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SUPPLEMENTARY PAPERS

Committee	ENVIRONMENTAL SCRUTINY COMMITTEE
Date and Time of Meeting	TUESDAY, 6 JULY 2021, 4.30 PM
Venue	MS TEAMS
Membership	Councillor Patel (Chair) Councillors Derbyshire, Owen Jones, Lancaster, Jackie Parry, Parkhill, Owen, Sandrey and Wong

The following papers were marked 'to follow' on the agenda circulated previously

6 Waste Collection Services – Appendix A (Pages 3 - 32)

Policy and Service Review Scrutiny

Davina Fiore

Director Governance & Legal Services

Date: Wednesday, 30 June 2021

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4-day collection model performance review

Environmental Scrutiny
6th July 2021

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Agenda Item 6

Background

- A scrutiny presentation took place on 3rd November 2020 on **‘Transforming Collections in Recycling Services’**
- The proposal was to change collections from a 5 day collection service working 6:00-22:00 to a 4 day collection service working 6:00-15:45

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A number of concerns were to be addressed by introducing the changes, alongside improvements to services for residents

- This performance review is to provide information on how the services is currently performing and to identify further improvements still to be made.



Collections Performance - Aims

- Support efficient and effective collections between 6:00-15:45.
- Enable 2 loads to be undertaken and crews working 90-100% of their contracted working hour.
- Limit issues with vehicle maintenance to remove impact on service delivery
- In-cab technology to provide information directly to crews and support management of collections from control room



Collections Performance - Outcome

- The performance of the collections rounds is shown in the 'Round Performance' spreadsheet (attached separately)
 - Spreadsheet shows the completion percentage for the rounds working between 6:00 and 15:45
 - During the initial 6 weeks there was a need to rebalance rounds following on the ground experience of round delivery
 - Recycling (REC), Food, Residual (RES) now being collected on scheduled collection day. Any small amount of shortfall is picked up by a contingency team from Street Scene on the same day.
 - Finishing time of crews is now 14:30-15:45 with two loads being undertaken achieving the 90-100% contracted working hours



Collections Performance - Outcome

- Refuse Collection Vehicle availability now supporting service delivery
 - 4-day collection model provides time for Central Transport Services to maintain and inspect vehicles.
 - On-site maintenance of minor repairs and inspection now in place at Lamby Way.
 - Half way through fleet replacement programme for standard Refuse Collections Vehicles for residual and garden waste collections
- Work still required to improve performance associated with garden waste, assisted lifts, hygiene, bulky collections and HMOs.



Collections Performance – Outcome

- Garden waste is extremely variable and Friday collections are heavy creating resource balance issues
 - A new collection model for garden waste is being developed to support balancing resource requirements
 - Chart showing tonnage since April – note variable tonnage of ‘Green’

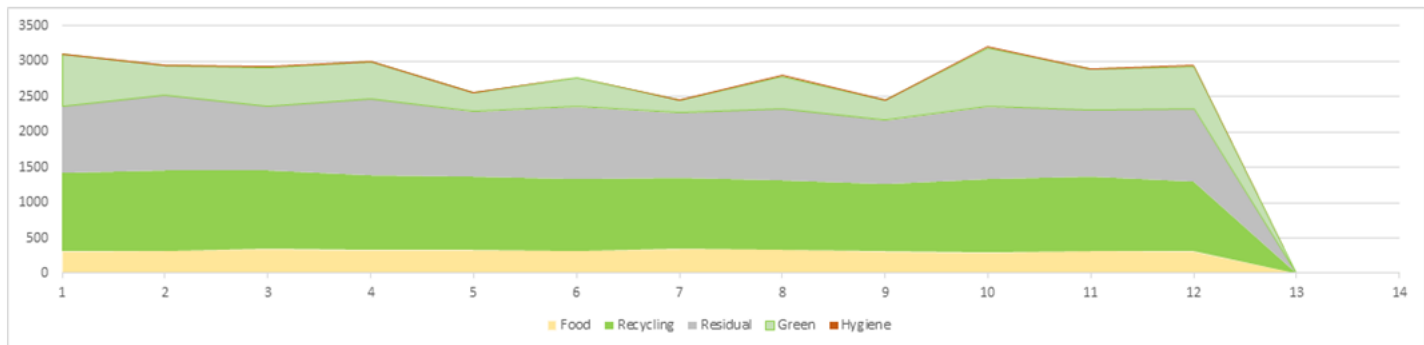
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Domestic Waste

