

# **London Borough of Merton**

## **Waste and Recycling Scrutiny Report: Quarter 3 23/24**

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### 1: Executive Summary

- This report covers inspection and Key Performance Indicator (KPI) data (both Corporate KPIs and Service Level KPIs) for Quarter 3 (October to December) 2023/24; for the purposes of inspections, this report is an amalgamation of the weekly / monthly inspections data and dashboards that advise the service and contractual management of the contract.
- Corporate KPI data is captured in real-time via the Service Provider's system ECHO, to include time taken to rectify Street Cleansing and Fly-tipping reports as well as logging the number of missed bins reported.
- In Quarter 3, the Street Environment Team conducted 1,956 street inspections, inspecting the levels of litter, detritus and weeds (as well as fly-tipping, fly-posting, and graffiti - incidences of which are reported to the contractor and reported via the weekly service dashboards). These inspections inform the Contractual / Service KPI data.
- The service holds fortnightly operational meetings with the Service Provider, covering operational issues as noted by the Street Environment Team during inspections and to include issues that have been raised via the Complaints and ME process. In addition to this, monthly contract management meetings are held to ensure contractual compliance and strategic direction.

#### Corporate KPIs

- In Q3, Missed Bins per 100k and Street Cleansing Reports Rectified within SLA did not meet the corporate target.
  - Over the year to date, Missed Bins per 100k is within the corporate target (72 per 100k). Q3 results will be reviewed with the Service Provider through the contractual management meetings, to ensure performance continues to meet targets.
- Street Cleansing Reports Rectified within SLA have improved considerably from last year and have seen improvement for the last 3 months. It is on an upward trajectory to achieve the corporate SLA.
- Fly-tips Removed Within SLA met the corporate target for Q3 and year to date.

#### Contractual / Service KPIs

- Standards for Street Inspections that Meet Contractual Standards for both Litter and Detritus met the corporate target of 87% and 80% respectively.
- The Q3 target of 90% of Inspections that Met Contractual Standards for Weeds was not met due to a lack of delivery of the weed herbicide during the spring and summer months. The Client Team instructed Veolia to implement a Weed Improvement Programme. This included electric strimming of weeds and supplemental spraying and digging out of weeds. For November and December standards were exceeded, and this is expected to continue. A new subcontractor for weed spraying has been sourced for the new financial year following the poor delivery this year.

#### Fly-tipping by Ward

- The Borough had 3,984 fly-tips reported in Q3 with Graveney and Colliers Wood being the highest fly-tipped wards. Village and West Barnes were the least fly-tipped wards.

#### Kingdom Contract (Environmental Enforcement)

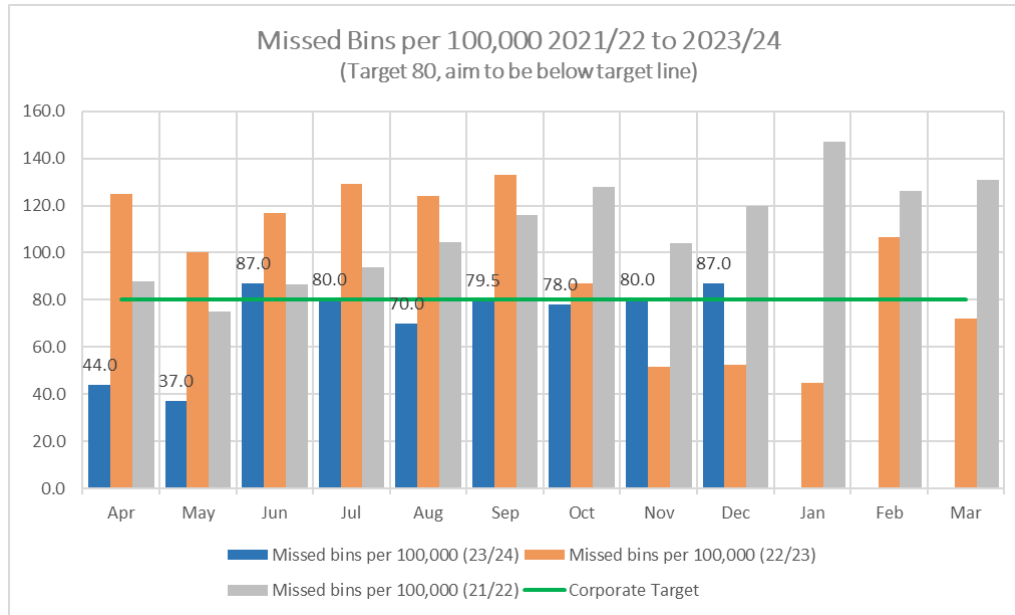
- All contractual KPIs are green across Q3. Monthly contract meetings following the Partnering Governance Framework are proving successful in maintaining standards and maintaining two-way feedback.

