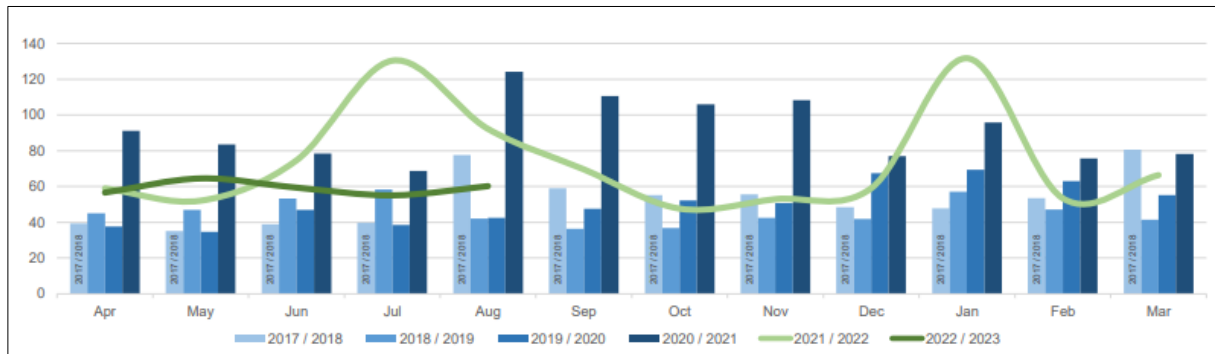


## Appendix 1 – Bin Collection and Street Cleansing Contract Performance

### 1.0 Bin Collection Performance

1.1 Graph 1 shows the number of residents reported missed bins for collections via the Contact Centre and on-line. Following service interruption during the pandemic and subsequent issues in 2021 with HGV driver shortages, the number of missed bins has significantly reduced. Over one million bins are successfully emptied each month. However, it's understood that the impact of even one missed bin for a resident is frustrating and inconvenient. This area is closely monitored to reduce recurring issues and Biffa work with the Council to identify other issues outside of their control which impact their ability to service bins.

Graph 1 showing the number of missed bins per 100,000



1.2 Improving crew bin returns and reducing spillage from bins during the collection process was highlighted as a priority by members through contract review process in 2021/22 and is a workstream as part of the Service Improvement and Innovation Group (SIIG).

1.3 Table 1 shows the results of inspections by Officers checking shared bin collections in passageways. This area remains a priority for improvement and is a workstream as part of the SIIG.

Table 1 showing percentage of passageway bin collections passing checks against collection schedule

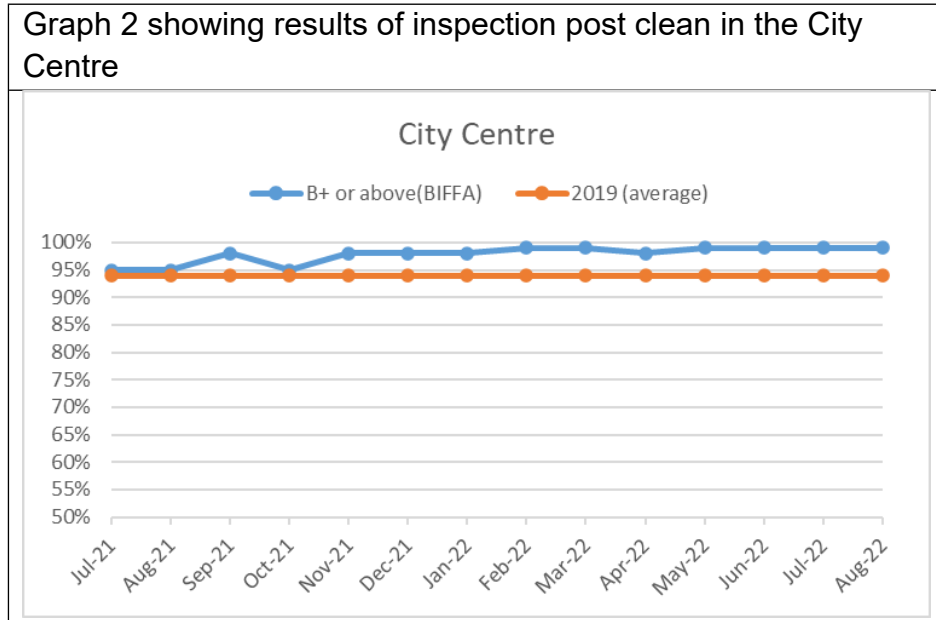
| Year      | 2018 | 2019 | 2020 | 2021 |
|-----------|------|------|------|------|
| Pass rate | 80%  | 93%  | 93%  | 85%  |

