

Waste and Street Cleansing Update

Tenants and Lease Holder Panel
25th April 2023

CONTENT

- SERVICE PERFORMANCE – WASTE
- SERVICE PERFORMANCE – STREET CLEANSING
- RESIDENT ENGAGEMENT

Waste Collection Performance (Feb 2023)

This Month at a Glance: Collections

106

Refuse Missed per 100k

54

Recycling Missed per 100k

60

Paper Missed per 100k

38

Food Missed per 100,000

99.57%

Garden Waste Strike Rate

68.25%

Missed Kerbside Collections
within SLA

79.17%

Missed Bulky Collections
within SLA

1,660

Total Bulky Items collected

2286

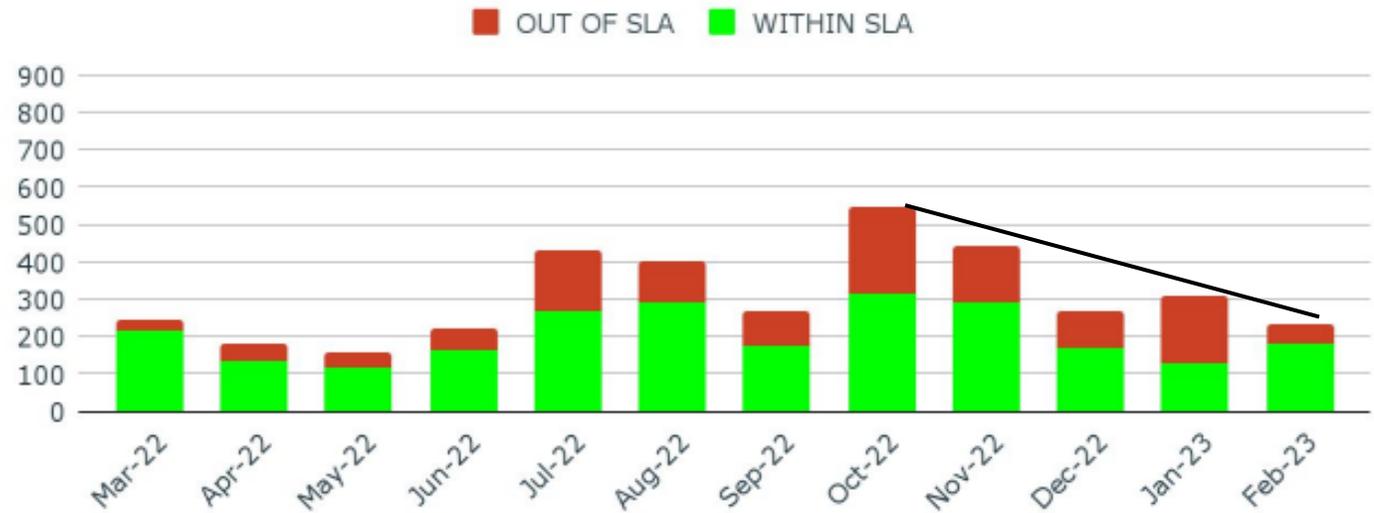
Total Container Deliveries
Completed

8974

Total Tonnage Collected

Waste Collection Communal Refuse Collections (Feb 2023)

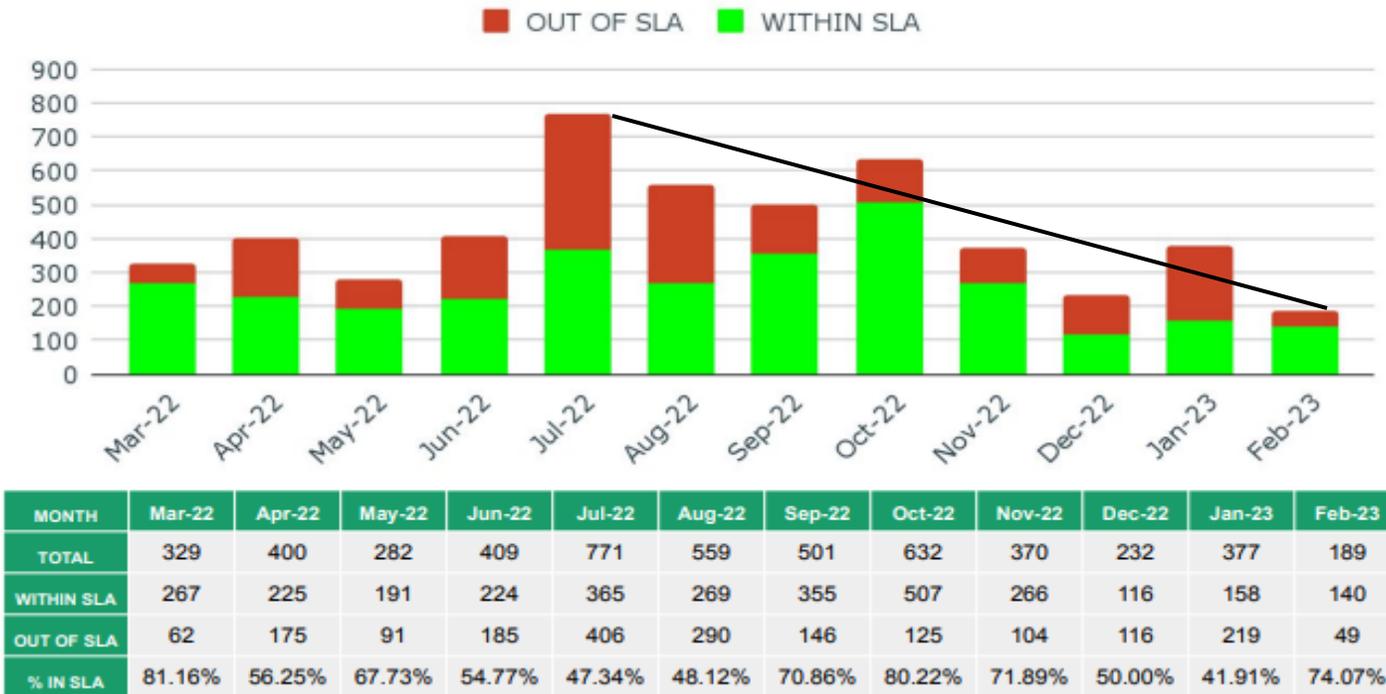
SPI 4: Rectification of Missed Refuse Communal Collections