2: Corporate KPIs

Rag Status **AMBER**

Veolia Contract (Waste & Streets)

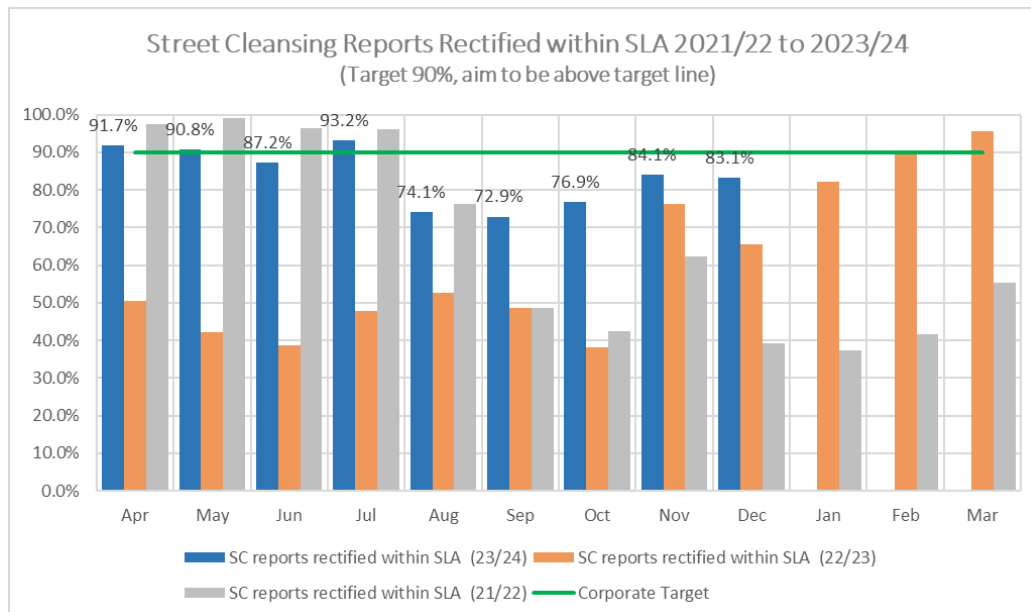
Graph 1: Missed Bins Per 100,000



Target = 80 per 100k  
 Q3 Rate per 100k = 82  
 YtD = 72per 100k

- Total missed collections (not including additional collections) for Q3 were **82 per 100,000**.
- This is a slight decline in performance from Q2 and is now in excess of the corporate target of 80 per 100,000. The performance this quarter was skewed by a higher than usual level of reported missed collections during December. This was a result of missed collections being reported for the usual collection day, opposed to the revised Christmas collection day.
- Performance over the year is still within the corporate target, at 72 per 100k.
- In quarter 3, a total of 25% of the performance fund weighting was targeted on missed waste collections per 100k across all kerbside waste streams, with a further 20% of the performance fund weighting allocated to target missed communal waste collections.
- We continue to monitor this through the monthly operational and contractual meetings.

