



EOSC Quarter 3 2015/16

Presentation to
Environment Overview Scrutiny Committee, WHBC

Presented by

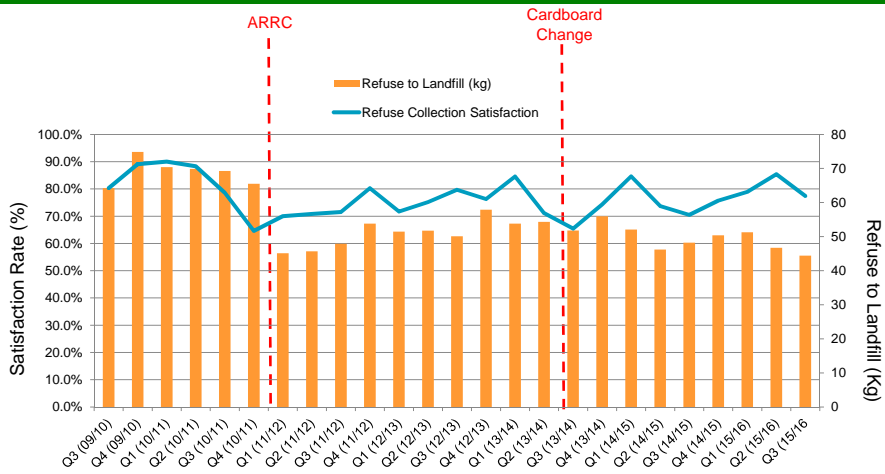
Kirsten Roberts, Environment Services, WHBC

Agenda



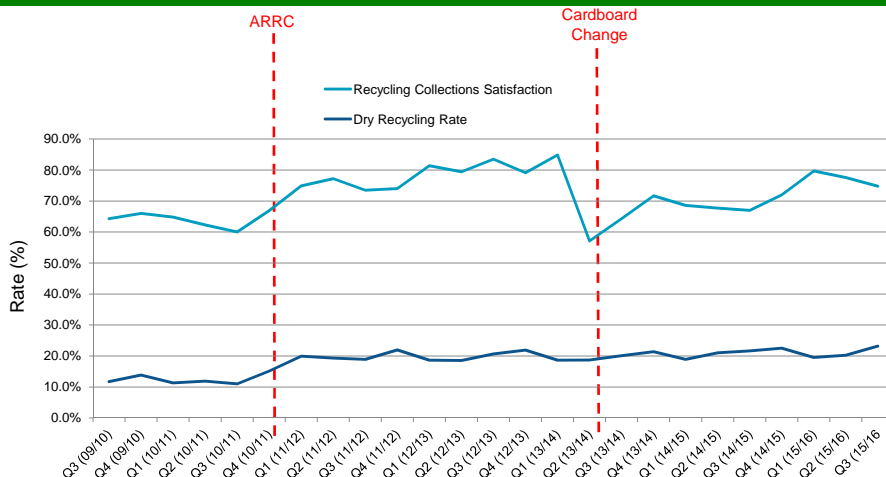
- Refuse Performance
- Recycling Performance
- Composting performance
- Complaints
- Missed Bins
- Street Cleansing
- Ground Maintenance
- Other News

Refuse Performance Q3



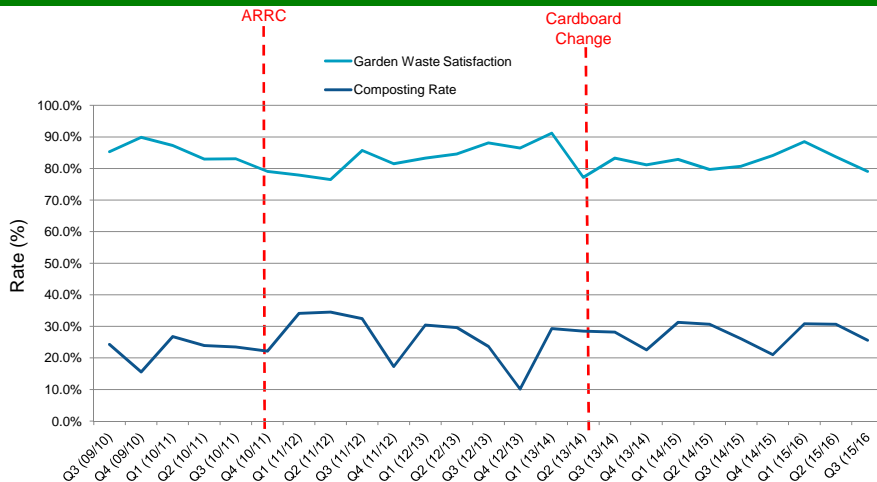
- Satisfaction was 77.4% for Q3. This is better than Q3 of 2014-15, but less than Q2 of 2015-16
- Refuse to landfill reduced to ~45kg per resident for Q3.