#### Passageways (Quarterly clearance)

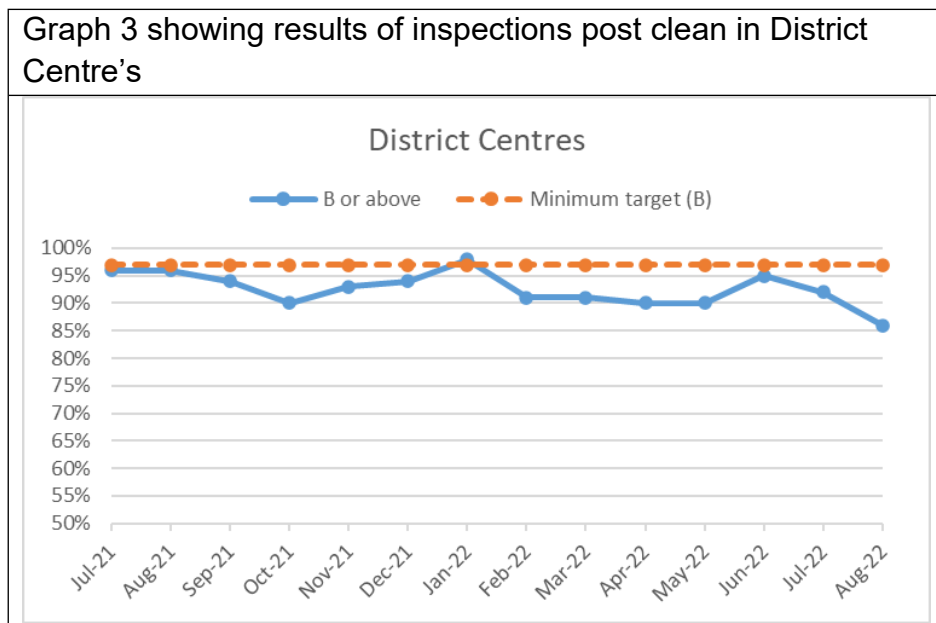
1.4 Biffa have been successfully maintaining the programme in line with the agreed schedule. Officers provide evidenced quarterly updates to ward members.

## 2.0 Street Cleansing & Fly-tip Removal Performance

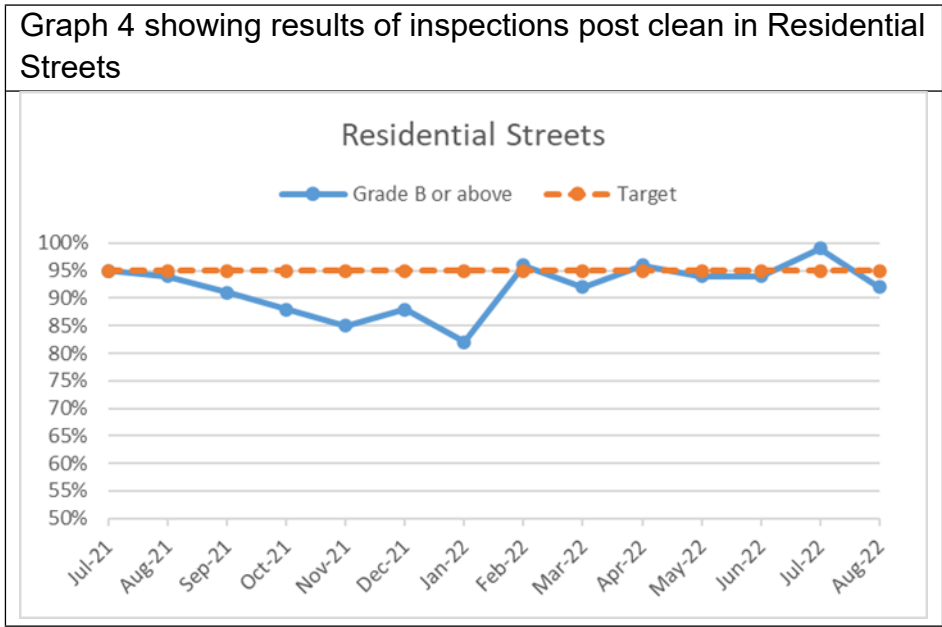
2.1 Graph 2 shows the results of inspections post cleanse in the City Centre which shows that the required standards are being achieved.