Graph 2: Street Cleansing Reports Rectified Within SLA

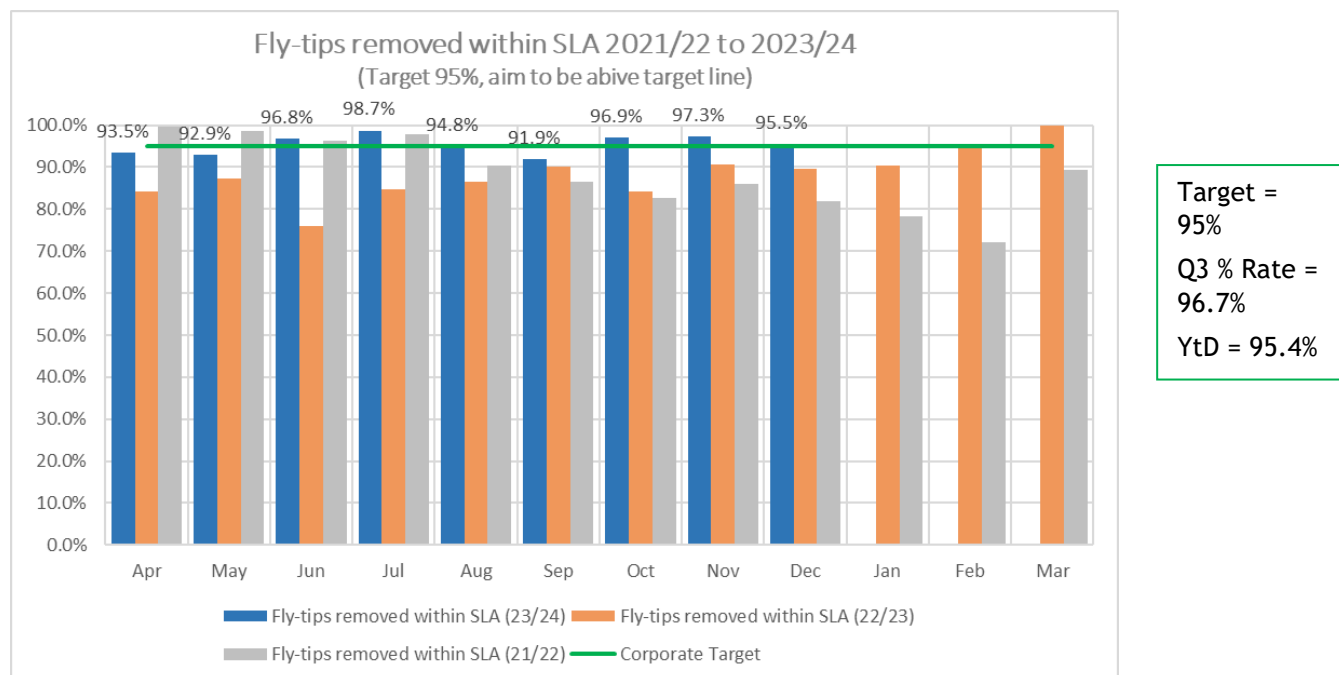


Target = 90%  
 Q3 % Rate = 81.3%  
 YtD = 80.9%

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- 81.3% of Street Cleaning reports were rectified within SLA during Q3. This is an improvement in performance from last year and from Q2, which saw a drop in performance across Aug and Sep 23, but still below the corporate target of 90%.
- The Client Team liaises regularly with the contractor to resolve issues concerning substandard street cleansing reports, with the performance of streets not being rectified within SLA being raised at contractual operational meetings.
- A total weighting of 25% of the performance fund was allocated to this KPI for Q2. This has been increased to 30% from Q3 to ensure focus is drawn to these service failures. The Q3 Performance Fund review meeting has been booked for January.

**Graph 3: Fly-tips removed within SLA**



- 96.7% of fly-tips were removed within SLA in Q3. This is a further improvement on Q2 and exceeds the corporate target of 95%.

