

# Waste and Street Cleansing Update

Tenants and Lease Holder Panel  
25<sup>th</sup> 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

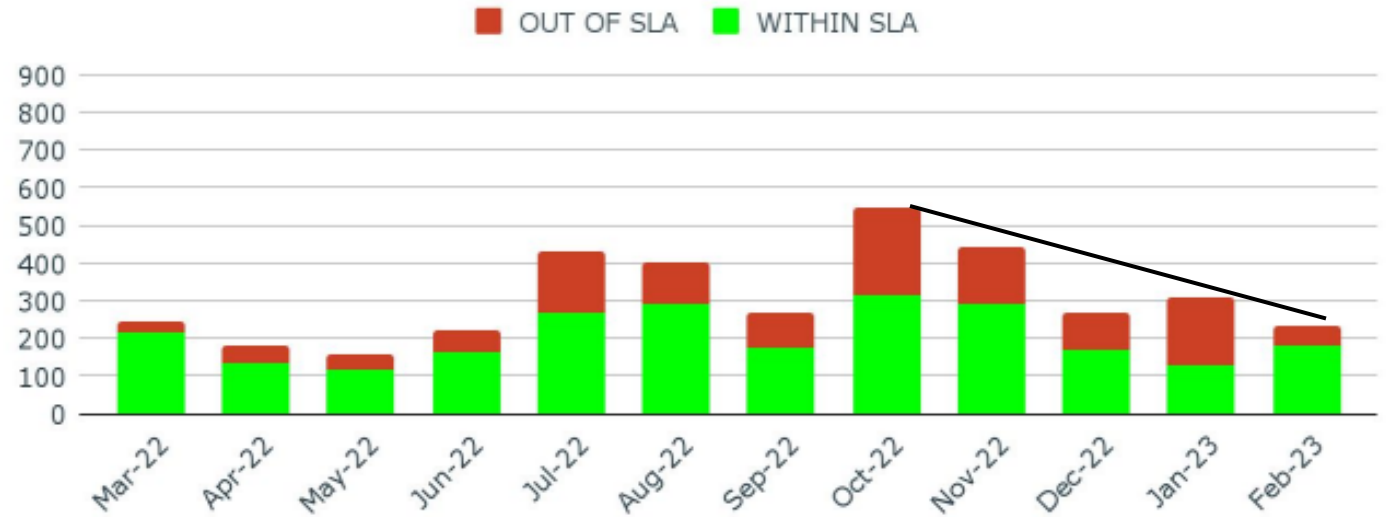
Total Container Deliveries  
Completed

8974

Total Tonnage Collected

# Waste Collection Communal Refuse Collections (Feb 2023)

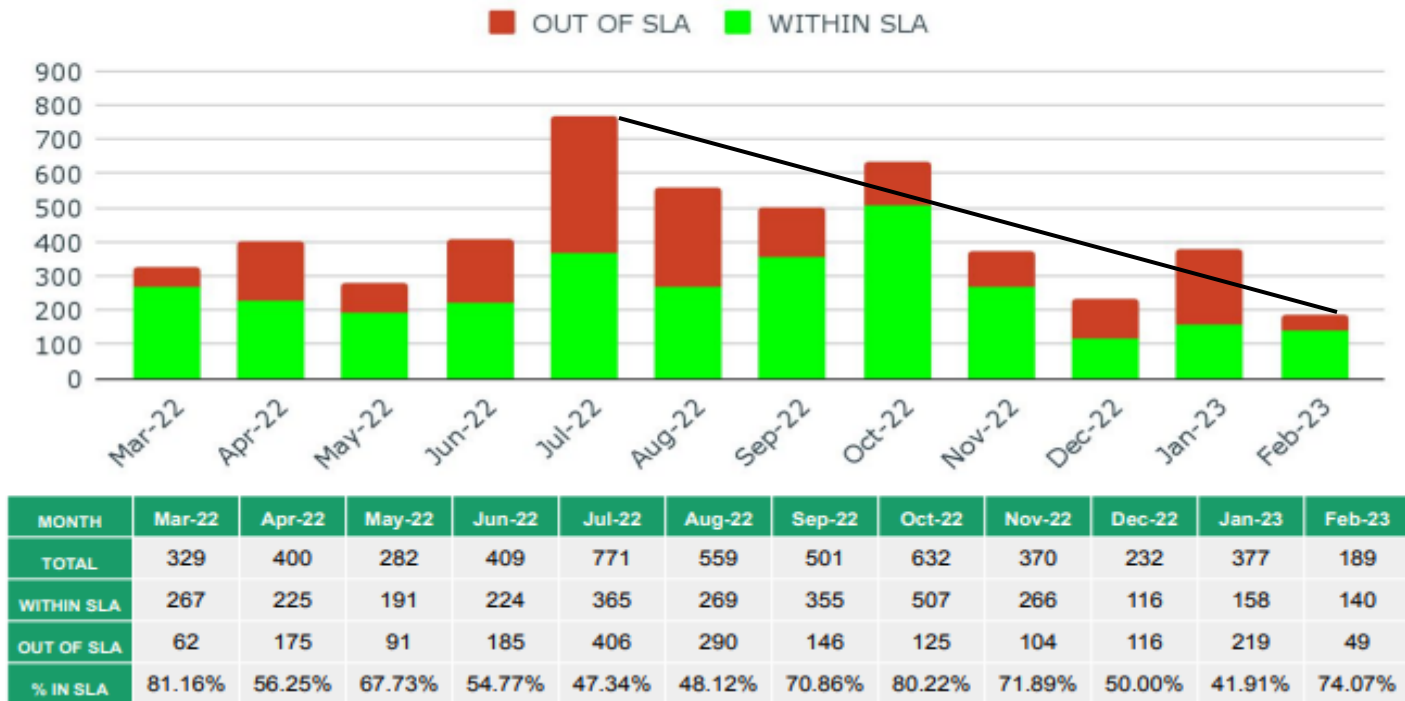
## SPI 4: Rectification of Missed Refuse Communal Collections



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
<b>TOTAL</b>	<b>2,654</b>

# 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	

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THANK YOU