

Appendix C

Councillor Simon Howell

Chairman Performance and Audit

Uttlesford District Council

October 30th 2011

Dear Simon,

You will be aware that KPI 15, the number of Return visits to collect missed bins had been at red for the first two quarters of this year.

Against a target of 40 missed bins per 100,000 collections the target was at 66 for quarter one and 58 for quarter two. This quarter was set after a period of exceptionally low "missed bins" reported and is not reflective of the longer term trends which show a figure of 47-55/ 100,000.

The actual numbers are

April	108 / 231000	46.8 / 100,000
May	164 / 231000	71.0 / 100,000
June	192/ 242000	79.3 / 100,000
July	149 / 231000	64.5 / 100,000
August	152/242000	62.8 / 100,000
September	114/242000	47.1 / 100,000
October	131/231000	56.7/ 100,000

I have thoroughly examined the detailed reports for these months and can confirm that there is no specific trend that caused the increase in the summer months.

There were no new employees during the time in question but rather a higher than usual level of sickness, both short and long term, as well as holidays and absence. As the problem was worse at the Saffron Walden depot, management reacted by moving an experienced manager there which has resulted in the improvement that we now see.

In examining the detailed information I must stress that the system allows self reporting of "missed bins" and there are instances where **both** bins at a household have been "missed". This would seem highly unlikely and is more likely to be that the bins were not out "on time".

90% of "missed bins" are reported by phone although there is a web facility to do this. This takes up valuable staff time.

I have asked officers to convene a meeting in the near future to discuss the “roll out” of the new waste and recycling scheme next year and the literature that accompanies this and shall ensure that we stress the need for the bins to be out by 7 a.m., as rounds can vary week on week, as well as the reporting mechanisms for “missed” collections.

I have asked officers to keep me informed of these figures on a monthly basis in future in order that issues can be addressed at an early stage, especially as we do have new employees that we have taken on during September who will be less experienced.

Susan Barker

Cabinet Member for Environmental Services