

**Waste Contract Performance
2021-2022 Q2 Performance Report**

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1 Performance Monitoring

Performance of the contract is monitored through reporting by Amey and pro-active monitoring of the elements that make up the Client Management System (CMS), and by the Waste and Recycling Contract Management Team (WaR-CMT). The council in partnership with Amey has agreed a supplemental meeting prior to each Monthly Meeting to review payments and performance deductions.

2 Key Performance Indicators

The Waste Contract between the Isle of Wight Council and Amey set out within the Specification and Performance Management Framework the key performance indicators that will be reported to the service Director and Chief Executive (as appropriate) and Elected Members to measure the performance of the Contract throughout the Contract Period.

3 Waste Contract Performance

3.1 Performance against Target Rates:

Table 1: Performance against Target Rates

	Target 2021-22	Apr	May	June	July	Aug	Sep	Year to date total
Reduce and maintain residual (LACW) household waste per person (kg of general waste per annum)	<182.93 kg	15.63	15.99	18.36	16.94	85.57		85.57
Reuse of household waste	64.51	5.28	11.21	3.08	2.44	22.21		22.21
Recycling and composting target for all Contract Waste	55.00%	58.06	53.15	55.36	58.46	55.77		57.20
Percentage recycled, composted or reused of all schools' waste	N/A	20.89	22.39	26.54	26.75	21.69		24.14
Percentage recycled, composted or reused from all HWRC sites	85.00%	96.15	75.86	76.76	82.57	81.23		78.82
Diversion of all MSW from Landfill	90.00%	99.75	99.34	96.55	95.84	95.61		97.29
Percentage household waste recycled, composted or reused	N/A	57.02	50.74	53.66	55.74	52.65		53.96

The Household waste collection service commenced on 1 November 2015 following the same round routes as had been used by Island Waste Services (IWS), thereby minimising disruption.

Amey has delivered from day one, exception reporting on all collection services, although this was not live from day one and was updated at the end of each day.

Exception Reporting benefits the council by determining justified missed collection calls that the contractor must rectify and those instances where bins are not actually presented for collection by the resident. It also supports the reduction of contaminated loads being rejected from the material recovery facility.

This reporting has the potential to allow the council to analyse trends where particular areas are repeatedly creating an environmental nuisance by persistently incorrectly presenting their waste. This evidence will support any enforcement action that the council may wish to take in problem areas.

2. Waste Collected

3.1.1.1 The rise and fall of tonnages are affected by several expected variable factors such as:

- Seasonal – Population and tourism fluctuations – National Holidays – Growing Season
- Economic influence - As the national economy expands and contract so does the quantum of purchases made by the public directly affecting the arising of waste from packaging.
- Housing Growth – As new properties are completed and sold the number of properties collected from increases. The contract has factored growth modelling into all future forecasts.

Table 2: Tonnes of Waste and Recycling collected at each location

Location	Apr	May	June	July	Aug	Sep	Year to date total
Household Kerbside Collected	3550.7	3452.333	4200.741	4095.132	4326.616		19625.522
HWRC	1800.075	1516.001	1778.980	1800.075	1516.001		8755.131
Trade Waste Collections	53.210	71.303	99.278	96.796	127.427		448.015
Commercial CWRC	94.391	90.634	88.337	134.554	120.216		528.133
Third Party Waste	741.361	605.498	881.506	956.070	949.803		4134.237
TOTAL	6239.736	5735.770	7048.842	7119.898	7346.791		33491.038

3. Missed Collections Per 100,000

Missed collections are monitored on a monthly basis and a contractual tolerance of 0.03% of collection made being misused acts the monthly performance limit. All Justified Missed collections above this amount that are not rectified within 6 hours of the end of the collection round attract performance management measures. Reported missed collection are deemed Justified if the property does not have an exception reported against it for the specific collection day. (see Table 4)

Table 3: Missed Collections

	Apr	May	June	July	Aug	Sep
Justified Missed Collections	83	67	82	134	90	
Monthly Limit of missed collections (0.03% of property count)	118	113	119	119	119	
Actual Performance Per 100,000	26.29	17.79	25.86	42.26	22.71	
Number of Failed Collections (not collected within 6 hours of reporting)	0	0	0	15	0	

4. Exception Reporting

Exception reporting is the process by which the collection crews report an issue with collecting waste or recycling.

All collection crews operate using an in-cab system that requires each road to be marked as complete as collections are made. This data is available in a live environment for the WaR-CMT and Contact centre to answer live queries from residents. Within the in-cab system is a function for reporting reasons why waste or recycling may have not been collected, which is also reported in real time. The most common exception reported is 'not presented', this means that the crew found no waste or recycling at the kerbside for collection (see Table 4: Exception Reporting).