Hygiene recycled from this point

w/e	04/04/2021	11/04/2021	18/04/2021	25/04/2021	02/05/2021	09/05/2021	16/05/2021	23/05/2021	30/05/2021	06/06/2021	13/06/2021	20/06/2021	27/06/2021
Green	728.42	416.94	544.56	525.32	262.42	405.44	170.72	456.54	276.72	834.49	568.06	596.24	0
Food	307	324.1	344.38	330.96	327.78	318.48	348.32	333.64	315.12	291.42	321.56	312.68	0
Recycling	1116.67	1135.25	1104.2	1058.15	1043.99	1018.99	1000.02	982.13	953.81	1042.552	1041.08	988.73	0
Residual	943.36	1060.78	921.24	1078.57	915.12	1022.5	921.82	1011.7	897.89	1024.06	953.4	1031.04	0
Hygiene	16.34	14.62	16.92	10.86	12.5	10.6	15.56	20.68	22.42	20.76	20.9	19.24	0
Total Waste	3111.79	2951.69	2931.3	3003.86	2561.81	2776.01	2456.44	2804.69	2465.96	3213.282	2905	2947.93	0

Green %	23%	14%	19%	17%	10%	15%	7%	16%	11%	26%	20%	20%	0%
Food %	10%	11%	12%	11%	13%	11%	14%	12%	13%	9%	11%	11%	0%
Recycling %	36%	38%	38%	35%	41%	37%	41%	35%	39%	32%	36%	34%	0%
Residual %	30%	36%	31%	36%	36%	37%	38%	36%	36%	32%	33%	35%	0%



Collections Performance – Next Steps

- Improvement to performance relating to assisted lifts
 - Assisted lift performance is not directly impacted by the 4-day collection model – similar issues existed prior to the 4-day week
 - The in-cab technology was only introduced to food collection vehicles at the end of June so improvements are expected

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Hygiene and Bulky collections need to have performance monitoring

- Hygiene and bulky collections will be monitored utilising in-cab technology from the start of July



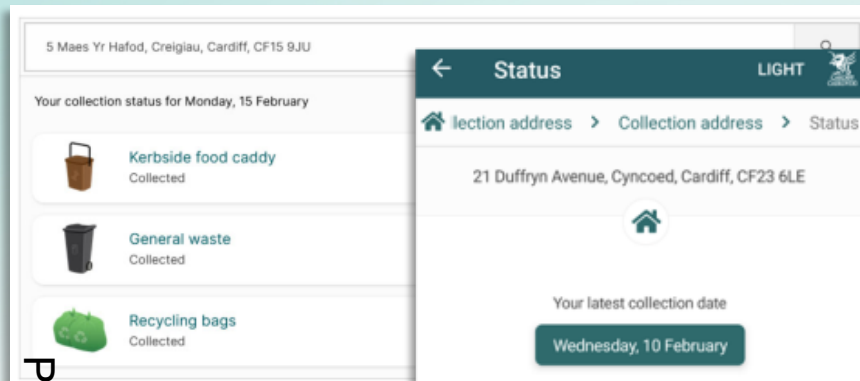
Managing Resident Concerns – Aims

- Deliver digital improvements to residents on collection information and the reporting of missed collections
- Support the management of missed collections in the working day to remove ongoing concerns from resident

