

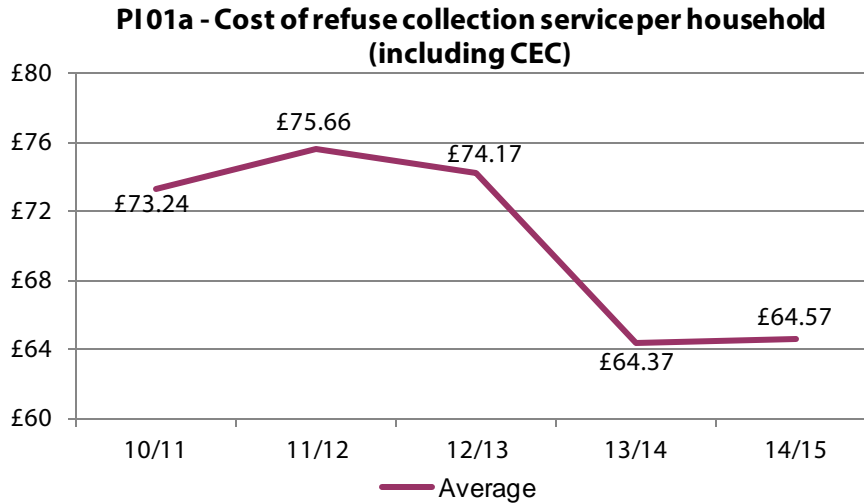
# **Refuse collection, recycling and street cleansing trends: how are we performing?**



