

Northampton Borough Council

Overview and Scrutiny Committee

15 February 2021 6pm, remote meeting over zoom

Briefing Note: Performance Management Report September 2020-21

Update on ESCO1 – missed bins collection

Background

1.1 At a recent meeting of the Scrutiny Panel, an update was requested regarding the performance of **ESCO1 - missed bin collections**

2 Update –

ESCO1 – Missed bin collection

2.1 The amount of bins and boxes missed in period is showing an increase on last years' figures. In comparison to this time last year, figures recorded were 2,985 missed bins and boxes against 3,899 this year (in the 9 month period between April and December 2020).

2.2 It should be noted that there has been an increase in household waste and recycling presented during the period. This was expected due to more people working from and being at home and therefore more collections. There has also been disruption to collection rounds due to Covid related driver shortages.

2.3 To put these figures into perspective, Veolia undertake around 1.3 million collections per month and miss an average of 433.

2.4 Work continues to identify those rounds where there may be repetitive collection problems and, if this can be identified as down to crew, rather than resident's behaviour, investigations take place to isolate and correct any blockages to providing a flawless collection process.

2.5 Any reported missed containers are required to be rectified within 24 hours, the current performance for this is around 97% of missed collections being rectified within 24 hours.

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2nd February 2021