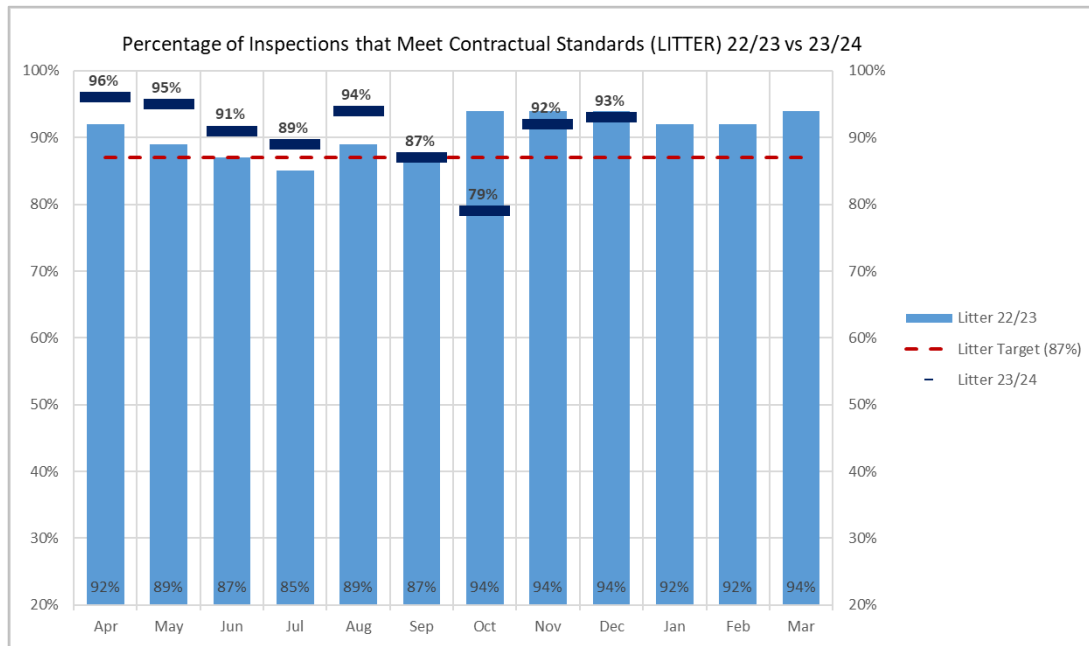
### 3: Contractual / Service KPIs

Rag Status **GREEN**

#### Veolia Contract (Waste & Streets) (From LBM Client Inspections)

- LBM Officers inspected 1,956 streets between 1<sup>st</sup> Oct and 30<sup>th</sup> Dec.
- With respect to managing Litter, Detritus and Weeds, the contract is only exceeding targets in quarterly average with respect to Litter. Detritus meets the contract target, while Weeds' Q3 average is below the target rate.
- In Q3, Veolia operated the annual leafing programme, which covered 10 weeks and commenced at the end of November. The service benefited from the diversion of resources from the third weed spray which meant there were more crews deployed on the leafing programme in the initial weeks. The communications regarding the leafing service were well received and the tonnage amounted to 570 tonnes over the 10-week period.

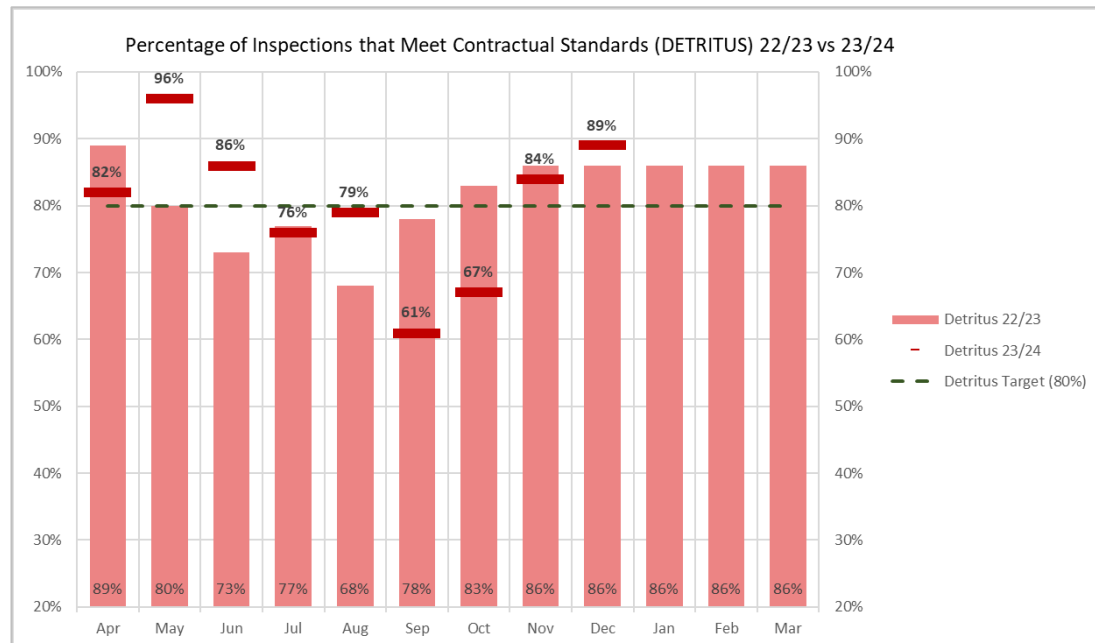
Graph 4: Percentage of Inspections that Meet Contractual Standards (Litter) 22/23 vs 23/24