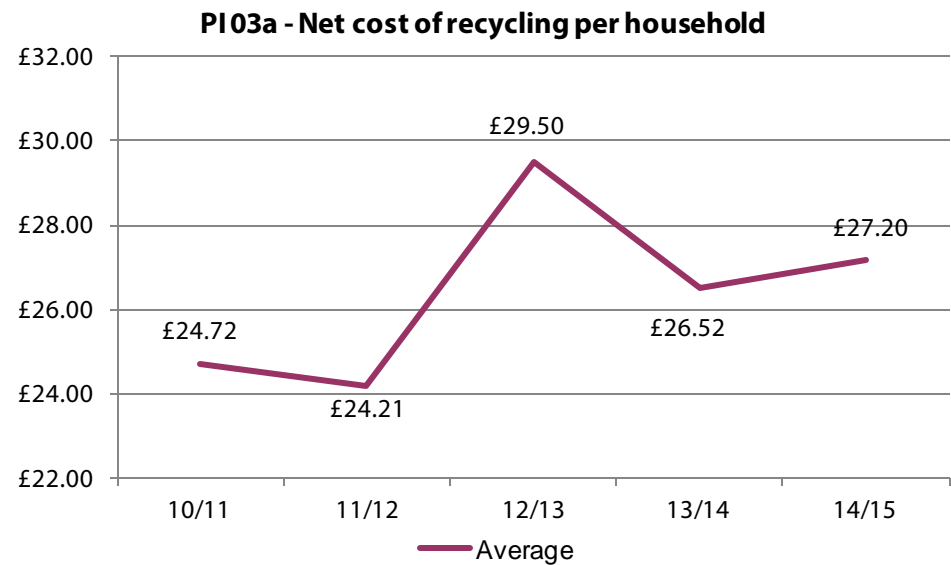
Tuesday 26 April 2016

Debbie Johns, Head of Performance Networks

# What is the evidence saying?

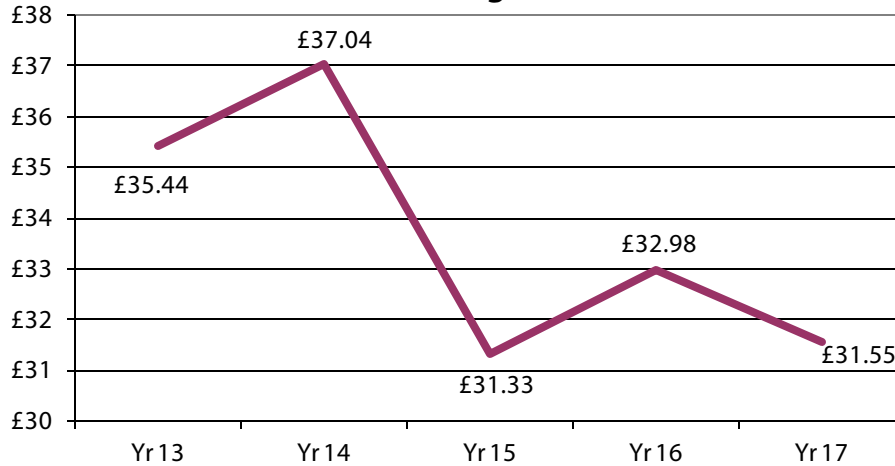


## Refuse collection



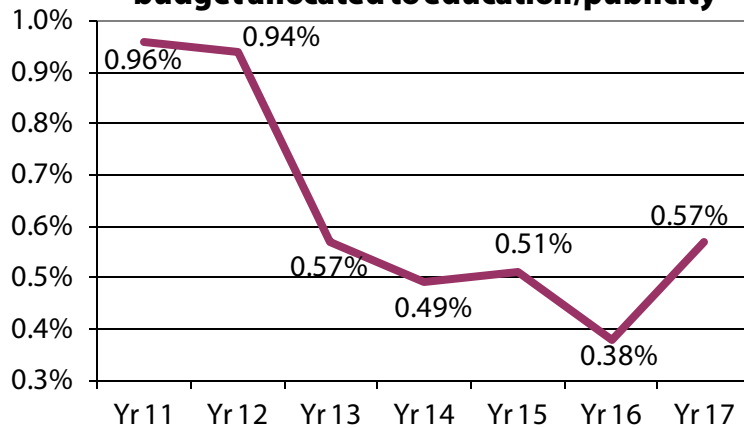


**PI 03 Cost of cleansing service per household (including CEC)**

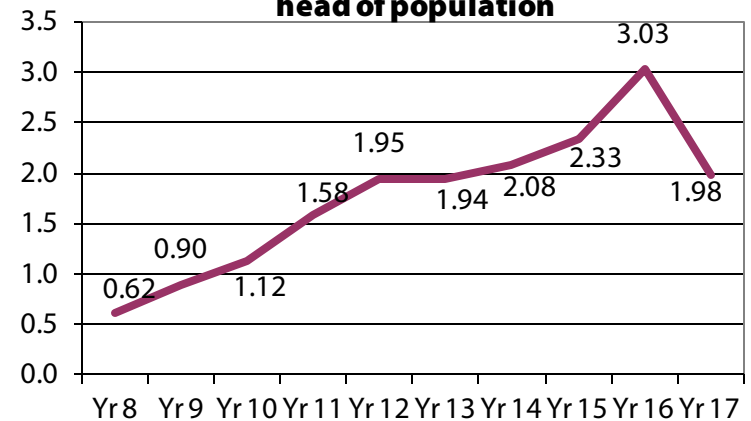


## Street cleansing

**PI 40 Percentage of street cleansing budget allocated to education/publicity**

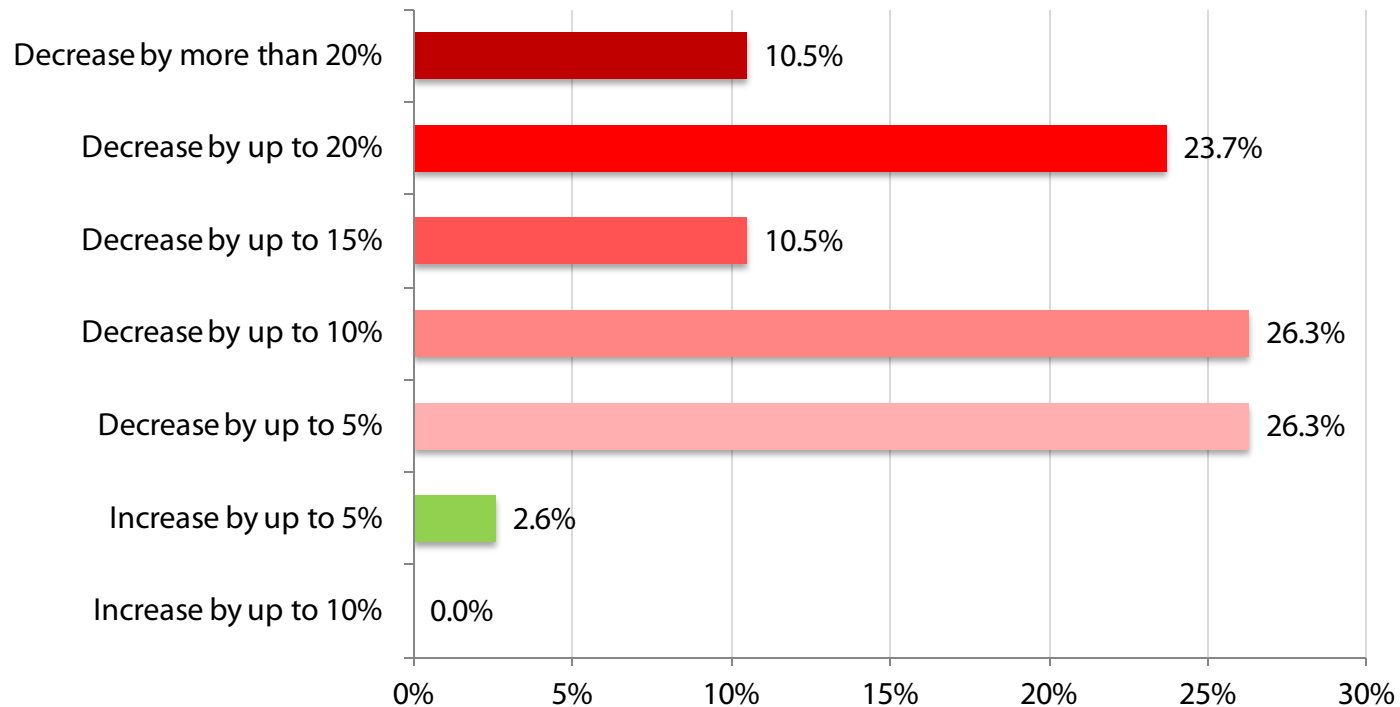


**Fixed penalty notices issued per 1,000 head of population**





## What is your expectation of the level of funding in your service budget in the coming five years?



# Typical cost break down

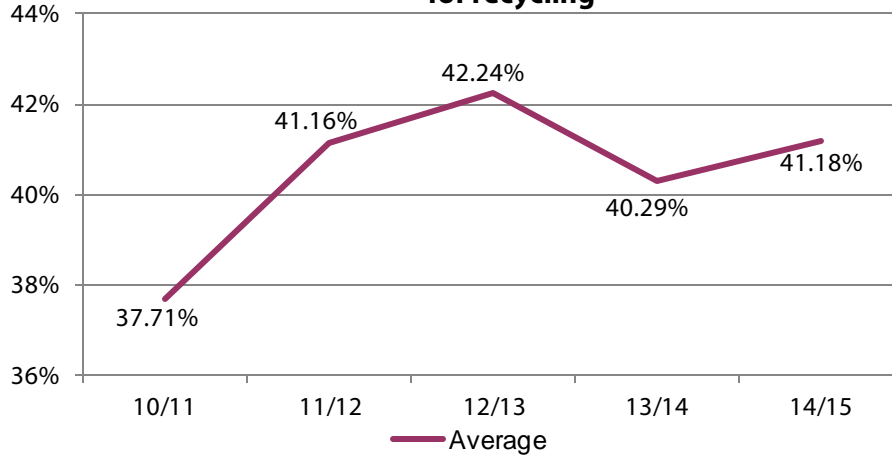


<b>Cost area</b>	<b>Refuse collection</b>	<b>Street cleansing</b>
<b>Staff costs</b>	47.67%	67.05%
<b>Transport costs</b>	25.09%	21.73%
<b>Central recharges</b>	6.48%	7.06%