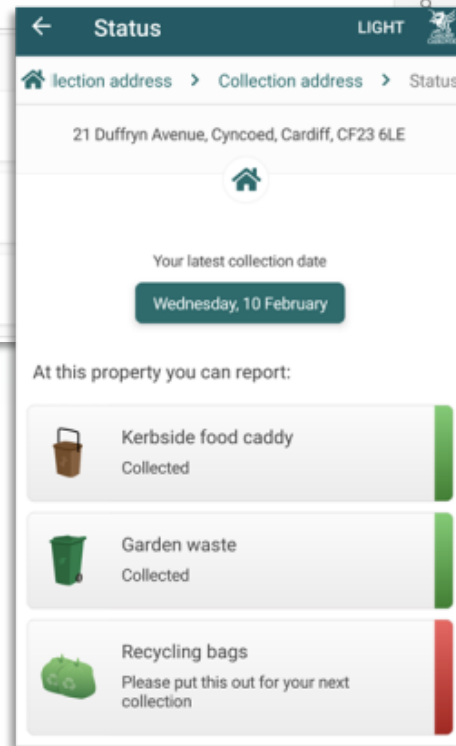


Managing Resident Concerns – Outcome

- The digital system introduced on both the website and app



Page 11
(Web)



(App)

- Fully Integrated with Bartec
- Allows Customers to see the status of their collection.
- Informs of contamination issues.
- Informs if rounds re-scheduled (e.g. access issues).
- Email confirmation on reports made.
- Email confirmation when re-collected,
- Can only report assets allocated to that property.
- Results driven by completion of rounds and “event” updates.
- Launched on the Web to meet deadline (22nd Feb) App started April.
- Same Integration and information used in the Contact Centre.

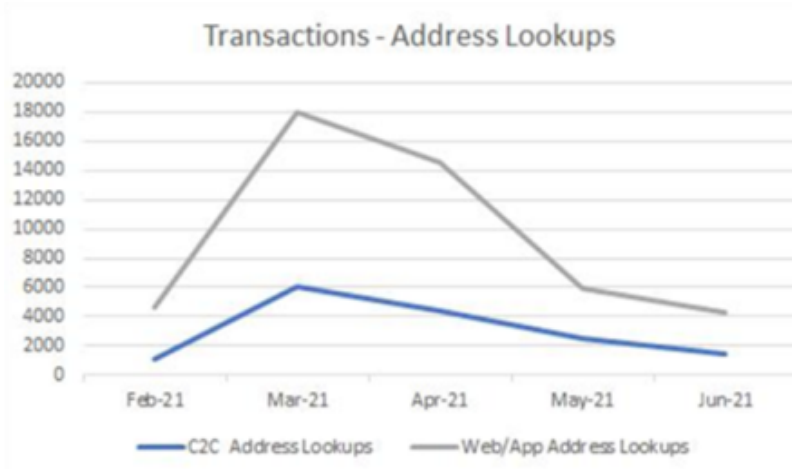


Managing Resident Concerns – Outcome

- Web/app information supports more residents than C2C alone demonstrating the benefits of the digital system
- The number of transactions (address lookups) significantly outweighs the amount that follow up with a report demonstrating residents are being informed about any collection changes via web/app

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	Feb-21	Mar-21	Apr-21	May-21	Jun-21
C2C Address Lookups	1047	6029	4408	2535	1443
C2C New Reports	324	1478	1249	681	360
Web/App Address Lookups	4627	17944	14553	5897	4313
Web/App New Reports	747	2387	1475	1044	700



Managing Resident Concerns – Outcome

- The number of missed collection concerns raised is shown in the ‘Missed Collection Reports by Ward – Monthly’ spreadsheet (attached separately)
 - The number of missed collection reports since the introduction of the 4-day collection model is shown as 9,430
 - For the same period in 2019 last year the service had 4,489 reports
 - Significant improvements have been made month on month and is now at levels similar to 2019. In 2019 there were 11,821 reports averaging 1,000/month
 - Reporting is now both digital and via C2C where as previously it was only via C2C so the ease to raise a missed collection report has improved



Managing Resident Concerns – Next Steps

- The majority of concerns relate to assisted lifts and issues relating to bespoke collection points
 - Work is continuing to ensure missed collections and concerns are reduced by supervisors and controllers taking ownership of issues
 - Digital information allows the management team to monitor ongoing concerns and ensure improvements to performance



Cost Efficiency - Aims

- Staff working 90-100% of their contracted working hours
- Removal of Bank Holiday concerns and associated overtime
- Significant reduction in overtime paid to deliver the service