Q3 % Rate = 88%  
Target = 87%

- The percentage of streets found to meet contractual standard for litter has improved significantly from a drop between Sep and Oct 23, with both Nov and Dec results exceeding 90%. This is well above the target rate of 87% and has raised the quarterly average to above the contract target.
- Grading concerns raised in October have been discussed with all Officers and a Quality Assurance session will be booked for all inspection staff. It is unclear how much of the decline in standards last month was due to erroneous inspections grading, but the Client Management Team will ensure that regular QA sessions continue to take place to address any issues as they arise.

Graph 5: Percentage of Inspections that Meet Contractual Standards (Detritus) 22/23 vs 23/24



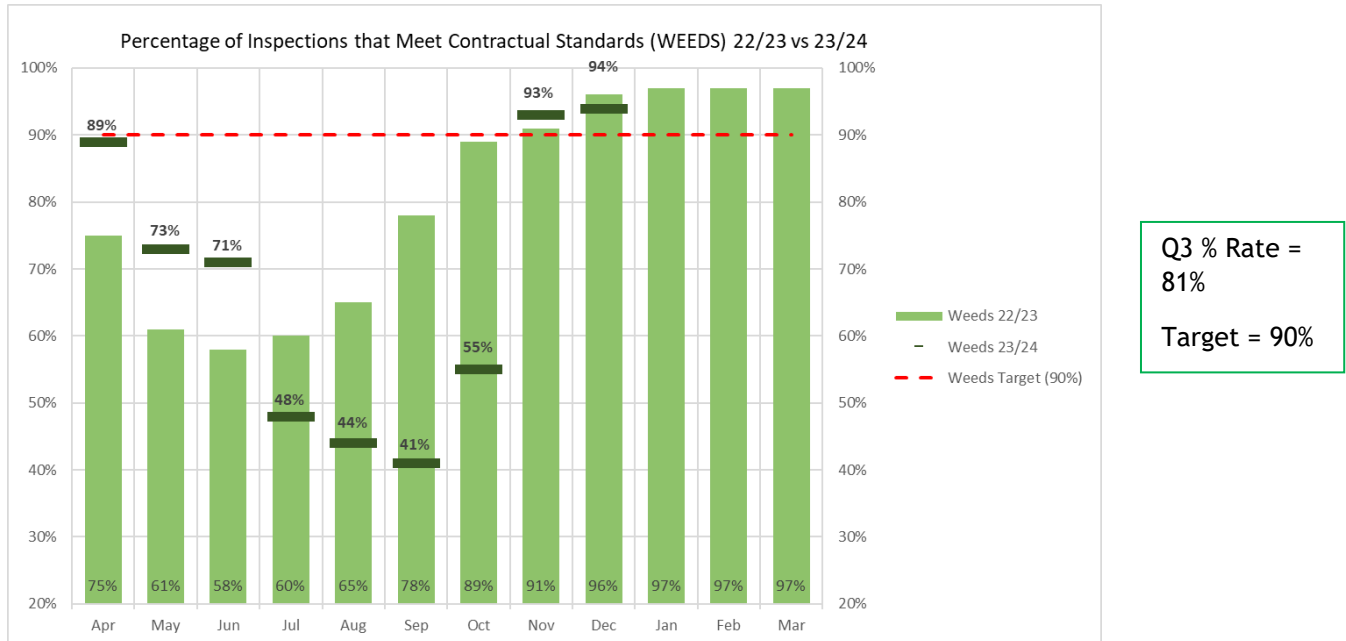
Q3 % Rate = 80%  
Target = 80%

- The percentage of streets inspected at contractual standard for detritus has improved substantially from Q2 2023, and the Q3 average now meets the contract target.
- While Oct 23's rate is significantly below target, Nov and Dec both exceed the target, and have raised the Q3 average to an acceptable level.

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- The Client Team will continue to work with Veolia to raise street cleansing issues that arise and ensure standards are being met.