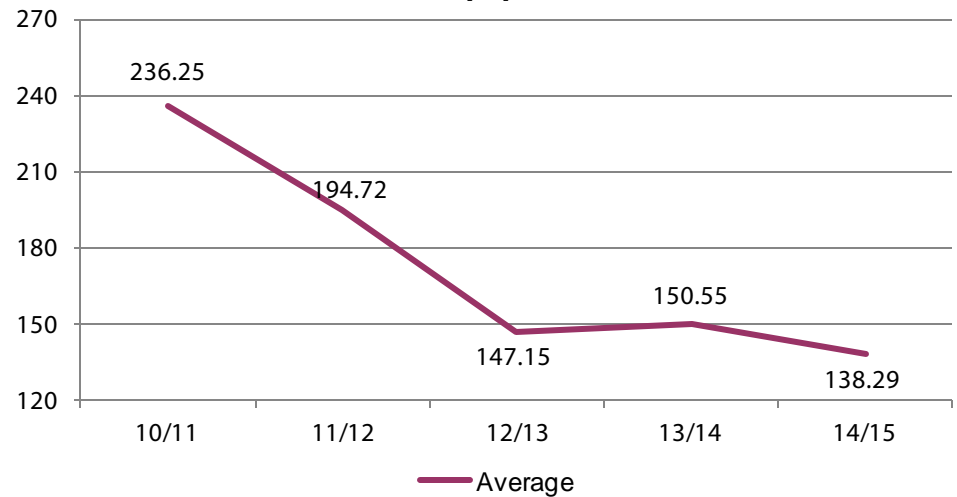
# Level of service



**PI 12a - Percentage of total waste collected which is sent for recycling**

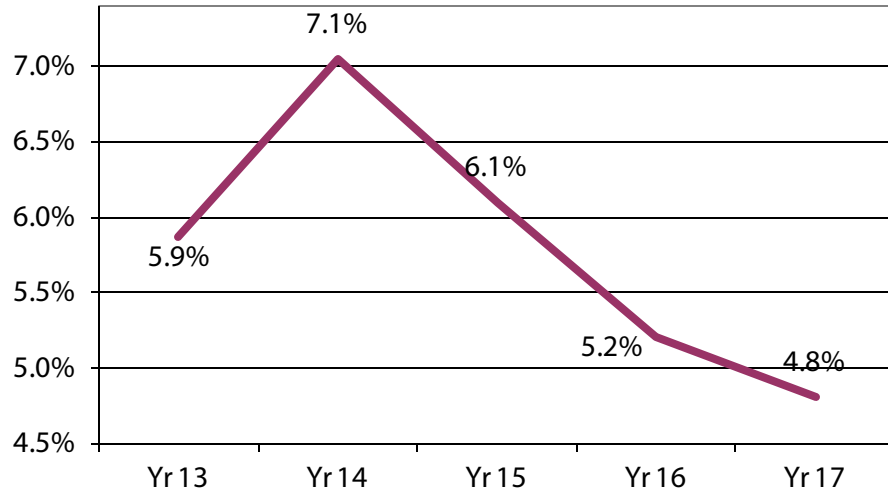


**PI 32a - Kg of residual waste sent to landfill per annum per head of population**



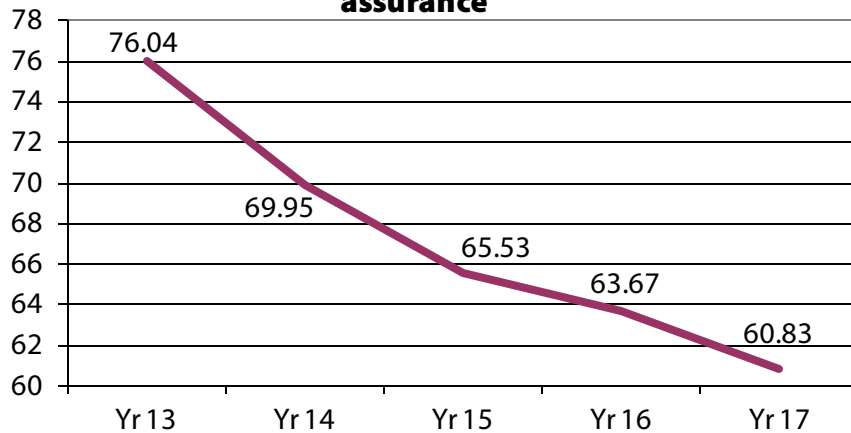


**PI 37a NI 195 percentage of sites that fall below grade B (England only - full inspections)**

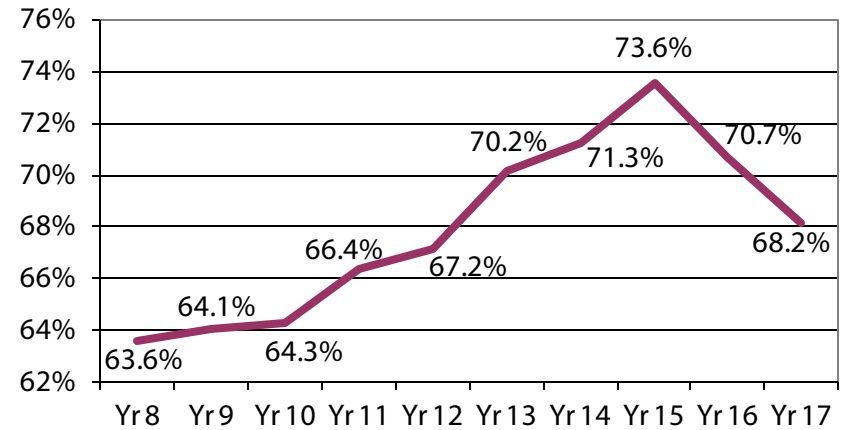