The in-cabs also let the crew know where each assisted collection and collection plus property is, and to ensure that they are not missed each property must be marked as complete before the road is marked complete.

Table 4: List of Exception Reports by Type

Collections made in period	Q1 2021-2022			Q2 2021-2022		
	Recycling Round	Refuse Round	Garden Round	Recycling Round	Refuse Round	Garden Round
CONTAMINATED	2053	192	2	1775	239	5
DAMAGED	1	2	0	2	5	2
EMPTY ON ARRIVAL	213	226	82	236	242	70
FOOD WASTE ONLY	163	735	0	154	710	1
FOOD WASTE-NOT PRESENTED	6024	7510	0	5623	6316	0
GATE LOCKED	36	2	4	4	1	3
INCORRECT WASTE TYPE	361	435	1	388	526	2
NO ACCESS	618	348	185	672	401	128
NO BINS AT COLLECTION POINT	210	216	220	169	169	153
NOT PRESENTED	21798	25311	13274	20287	23653	7937
ROAD BLOCKED	206	250	68	122	378	27
SIDE WASTE	0	639	34	36	773	38
SUSPECTED COMMERCIAL PROPERTY	53	3	0	87	127	0
SUSPECTED HOL LET PROPERTY	1	6	0	0	3	3
TOO HEAVY	0	4	0	0	11	0
UNJ - NO BIN/GULL SACK	2	0	5	0	0	10
UNJ - NO FOOD CADDY	6	3	0	5	2	0
UNJ - NOT PRESENTED AT KERBSIDE	0	3	18	4	6	4
UNJ - PRESENTED LOOSE	2	20	0	0	0	0

Issues that are apparent are the number of properties not presenting food waste, this indicates that in most instances' food waste is being placed within the general waste stream. This is supported by the findings of the recent composition study which found 22.5 per cent of waste places in the general waste stream is food that could have been composted. Recycling marked as contaminated will be stickered and must be taken back on the resident's property and have the contaminants removed. This then must wait until the next collection cycle to be set out.

4 Service Requests

A list of service request types and numbers is at Appendix 1. Requests for replacement inserts and food caddies remain high, but the financial cost of replacements is to Amey not the authority.

HWRC bookings continue to increase as more slots are made available to residents, and they now have the facility to cancel or amend the vehicle registration via their iwight.com 'my account'. The booking system continues to be a success, both in terms of reducing queuing and ensuring a steady flow of traffic through the site and in customer satisfaction which has resulted in positive feedback.

5 Customer Services

	July	August	September
Calls to Contact Centre	5691	5046	4542
Enquiries logged on CRM	7254	6521	5828
Queries by e-mail	667	588	643
Calls passed to Amey	152	115	236
HWRC bookings – Afton	3545	4040	3219
HWRC bookings – Lynnbottom	17182	18078	15787
GGW failed DD's	121	120	153

Calls passed to Amey are calls logged by the Contact Centre as a Message to service via CRM 'Waste enquiries – Amey'. These calls are monitored by the Waste Team to ensure that they are actioned appropriately.

CRM enquiries are logged across a number of Back Office services:

- Household waste & recycling,
- Business & commercial waste & recycling,
- Clinical waste,
- Green garden waste,
- Hazardous waste,
- Recycling centres,
- Waste education, and
- Waste site developments.

5.1 Compliments

5.1.1 Q2 2021-22 Compliments

During the quarter, 8 compliments were received by either compliment card or email. Key points:

- Appreciation of food campaign
- Thanks to the Collection Crews

5.2 Complaints

5.2.1 Q2 2021-22 Stage 1 Complaints

There were 35 Stage one complaints received during the July to September period of 2021, one of which were escalated to Stage 2. The main areas of complaint were:

- Missed collection (16)
- HWRC issues (7)

* It should be noted that some reports of not all waste being collected are due to residents not presenting correctly and are therefore not justified.

5.3 FOI Requests

5.3.1 Q2 2021-22

There were 7 FOI requests received during the July to September period of 2021; these related to:

- Fleet maintenance
- Percentage of HWRC waste recycled
- Bulky waste collections
- HGV driver shortage
- Missed collections
- Fleet
- Collections and receptacles

6 Health, Safety & Environmental Incidents

The council and Amey have a very robust partnership approach to minimising risk of injury or environmental harm in the operation of its services. The Waste industry is typically one of the more dangerous services in local government and staff welfare is paramount to us.

To continually improve the working environment and identify risks or working practices that may cause harm all staff are encouraged to report all near misses. Table 6 (below) sets out the number of reports made.

Table 5: Number of reported incidents

	Apr	May	June	July	Aug	Sep	Year to date total
Near Miss Reports	27	35	43	32	20		
RIDDOR Reportable Incidents	0	0	0	0	0		
Incidents that may have an environmental impact	0	0	0	0	0		