**Graph 6: Percentage of Inspections that Meet Contractual Standards (WEEDS) 22/23 vs 23/24**



- The implementation of the Weed Improvement Programme across the Borough has shown a significant improvement in standards since the start of the financial year, and particularly since Q2. However, the Q3 average remains below the contract target. Despite this, Q3 shows substantial evidence of improvement, with both Nov and Dec 23's results exceeding the contract target.
- In addition to this, the colder months will support further die-off of weeds.
- We anticipate a reduction in issues encountered during the next financial year (2024/25) with the recruitment of a new sub-contractor.

Fly-Tipping by Ward

Table 1: Fly-Tips by Ward

Row Labels	Oct	Nov	Dec	Grand Total
Graveney	243	240	153	636
Colliers Wood	172	122	87	381
Cricket Green	161	120	86	367
St Helier	96	76	93	265
Wandle	157	53	48	258
Lavender Fields	123	86	46	255
Longthornton	132	73	42	247
Wimbledon Town & Dundonald	96	76	70	242
Abbey	61	69	70	200
Figge's Marsh	63	41	46	150
Ravensbury	74	35	33	142
Raynes Park	46	48	40	134
Pollards Hill	55	31	34	120
Wimbledon Park	37	31	39	107
Cannon Hill	36	47	23	106
Lower Morden	28	36	23	87
Hillside	26	29	29	84
Merton Park	35	20	24	79
Village	28	19	16	63
West Barnes	24	15	22	61
<b>Grand Total</b>	<b>1693</b>	<b>1267</b>	<b>1024</b>	<b>3984</b>

- The above table shows the number of fly-tips reported by ward for Q3 23/24. Graveney has the highest number of fly-tips for the quarter, with West Barnes having the least.
- Targeted fly-tipping action is managed through the fly-tipping action plan and corresponding monthly fly-tipping action plan meetings.