**PI 20a - Staff absence (all employees) – Refuse Collection**

**PI 17 Community consultation and quality assurance**

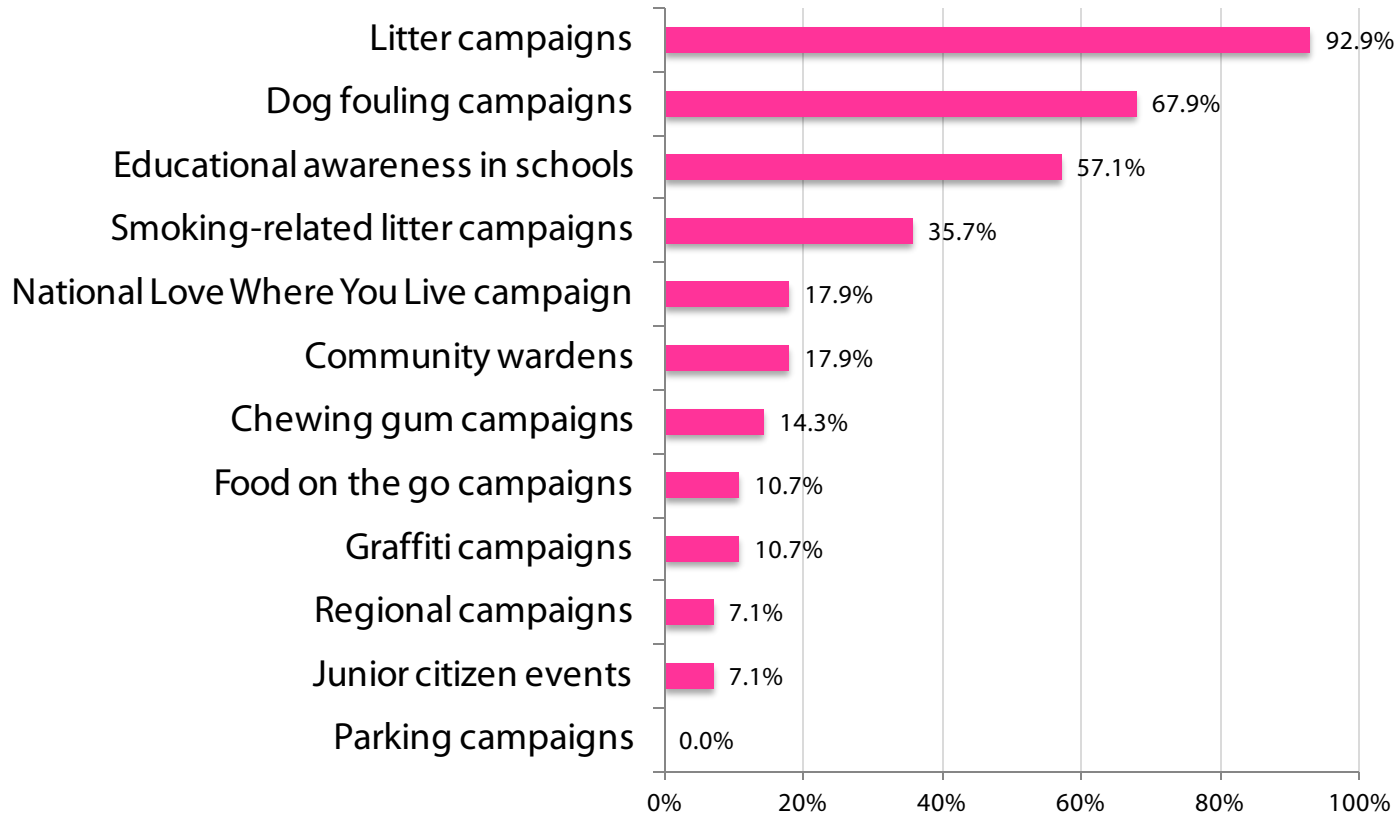


**PI 39 Community / customer surveys undertaken satisfaction levels**



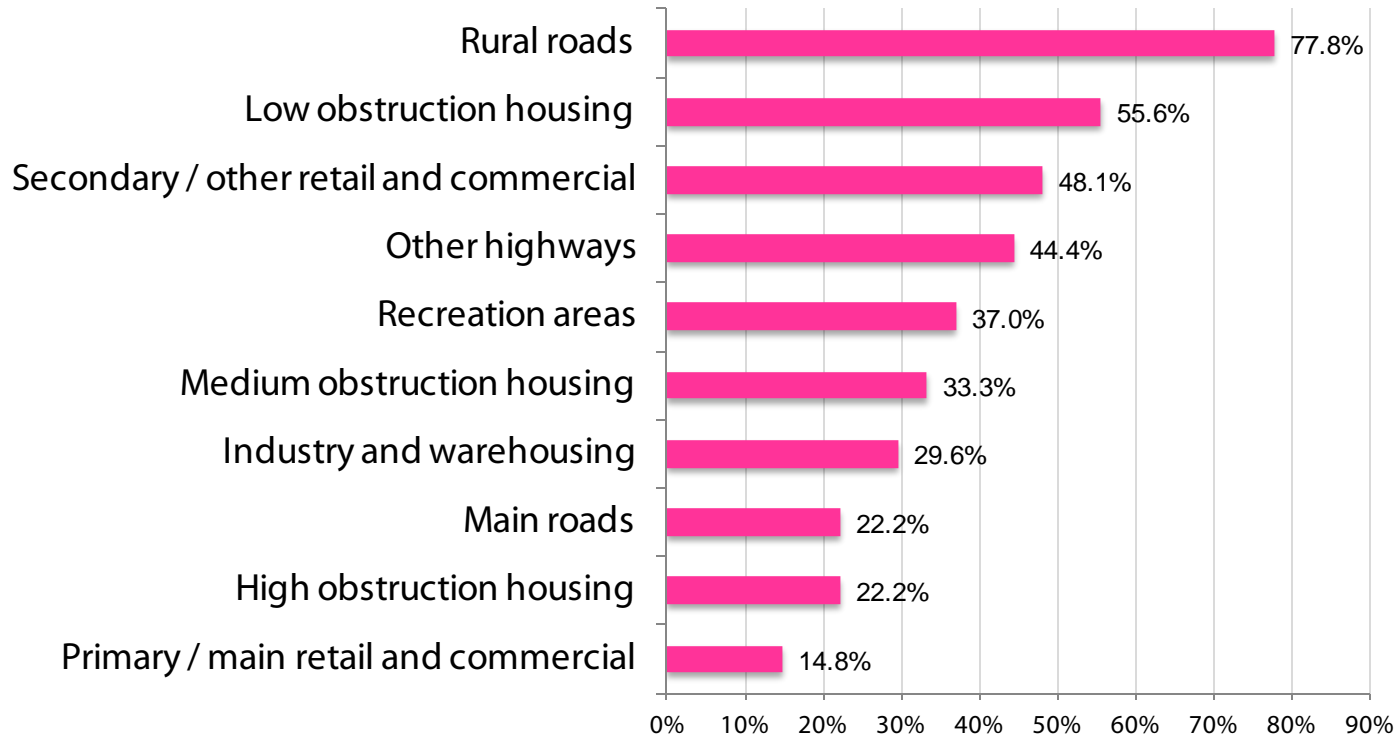


## Are you planning any education campaigns in the next 2 years? If yes, what are these?



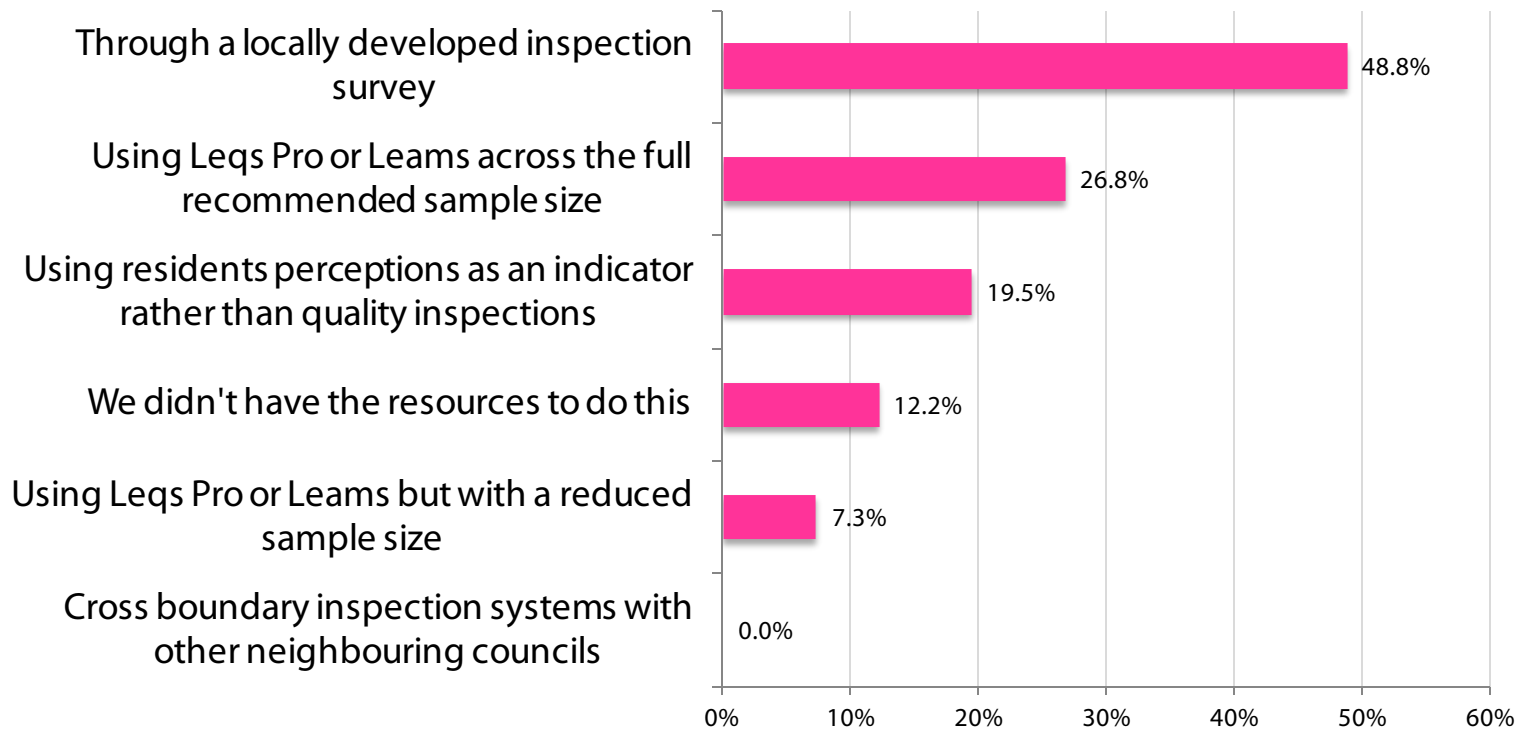


## If you are anticipating future reductions in sweeping and litter picking work, which areas of land do you think this will relate to?

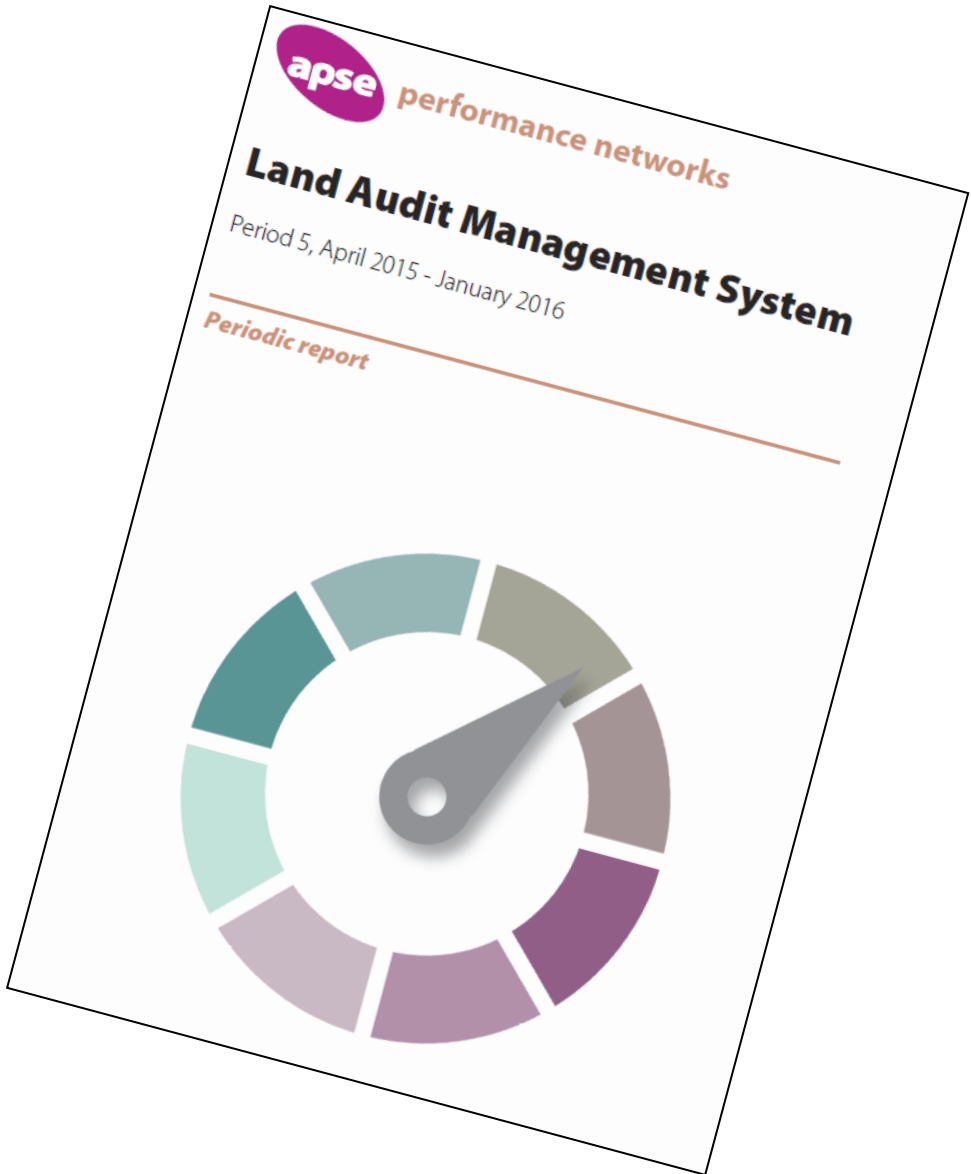




## How did you measure street cleanliness quality during 2015?



# Land Audit Management System (LAMS)



# Land Audit Management System (LAMS)



## WHAT IS IT?

- A consistent quality audit of grounds and streets maintenance standards
- Trigger for immediate intervention at local level
- Data source for comparative Performance Indicators at national level (real time & annual)
- Balance against cost & productivity PIs
- Simple to undertake & administer
- Will contribute to annual performance awards