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Cost Efficiency – Outcome

- Finishing time of crews is now 14:30-15:45 with two loads being undertaken achieving the 90-100% contracted working hours
- £51,000 of overtime to cover annual Bank Holidays on Mondays removed
- Since the introduction of the new 4-day collection model £114,161 of overtime has been paid. For the same period, March, April and May in 2019 the overtime was over double the current overtime at £250,216

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	Inflated by 2% to make equivalent to 20/21 rates											
	OVERTIME COSTS								CHANGE			
	Mar-19	Apr-19	May-19	Total	Mar-21	Apr-21	May-21	Total	March	April	May	Total
Permanent Collections Staff	£14,886	£29,555	£31,132	£75,573	£12,406	£15,438	£9,061	£36,905	-£2,480	-£14,117	-£22,071	-£38,668
Agency Collections Staff	£49,118	£50,840	£74,685	£174,643	£20,977	£38,609	£17,670	£77,256	-£28,141	-£12,231	-£57,015	-£97,387
Total	£64,004	£80,395	£105,817	£250,216	£33,383	£54,047	£26,731	£114,161	-£30,621	-£26,348	-£79,086	-£136,055

Cost Efficiency – Next Steps

- Overtime to be reduced by recruitment of permanent staff to cover resource requirements
 - A shortage of drivers in UK is creating additional demand for overtime but the service is looking to develop drivers within the service area
 - The resource requirements for garden waste collections in winter months is less than in the summer and therefore there is a need to look at how this is resourced across the whole service
 - Additional work around apprentices, ‘into work’ and ‘kick-start’ initiatives to be developed in service area to provide inward investment and support to other concerns the Council is managing



Work Life Balance/Sickness – Aims

- The 4-day collection model was to contract frontline officers to work 37 hours over 4 days rather than 5 days.
 - The approach was to improve work life balance and to provide 3 rest days to help reduce sickness levels within collections



Work Life Balance/Sickness – Outcome

- Sickness levels in the Service are currently relatively high

2019 - Collections Only					2020 - Collections Only					2021 - Collections Only						
Date	FTE	No of Staff Members reported Sick	Total No of Days Sickness	Average days sick per employee	Date	FTE	No of Staff Members reported Sick	Total No of Days Sickness	Average days sick per employee	% Change from previous year	Date	FTE	No of Staff Members reported Sick	Total No of Days Sickness	Average days sick per employee	% Change from previous year
Feb-19	164	29	268	19.6	Feb-20	164	33	352	25.8	31%	Feb-21	150	30	335	26.8	4%
Mar-19	164	18	253	18.5	Mar-20	164	24	253	18.5	0%	Mar-21	150	32	405	32.4	75%
Apr-19	164	19	169	12.4	Apr-20	164	18	228	16.7	35%	Apr-21	150	32	350	28.0	68%
May-19	164	20	215	15.7	May-20	164	17	216	15.8	0%	May-21	150	36	317	25.4	60%
Totals	656	86	905	16.6	Totals	656	92	1049	19.2	16%	Totals	600	130	1407	28.1	47%

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- A review of sickness across Recycling Services shows frontline services outside of collections have higher levels of sickness per FTE. **Please see next slide**
- These other frontline services have not been impacted by the changes to a 4-day collection model
- The pandemic has meant frontline officers have taken less leave. 770 annual leave days in collections were carried forward from 2020/21 compared to 370 in the previous year
- A review for the reasons of sickness show there is no sickness directly attributable to a 4-day collection model. Musculo/skeletal sickness is being closely monitored