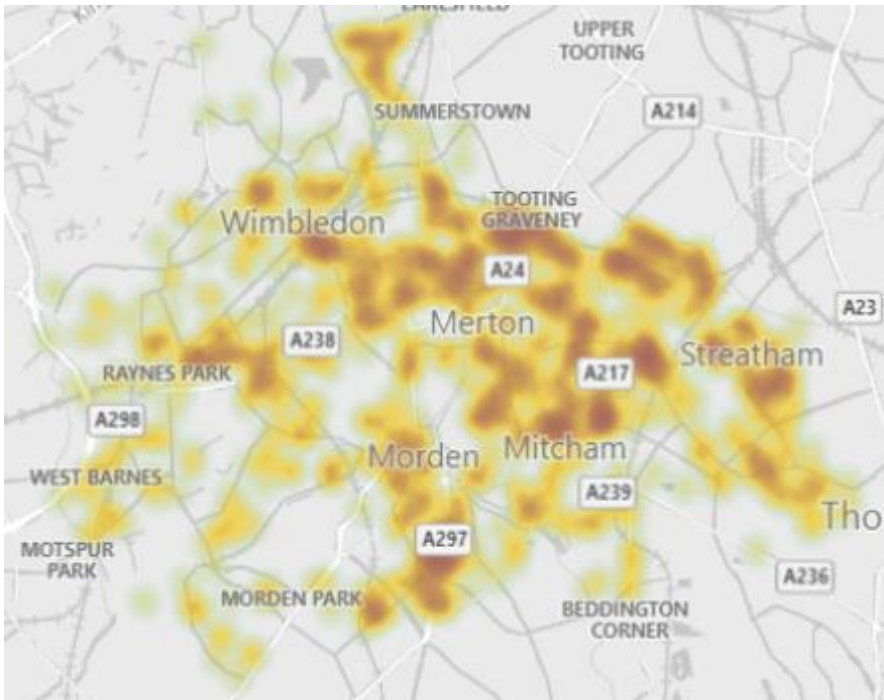
Table 2: Top 10 Fly-Tipped Roads Q3

Street	Flytips Per Km Per 100K	Total Flytips
HAYDONS ROAD	33.32 ↓	108
WILLOW LANE	27.15 ↑	88
STREATHAM ROAD	25.30 ↑	82
KINGSTON ROAD	20.67 ↑	67
THE BROADWAY	18.82	61
LONDON ROAD	17.28 ↑	56
LOVE LANE	14.50	47
PARK AVENUE	13.58	44
ALEXANDRA ROAD	12.96 ↑	42
CHURCH ROAD	12.34 ↓	40

- The above table shows the top 10 fly-tipped roads across Merton for Q3. Haydons Road had the highest reported number of fly-tips, although this has a downward trajectory from previous quarters following targeted enforcement action.
- The service receives a top 10 fly-tipped roads on a weekly basis through the weekly dashboard, which is utilised to dedicate resources and targeted interventions as appropriate.



Figure 1: Fly-tipping hotspot heatmap Q3

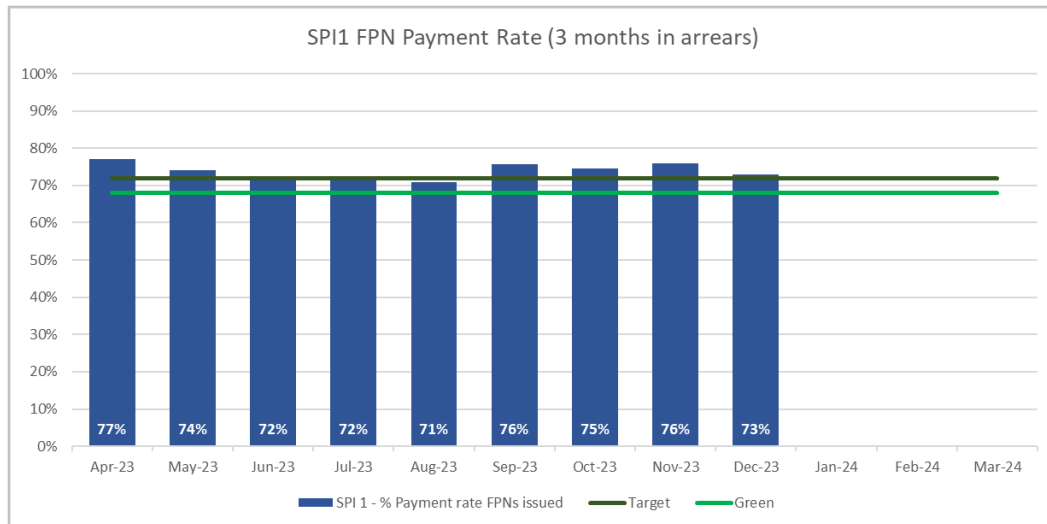


- The above shows a pictorial representation of the fly-tipping hotspot areas across the borough for Q3.
- This information is fed back to the fly-tipping action plan through the fly-tipping action plan meetings to support targeted interventions.

Kingdom Contract (Environmental Enforcement)

- All contractual KPIs are green across Q3.