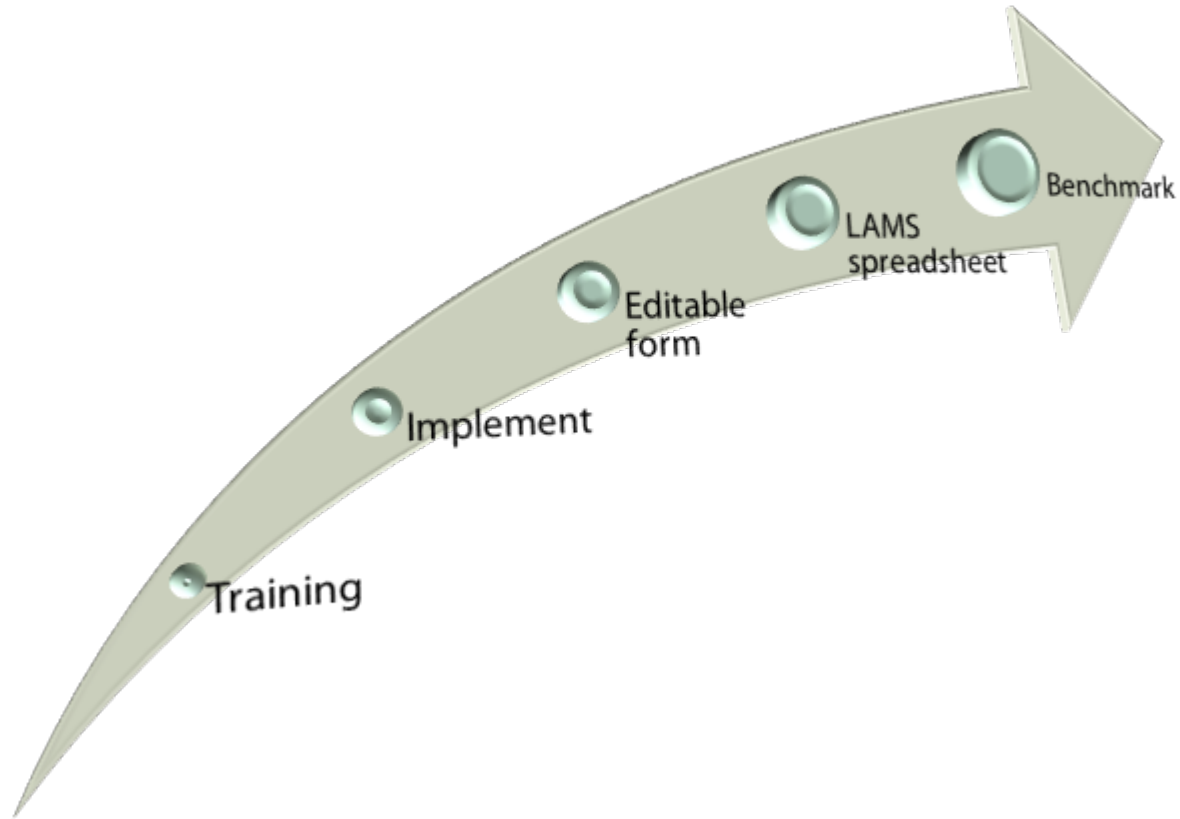
# Land Audit Management System (LAMS)



LAMS requirements and local options:

<b>Local</b>	<b>National</b>
Frequency of inspections set locally	Bi-monthly data input timetable must be met
Number of inspections (transects) per period/annum	Agreed minimum requirement of 10 inspections per period
Intervention levels / times	Grading standards using Guidance Manual

# Land Audit Management System (LAMS)



# Land Audit Management System (LAMS)

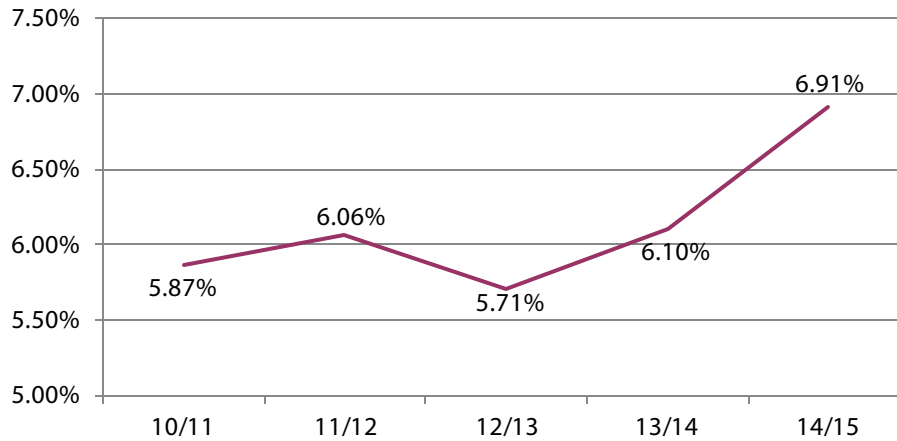


<b>April &amp; May</b>	<b>31-May-16</b>	<b>03-Jun-16</b>	<b>10-Jun-16</b>
<b>June &amp; July</b>	31-Jul-16	05-Aug-16	12-Aug-16
<b>August &amp; September</b>	30-Sep-16	07-Oct-16	14-Oct-16
<b>October &amp; November</b>	30-Nov-16	02-Dec-16	09-Dec-16
<b>December &amp; January</b>	31-Jan-17	03-Feb-17	10-Feb-17
<b>February &amp; March</b>	31-Mar-17	07-Apr-17	14-Apr-17

