

Q1 performance 2012-13

Performance and Audit Committee, 16 August 2012, item 8, appendix B

**Letter from Cllr Howell to Cllr Barker**

Dear Susan,

At the most recent meeting of the Performance & Audit Committee, members reviewed the quarter 4 and year-end outturn performance data.

I am writing to you to express the committee's continued concern about KPI15 (missed bins), which underperformed against target in every quarter in 2011/12, and showed a deterioration on performance in the 2010/11.

The Committee noted the additional information supplied for the meeting by the Director for Public Services regarding reasons why bins may be missed. Nonetheless, the Council has set itself a target which it is not meeting. Therefore I would be very grateful if you could provide the Committee with the reassurance that you are taking steps to improve this situation.

I understand that the new single-pass vehicles and their in-cab technology should have a positive effect but there are still several months before they are introduced and in the meantime we would expect to see an improvement in the current arrangements, given the consistent underperformance against target.

Your response will be reported to the next meeting of the committee and I look forward to hearing from you.

Yours sincerely,

Cllr Simon Howell  
Chairman, Performance & Audit Committee

**Response from Cllr Barker**

Dear Councillor Howell,

Thank you for your note regarding the "Missed Bins" indicator reported to the Performance and Audit Committee.

As you will be aware our operatives collect around 75000 bins a week and we set a target of missing no more than 30. This equates to a rate of 1 in 2500 bins.

This target was based on a period where we had particularly good performance and is proving difficult to deliver against. The main reason has been sickness among drivers which can prove a problem in rural areas with an agency driver unfamiliar with rural routes.

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There are, too, occasions where bins are not out early enough and residents will ring in. In previously reviewing detailed statistics it is obvious that this is the case in some instances as two bins are missed at an address by two separate lorries!

You are correct that the in cab technology will enable us to report bins not being out at point of visit, which will assist in these instances, but we may still wish to go back to collect ( if possible) so as to maintain good relations, although this will no longer be a missed bin.

The introduction of a single pass vehicle may require us to revisit this target as every house missed will be two bins and I will keep you informed about this aspect. Perhaps a target of missed dwellings would be more appropriate. The move to a four day week will also create longer, different rounds which could result in a further dip in performance.

Perhaps towards the end of the year once we have moved to a new type of lorry and a new round structure the target should be reviewed to see if it is realistic.

In the meanwhile I shall make enquiries about the performance of other Districts to see how we compare.

Susan Barker