Recycling Performance Q3



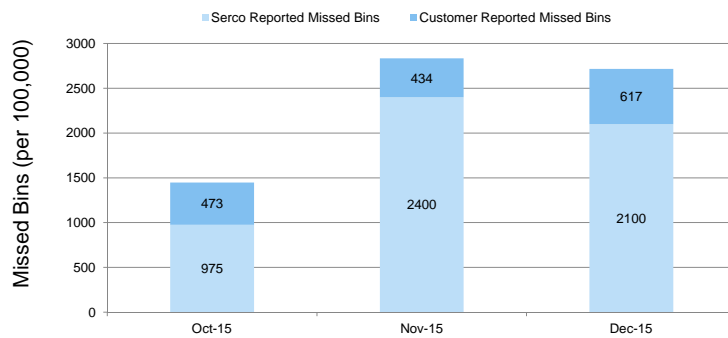
- Satisfaction was 74.8% for Q3. This is better than Q3 of 2014-15, but lower than Q2 of 2015-16
- We recycled just over 23% (dry) of our total waste in Q3.

Composting Performance Q3



- Satisfaction decreased slightly to 79.1% for Q3.
- We composted ~ 25% (garden and food) of our total waste in Q3.

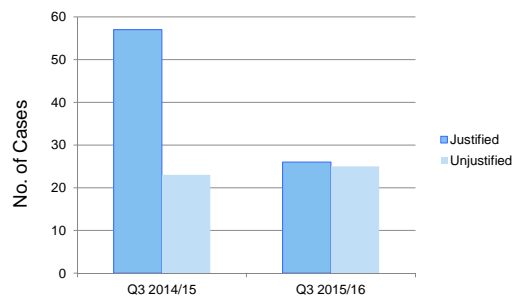
Missed Bins



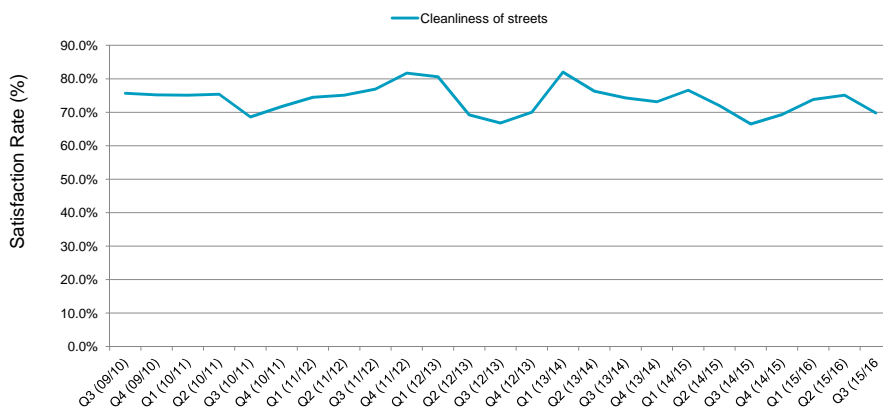
- Customer reported missed bins are those reported to the Council.
- Serco Reported Missed Bins are roads that have been missed due to vehicle breakdowns, driver shortage, blocked access etc.
- ~ 52% of total missed bins were returned for within 1 day and 86% within 3 days.
- ~ 3 bins per day not returned to within 3 day period.
- On average, SERCO collect 13,000 bins per day.

Environment Services Complaints

- 51 cases were received, with 26 complaints categorised as justified.
- All cases investigated by Officers, with full responses provided to residents.
- Top three complaint types are:
 - Missed recycling & refuse collections
 - General standard of waste collection
 - Fly-tipping and/or litter

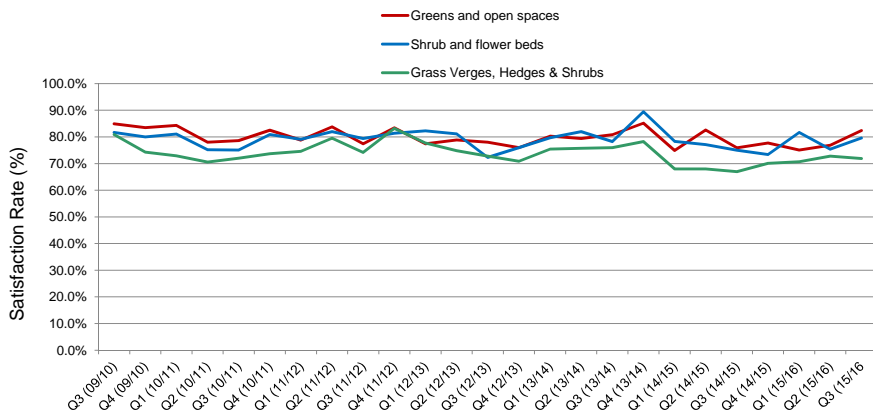


Street Cleansing Q3



- Satisfaction was 69.8% for Q3. This is better than Q3 of 2014-15, but less than Q2 of 2015-16
- Monitored cleanliness exceeded the target of 95%.

Grounds Maintenance Q3



- Satisfaction increased to 82% for Q3 for greens and open spaces.
- Satisfaction increased to 79% for Q3 for shrub and flower beds.
- Satisfaction decreased marginally to 72% for Q3 for grass verges, hedges and shrubs.

Other News

- Clean up events across Welwyn Garden City and Hatfield town centres and Welwyn Village took place over the weekend of 5-6th March. Over 100 bags of litter and fly-tipping was collected by volunteers and the events were a great success.



- A fly-tipping task force is being setup to tackle fly-tipping across the borough. A new rapid response team to clear fly-tipping will be created, along with increased patrols and strengthened enforcement.