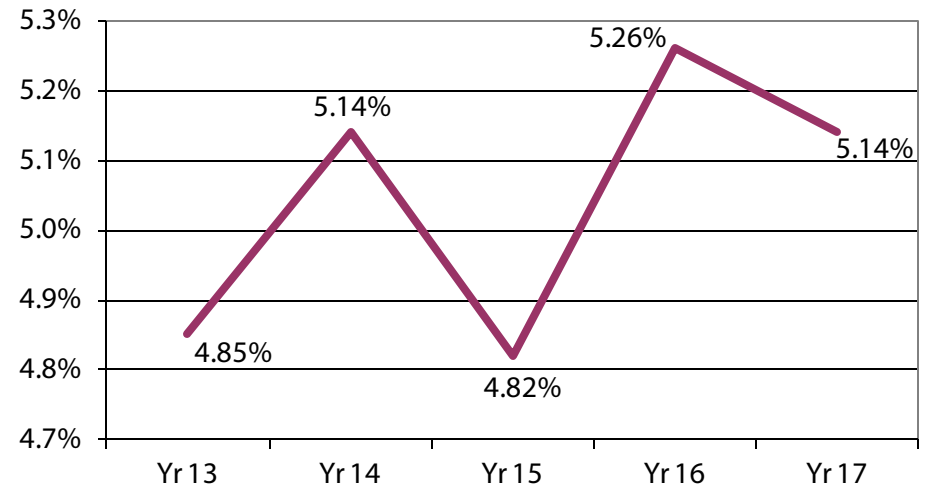
# Staffing



**PI 20a - Staff absence (all employees) – Refuse Collection**



**PI 22a Staff absence (all staff) – Street Cleansing**



# UK-wide case studies



# Preston City Council: refuse collection



Changed collection methods and reduced number of rounds



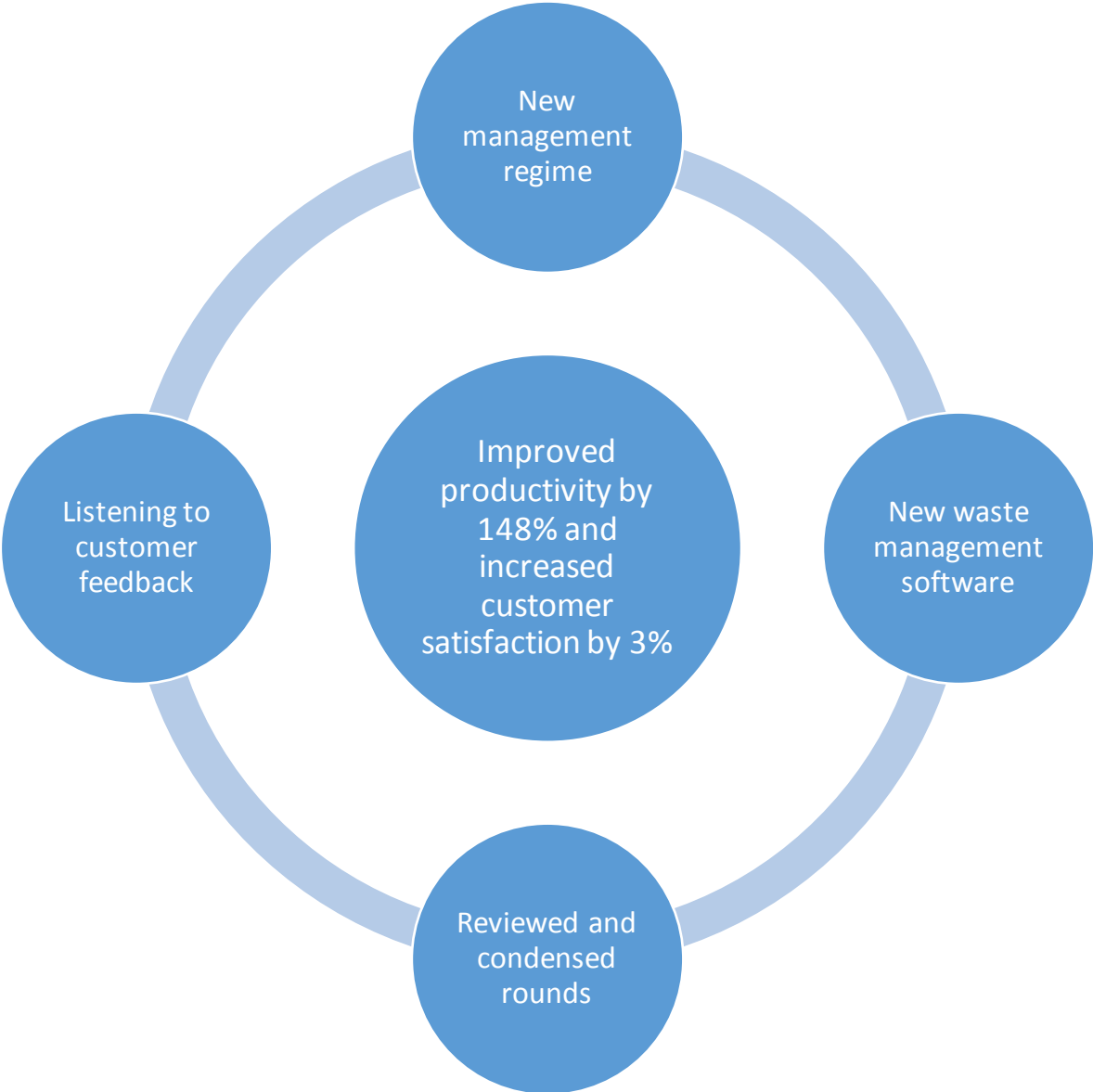
Invested in round design software and vehicle tracking