| MONTH | Mar-22 | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| TOTAL | 242 | 179 | 157 | 219 | 430 | 399 | 268 | 550 | 441 | 269 | 306 | 234 |
| WITHIN SLA | 214 | 135 | 116 | 162 | 270 | 289 | 173 | 315 | 292 | 170 | 128 | 183 |
| OUT OF SLA | 28 | 44 | 41 | 57 | 160 | 110 | 95 | 235 | 149 | 99 | 178 | 51 |
| % IN SLA | 88.43% | 75.42% | 73.89% | 73.97% | 62.79% | 72.43% | 64.55% | 57.27% | 66.21% | 63.20% | 41.83% | 78.21% |

Waste Collection Communal Recycling Collections (Feb 2023)

SPI 3: Rectification of Missed Communal Recycling Collections



Street
Cleansing
(Feb 2023)

This month at a Glance: Streets



98.40%

Of Flytips resolved within 24 hours



89.47%

Of Town Centre Street Below Grades within SLA



98.74%

Of Residential Street Below Grades within SLA



100.00%

Of Empty Litter Bin Events within SLA



100.00%

Of Drug Paraphernalia events within SLA

Street Cleansing

SPI 16: Rectification of Non Town Centre Street Below Grades within 24 hours



| MONTH | Mar-22 | Apr-22 | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 |
|------------|--------|--------|--------|---------|--------|---------|---------|---------|---------|---------|--------|--------|
| Total | 304 | 227 | 244 | 223 | 265 | 350 | 343 | 291 | 286 | 359 | 647 | 712 |
| In SLA | 303 | 226 | 243 | 223 | 264 | 350 | 343 | 291 | 286 | 359 | 646 | 703 |
| Out Of SLA | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 9 |
| % IN SLA | 99.67% | 99.56% | 99.59% | 100.00% | 99.62% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.85% | 98.74% |

Street Cleansing (Feb 2023)

95,417 scheduled
cleansing activities
per month

99% of all
scheduled task
completed

731 streets
reported as below
standard (1%)

2,374 Reported Fly
tips (increase of
28% compared with
this time last year –
however 4%
reduction compared
to last month

2022 Resident Survey Findings and Observations

| Methodology | Number |
|--|--------------|
| Representative telephone and face-to-face survey | 406 |
| Online survey (including paper copies) | 2,248 |
| TOTAL | 2,654 |

2022 Resident Survey - Overview

1. The council through the SLWP commissioned Enventure Research to hear from residents what works well in the waste and street cleansing services that they currently receive, what needs to be improved and what elements of the service they value and would want to see maintained.
2. In total 2,654 responses to the survey were received comprising of 406 representative responses from telephone interviews and face to face focus groups along with 2,248 on-line survey responses. The two separate focus group discussions were targeted at specific property types. Group one was representative from house holds with kerbside collections and group 2 was made up of representative from flatted properties

2022 Resident Survey – Overview

We are currently analysing the findings from the survey along with identifying areas of improvement which can inform the monitoring of the service.

Residents responded positively in regard to their overall satisfaction with the waste collection service

Those living in purpose-built flats are more likely to say they were **dissatisfied** with the recycling and waste collection service provided by the council when compared with those living in a house

Next steps – Areas for consideration

- Design and implement pilot scheme designed at addressing reliability of collection service and promote / encourage an increase in the quality of recycling.
- Hood Close
- Auckland Road / Church Road
- Croftleigh Avenue



Areas for consideration

Housing Services

Waste collection service

Things to consider:

1 What is the current cleansing schedule and what changes are required for the following?

- Cleaning bin aperture and lids (include chute hoppers).
- Cleaning signage.
- Sweeping around the bins.
- Cleaning the bin rooms/chute rooms.
- Cleaning the bins - food bins will require more regular cleansing.
- Clearing bulky waste.

2 Who owns the bins and is responsible for ensuring that:

- Lids and apertures present and in usable condition (undamaged and in working order).
- Bin lid locks are in working condition.
- Stickers are readable and in good condition.
- Wheels and wheel locks are in working order.
- Bins are without major dents and scratches.
- Bins are cleaned on a regular schedule.

3 Collection contractor responsibilities:

- Bin areas left tidy after collection.
- Bins returned to correct location after collection. Ensure recycling, rubbish and food waste bins are placed under the relevant signage.
- Bin lids locked after collection.
- Wheels locked.

Site Assessment Reality v Aspiration

- NEXT STEPS
- Meet with all key stakeholder at each site
- Identify operational challenges
- Agree areas for improvement
- Document and agree task owners and areas of accountability
- Plane project role out per site
- Roll lout service re design
- Monitor progress



Working Example - Crew information Hood Close



| Category | Information |
|--|---|
| Day of Collection | WEEKLY - Refuse Tuesday – Recycling Friday |
| Access Point / turning point | From Parsons Mead (reverse into site) |
| Number of Communal Waste collection Points | 1 x communal collection 3x euro 100 refuse 3 x euro 1100 Recycling 1x 240 ltr food |
| Individual storage units | 25 separate housing units access from ground level |
| Caretakers contact details | |
| Security / access keys | |



THANK YOU