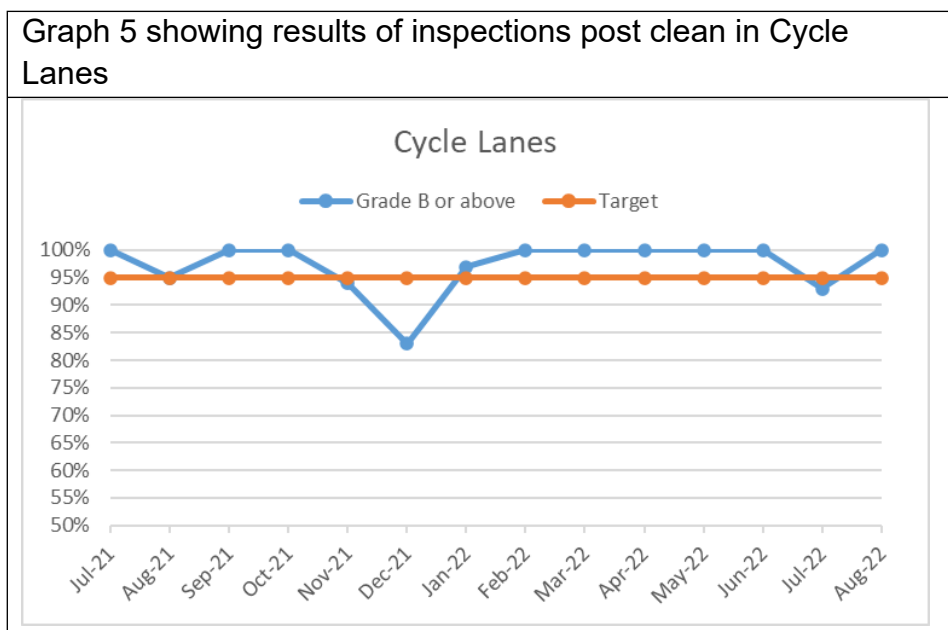
2.2 Graph 3 shows the results of inspection post cleanse in District Centres. This performance needs to improve, surveys shows that detailed cleansing is not always being completed to a high enough standard and this has been highlighted for improvement as detailed in section 5.0 of the main report.



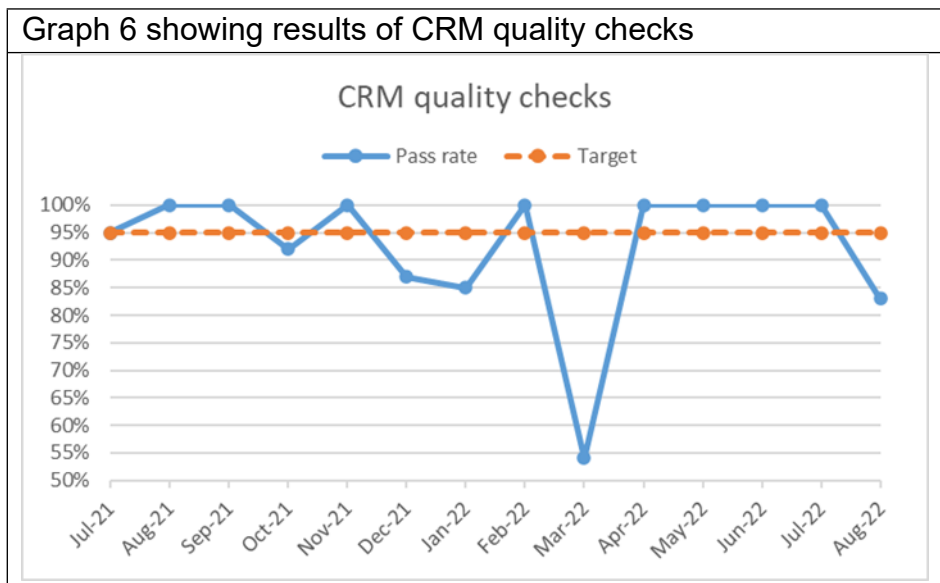
2.3 Graph 4 shows results of inspection post cleanse in residential streets. Whilst improvements have been observed over the last 6-months, further work is required by Biffa to ensure a more intelligent approach is adopted to deploying resource to improve standards.



2.4 Graph 5 shows results of inspection post cleanse in Cycle Lanes. Biffa understand it is a key priority for the city to promote active travel and ensuring cycle lanes are clean is important to sustain and increase uptake. In recent years the cycle lane network has increased, a work stream has been established to improve the cleansing methodology which will require new machinery. Trials are being undertaken in 2022/23 to be implemented in 2023/24.



2.5 Graph 6 shows results of checks undertaken of CRM jobs to ensure jobs are being processed and closed correctly. Most CRM tickets are handled correctly. Improvements have been identified to improve workflow in the current CRM system, which will be reviewed as part of the Resident Business Development Experience Programme (RBDxP). There is also opportunity to make improvements to Biffa's operating system (Whitespace) to improve workflow and accuracy of job allocation.



### Fly-tip Removal Performance

2.6 The Biffa resource allocated to managing fly-tipping has been placed under increased demand since 2019/20 following an increase in the number of fly-tip incidents. Biffa prioritise resource towards removal of fly-tipping to ensure the 5-day removal service level agreement is achieved.

Table 2: Total number of fly tipping jobs reported by Biffa as 'complete'