Scheduled replacement of vehicle fleet fitted with CCTV recording equipment

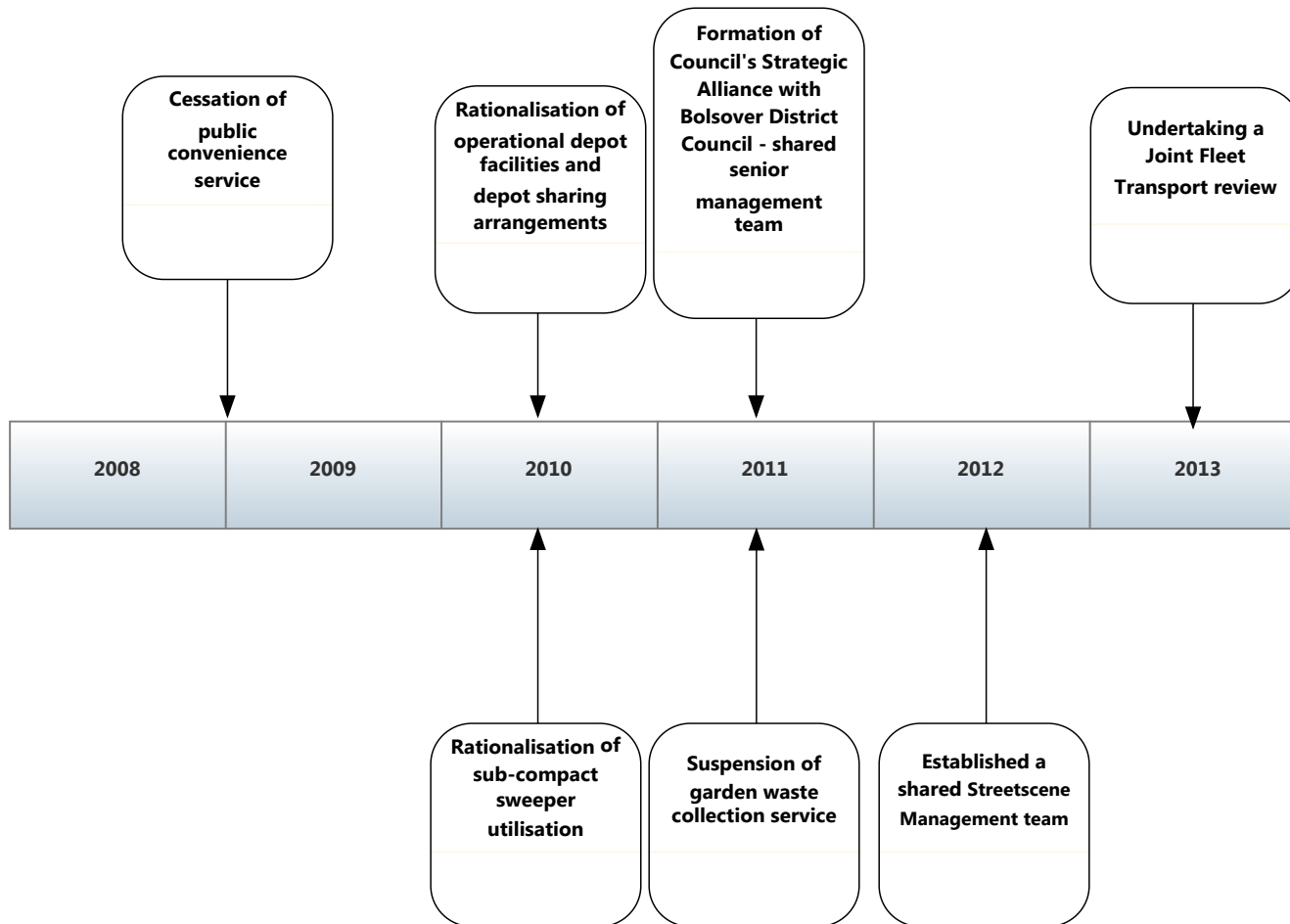
Improved productivity by 55% and satisfaction by 9%

# Gedling Borough Council: refuse collection



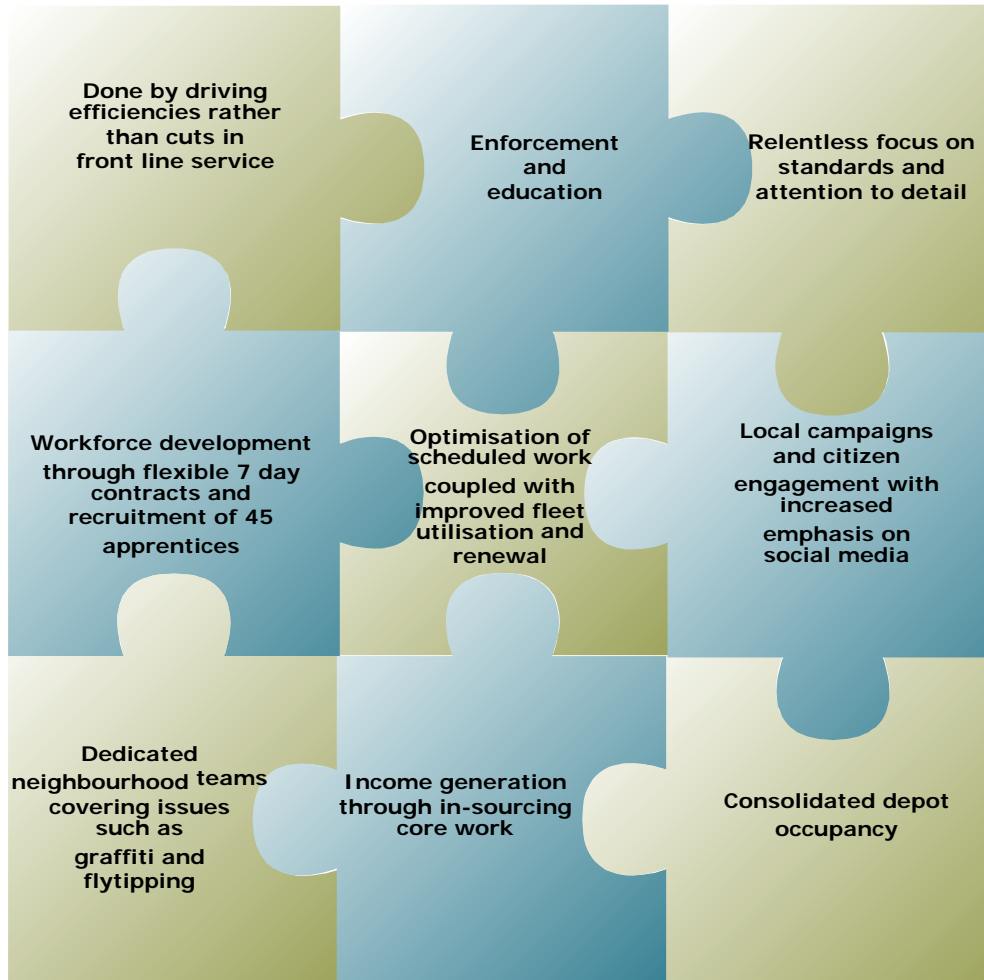
# North East Derbyshire District Council: Street cleansing (Strategic Joint Alliance with Bolsover District Council)

Reduced net cost by 13% between 2008-09 and 2012-13 whilst maintaining their quality assurance and consultation score



# Nottingham City Council: Street cleansing

Reduced net cost by 8%, increased quality assurance and consultation by 18% and had less than 1% sites below acceptable standard for 2012-13.



# What's coming up?

**apse** Performance networks

## Measure for change

Money doesn't grow on trees!! Controlling cost, quality and productivity in environmental services

innovation success business  
solution idea growth  
strategy goal  
project progress  
research achievement plan

Thursday 16 June 2016,  
Thistle Euston Hotel, London

**apse** performance networks

## Land Audit Management System

Period 6, April 2015 - March 2016

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*Periodic report*



## Contact details

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