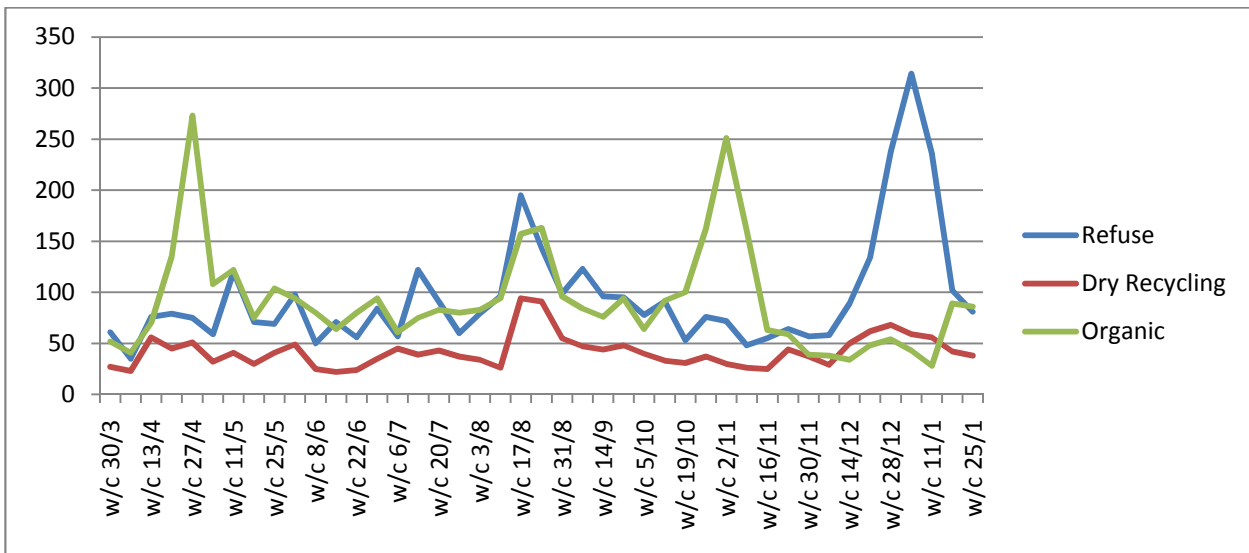
	L	D
Tranche 1	5%	11%
Tranche 2	9%	21%
<b>YTD Average</b>	<b>7%</b>	<b>16%</b>
Tranche 3	6%	10%
<b>Year Average</b>	<b>7%</b>	<b>14%</b>

2009/10

Tranche 1	7%	22%
Tranche 2	6%	13%
<b>YTD Average</b>	<b>6.5%</b>	<b>17.5%</b>

## Missed Collections

Missed collections have returned to an acceptable level in the past 2 weeks. These peaked at the start of January because of Christmas schedules and service suspensions due to snow and ice. Peaks in organic missed collections in April and October are due to high tonnages in those months.



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## Complaints

Complaints remain well down on previous years. The overall number of complaints dropped to a very low level in Quarter 3. Recycling and bulky waste complaints are at their lowest level since the contract began. The rise in refuse complaints in Q2 can be attributed to the round reorganisation undertaken during that period. Those complaints started to drop again in Q3.

Quarter	Bulky waste collection	Recycling	Refuse collection	Street sweeping	Total
Q1 0607	11	14	16	6	47
Q2 0607	7	8	20	6	41
Q3 0607	5	8	9	3	25
Q4 0607	7	14	14	4	39
Q1 0708	7	34	31	3	75
Q2 0708	11	19	18	3	51
Q3 0708	6	26	19	3	54
Q4 0708	8	21	17	1	47
Q1 0809	12	28	26	0	66
Q2 0809	5	43	11	1	60
Q3 0809	6	24	13	3	46
Q4 0809	6	17	8	3	34
Q1 0910	5	18	15	2	40
Q2 0910	8	17	19	2	46
Q3 0910	2	6	16	2	26
Totals	106	297	252	42	697
Total 0607	30	44	59	19	152
Total 0708	32	100	85	10	227
Total 0809	29	112	58	7	206
Total 0910	15	41	50	6	112

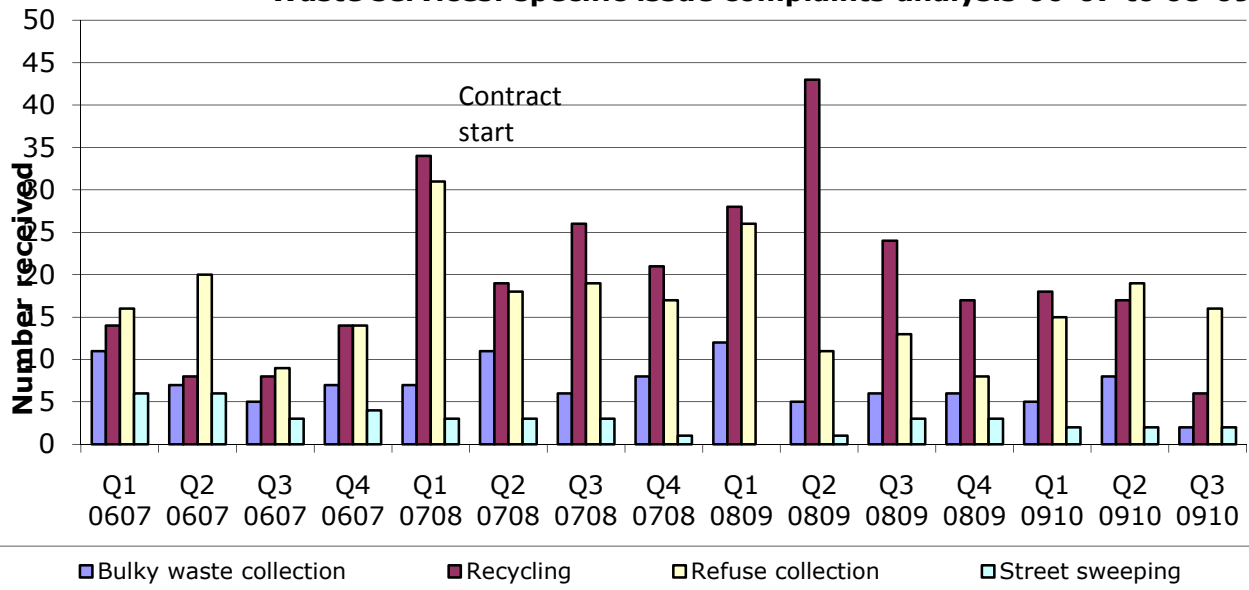


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**Waste services: specific issue complaints analysis 06-07 to 08-09**



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