Work Life Balance/Sickness – Outcome

- May 2021 Sickness Review

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FTE Days Lost	FTE	Target	Apr-21	May-21	YTD	Comments
Waste	119	15.5	39.54	38.70	40.32	This is a temporary team HR have created which is all the new posts as part of the restructure
Waste Education & Enforcement	28.81	15.5	29.18	26.64	27.91	3 STS - 2 RTW with 1 still absent 2 LTS still absent
Collections	35.00	15.5	30.86	24.94	25.67	14 STS - 9 RTW with 5 still absent 15 LTS still absent
Resource	3.93	15.5	0.00	0.00	0.00	
Trade Waste	37.34	15.5	2.51	10.50	6.95	4 STS - 3 RTW with 1 still absent 1 LTS still absent
Recycling Centre & WTS	28.92	15.5	31.93	37.18	34.51	4 STS - 3 RTW with 1 still absent 4 LTS still absent (this includes EH)
MRF	39.00	15.5	7.08	3.66	5.37	3 STS RTW
Depot	4.00	15.5	0.00	0.00	0.00	
Business Support	9.46	15.5	0.00	0.00	0.00	
Waste Strategy	7.57	15.5	0.00	0.00	0.00	
D&P (Stores)	8.6	15.5	0.00	0.00	0.00	
Project Gwyrdd	4.71	15.5	0.00	0.00	0.00	
Cleansing	130.96	15.5	10.73	11.72	11.45	6 STS - 2 RTW with 4 still absent 4 LTS still absent
Assistant Director, OM's & Support	14	15.5	0.92	10.29	5.78	This is AB as he is incorrectly down as Street Scene rather than HWRC due to the restructure
TOTAL	471.30	15.5	19.99	20.23	20.31	

Work Life Balance/Sickness – Next Steps

- Senior Management continue to monitor sickness across Recycling Services to review performance and address concerns
 - Cleansing and MRF is not following the same pattern of high sickness in comparison to collections, education and enforcement and recycling centres / waste transfer station
 - The MRF is a service where officers have continued to work during the pandemic period; however there was a 2 week holiday period whilst works were undertaken to the equipment. The sickness in this area is significantly lower than normal
 - The frontline workforce have generally not been having long holidays due to the pandemic and this may be impacting sickness as individuals are not having good periods away from work to 'recharge their batteries'

Clean Streets – Aims

- Waste will be on the streets for less time, improving street cleanliness – over 50% reduction - 39 hours instead of 80 hours
- Apply cleansing and enforcement resource to follow collections and remove any concerns on the same day as collections are taking place



Clean Streets – Outcome

- 4-day collections performance monitoring shows completion relating to food, recycling and residual takes place between 6:00 and 15:45
 - Positive comments received from residents about waste not being on the street
 - Garden waste collection is being reviewed to deliver a new model but as this waste is containerised it has limited impact on street scene cleanliness
- Cleansing and enforcement restructure has not taken place to support resources to follow collections
 - Following the delivery of the 4-day collection model the service area will now be progressing the restructure



Clean Streets – Next Steps

- Cleansing and enforcement restructure to proceed following consultation with Trade Unions and workforce
 - The restructure programme will take until December 2021 to be completed
- Collections, Cleansing and Enforcement to work closely together to remove problems and provide bespoke solutions to ongoing concerns
 - Changes to collection rounds to support removal of concerns earlier in the day
 - Bespoke intervention to issues relating primarily to students and HMOs in Cathays and Plasnewydd



Overall Conclusion

- The model supports efficient and effective working for collections
- The model is now embedded and can deliver good performance
- Vehicle concerns relating to double shifts have been removed
- Resident concerns are now digitally reported in a single system
- Overtime payments have reduced and will be replaced with permanent jobs
- Sickness needs closer attention but there is no direct correlation between sickness levels and the introduction of the 4-day collection model
- Waste is being removed more quickly and 3 days with no waste on the streets
- The new cleansing and enforcement model will improve the street scene

There is strong commitment to drive continuous improvement



Any Questions?