Graph 7: Kingdom FPN Payment Rate



Target = 72%  
Q3 % Rate = 75%

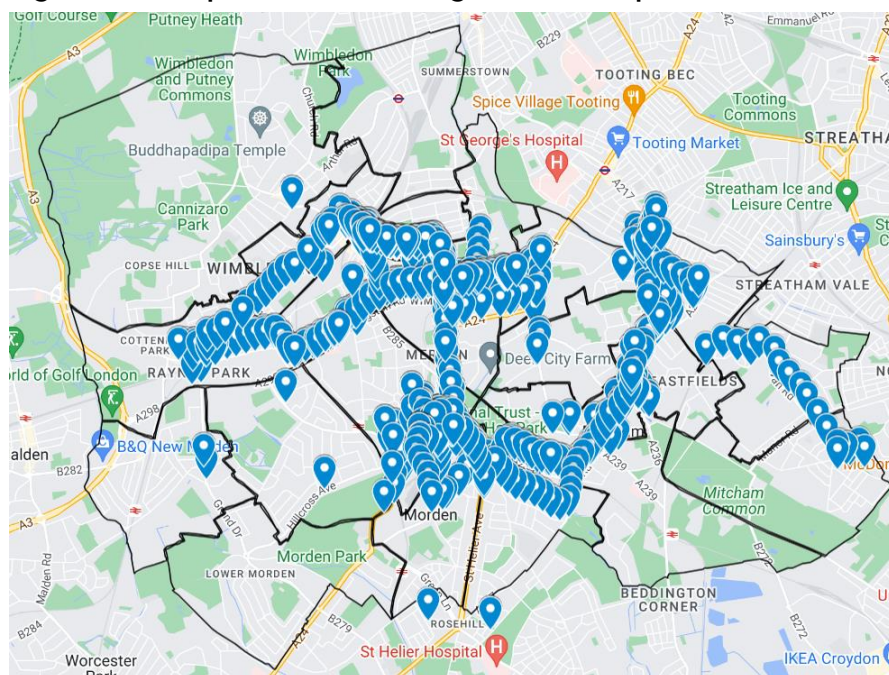
- The FPN Payment rate for Q3 sits at 75%. It remains above the contract target of 72% and is well within the green range of 68%, as well as being an increase from the average of 73% for Q2.
- Monthly operational meetings continue to investigate reasons for successful representations to continue to improve the quality of FPN issuing across the service.

Table 3: FPNs Issued

2023	Kingdom FPNs Issued			LBM FPNs Issued		
	Littering FPNs @ £150	Fly-tipping FPNs @ £150	Fly-tipping FPNs @ £400	Littering FPNs @ £150	Fly-tipping FPNs @ £150	Fly-tipping FPNs @ £400
January	424	104	6	2	1	1
February	469	83	5	0	4	2
March	392	32	5	0	10	2
April	291	30	15	0	4	4
May	305	30	8	0	0	0
June	359	45	6	0	10	2
July	469	23	2	0	6	12
August	440	41	4	0	3	0
September	326	8	3	0	5	0
October	262	8	23	0	7	1
November	325	29	28	0	3	3
December	242	46	24	0	3	3
<b>Totals</b>	<b>4062</b>	<b>433</b>	<b>105</b>	<b>2</b>	<b>53</b>	<b>27</b>

- Please note that FPNs that are not paid are processed through the Single Justice System for formal prosecution, or as a result of misleading or inaccurate customer or offender information provided when serving the initial penalty.
- For prosecutions, the Q3 total for prosecutions brought forward was 77, all for littering. This is a minor reduction compared to Q2, where 81 litter prosecutions were carried forward.
- Kingdom officers are deployed across the whole of Merton with concentration on the main town centre hubs of Wimbledon, Mitcham, Morden, Colliers Wood and Raynes Park. The Authority is satisfied that Kingdom officers are providing adequate coverage across the borough, with regular presence in key hotspot areas.
- Figure 2 shows an example of the geo-tracking information provided by Kingdom on a monthly basis to highlight where patrols have taken place (taken from Kingdom Monthly Report).
- This allows Officers to ensure deployment plans are being adhered to.

Figure 2: Example of Geo-Tracking information provided on a Monthly Basis



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- Contract Operations meetings are undertaken monthly, with twice-weekly tasking meetings held to review performance and influence deployment for the week ahead.
- The Authority has recently recruited two additional internal Environmental Enforcement Officer roles. Once in post, enhanced cohesive working between the teams should provide improved environmental enforcement outcomes.

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