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	23-Feb	02-Mar	09-Mar	16-Mar	23-Mar	30-Mar	06-Apr	13-Apr	20-Apr	27-Apr	04-May	11-May	18-May	25-May	01-Jun	08-Jun	15-Jun	22-Jun	29-Jun
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19
REC 1	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 2	70%	93%	75%	99%	81%	82%	81%	90%	94%	100%	100%	100%	100%	100%	100%	100%	100%	100%	96%
REC 3	71%	89%	70%	100%	100%	100%	100%	100%	71%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 4	58%	100%	100%	100%	100%	79%	83%	53%	95%	85%	100%	93%	100%	100%	99%	100%	100%	100%	100%
REC 5	75%	86%	99%	100%	100%	93%	100%	100%	98%	100%	100%	98%	100%	100%	100%	100%	100%	100%	100%
REC 6	75%	77%	100%	100%	100%	67%	100%	61%	96%	83%	100%	100%	65%	74%	89%	85%	86%	100%	85%
REC 7	73%	91%	100%	100%	90%	71%	85%	74%	83%	100%	100%	82%	100%	100%	100%	100%	100%	100%	100%
REC 8	83%	98%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%	100%	100%	100%	100%
REC 9	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 10	56%	76%	100%	100%	100%	89%	85%	82%	100%	100%	100%	100%	100%	89%	100%	100%	100%	100%	100%
REC 11	65%	100%	100%	100%	100%	82%	74%	97%	72%	77%	100%	78%	100%	100%	91%	100%	100%	100%	100%
REC 12	91%	100%	100%	100%	100%	100%	100%	97%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 13	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 14	n/a	n/a	100%	100%	100%	100%	100%	100%	100%	100%	100%	66%	100%	100%	100%	100%	100%	100%	100%
REC 15	n/a	n/a	n/a	100%	100%	100%	100%	100%	87%	100%	100%	100%	100%	100%	100%	90%	100%	100%	100%
REC 19	100%	100%	91%	83%	95%	84%	100%	100%	84%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
CRB1	90%	100%	64%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	DISBANDED	DISBANDED	DISBANDED	DISBANDED
CRB2	n/a	n/a	n/a	n/a	100%	100%	100%	100%	82%	N/A	DISBANDED	100%	DISBANDED	DISBANDED	DISBANDED	100%	DISBANDED	DISBANDED	100%

FOOD 1	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
FOOD 2	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%
FOOD 3	93%	100%	100%	92%	100%	87%	100%	100%	100%	100%	100%	72%	100%	73%	100%	100%	77%	100%	100%
FOOD 4	83%	74%	80%	75%	100%	75%	100%	100%	84%	74%	100%	91%	100%	82%	100%	83%	73%	100%	100%
FOOD 5	100%	98%	100%	100%	100%	100%	100%	100%	100%	61%	72%	75%	89%	60%	50%	88%	62%	100%	100%
FOOD 6	100%	100%	100%	80%	100%	100%	100%	100%	83%	100%	100%	100%	100%	100%	100%	100%	84%	100%	100%
FOOD 7	77%	80%	62%	80%	95%	100%	100%	83%	100%	100%	100%	90%	100%	100%	100%	100%	90%	77%	100%
FOOD 8	100%	100%	100%	100%	100%	75%	100%	100%	100%	100%	100%	100%	100%	79%	100%	100%	100%	100%	100%
FOOD 9	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	68%	100%	100%	100%	100%
FOOD 10	NEW ROUND WC 22.06.21																		

RES 1	65%	58%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 2	70%	73%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 3	79%	75%	100%	100%	100%	96%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 4	72%	82%	88%	80%	100%	90%	100%	100%	100%	100%	100%	100%	93%	100%	100%	100%	100%	100%	100%
RES 5	99%	82%	99%	75%	100%	95%	100%	82%		100%	100%	88%	100%	95%	100%	100%	100%	100%	92%
RES 6	75%	77%	85%	100%	100%	100%	100%	100%		100%	80%	100%	93%	100%	100%	100%	100%	100%	100%
RES 7	100%	n/a	91%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 8	100%	n/a	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 9	86%	n/a	100%	n/a	100%	n/a	100%	n/a	n/a	100%	n/a	100%	100%	100%	100%	100%	100%	100%	100%
RES 10	n/a	100%	100%	n/a	100%	n/a	100%	n/a	n/a	100%	n/a	100%	n/a	100%	n/a	100%	100%	100%	100%
RES 11	n/a	n/a	n/a	n/a	100%	n/a	100%	n/a	n/a	100%	n/a	100%	n/a	100%	n/a	100%	100%	100%	100%
RES 19	89%	68%	0%	84%	83%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	81%	100%
CBR 1	92%	100%	100%	100%	85%	100%	100%	72%	n/a		100%	DISBANDED	100%	100%	100%	51%	100%	100%	100%
CBR 2	n/a	n/a	n/a	n/a	65%	n/a	100%	n/a	66%		DISBANDED	100%	85%	n/a	100%	n/a	100%	n/a	n/a

	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	Complete d Wed
COMP 1	100%	n/a	100%	100%	82%	100%	62%	100%	69%									
COMP 2	100%	100%	100%	100%	86%	90%	87%	100%	86%									
COMP 3	100%	100%	87%	100%	78%	100%	78%	100%	78%									
COMP 4	100%	100%	100%	100%	100%	82%	100%	100%	100%									
COMP 5	100%	100%	85%	100%	77%	85%	71%	100%	90%									
COMP 6	100%	n/a	na	100%	86%	100%	86%	100%	100%									
COMP 7	100%	100%	83%	100%	67%	100%	67%	100%	66%									
COMP 8	100%	100%	na	100%	88%	100%	?	100%	97%									
COMP 9					84%	n/a	100%	n/a	n/a									
COMP 19	100%	100%	100%	100%	76%	76%	100%	100%	100%									
REC R30	100%	100%	100%	100%	100%	100%	100%	100%	100%									
FOOD R30	100%	100%	100%	95%	100%	100%	100%	100%	100%									
COMPOST R30	100%	100%	100%				77%	100%	100%									
RESIDUAL R30	89%	0%	37%				63%	100%	28%									

HYGIENE 1	
2	
3	

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REC	11
REC	12
REC	13
REC	14
REC	19
REC	20
CRB1	1
CRB2	2
CRB3	3
CRB4	4

24-Feb	03-Mar	10-Mar	17-Mar	24-Mar	31-Mar	06-Apr	13-Apr	20-Apr	28-Apr	05-May	12-May	19-May	26-May	02-Jun	09-Jun	16-Jun	23-Jun
Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18
95%	52%	98%	64%	100%	100%	85%	84%		91%	76%	84%	100%	100%	86%	100%	100%	86%
98%	58%	100%	57%	100%	75%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
53%	59%	77%	93%	92%	100%	100%	100%		94%	91%	100%	100%	100%	100%	100%	100%	100%
35%	81%	63%	85%	100%	100%	90%	100%		100%	100%	100%	100%	100%	76%	100%	100%	100%
100%	100%	38%	76%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	94%
58%	76%	69%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	91%	100%	100%	99%
100%	100%	100%	100%	100%	100%	100%	100%		100%	89%	100%	100%	100%	100%	100%	100%	100%
100%	96%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	80%	100%	100%	93%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
66%	26%	55%	100%	100%	76%	92%	100%		100%	100%	100%	100%	98%	100%	100%	100%	100%
78%	73%	76%	100%	100%	100%	94%	100%		100%	100%	70%	100%	71%	100%	100%	89%	100%
n/a	n/a	100%	43%	100%	85%	82%	100%		100%	58%	100%	68%	100%	100%	100%	100%	100%
REC	13																100%
REC	14	n/a	n/a	n/a	59%	42%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	87%
REC	19	100%	100%	100%	100%	100%	100%	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%
REC	20	100%	19%	90%	100%	100%	67%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
CRB1	1	100%	100%	100%	100%	100%	100%	100%	100%	100%	na	100%	DISBANDED	100%	100%	100%	100%
CRB2	2	100%	100%	89%	100%	100%	100%	100%	100%	100%	na	100%		100%	100%	100%	100%
CRB3	3								0%	50%	73%	na	65%		69%	69%	DISBANDED
CRB4	4											90%					

FOOD	1
FOOD	2
FOOD	3
FOOD	4
FOOD	5
FOOD	6
FOOD	7
FOOD	8
FOOD	9
FOOD	10

93%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	52%	83%	76%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
90%	95%	84%	90%	79%	100%	66%	100%		100%	97%	100%	100%	100%	100%	62%	90%	58%
100%	100%	100%	95%	100%	100%	100%	100%		96%	59%	100%	100%	89%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%		70%	83%	100%	100%	89%	100%	100%	92%	100%
100%	32%	49%	70%	100%	100%	65%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
99%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	91%	100%	100%	100%	83%	100%		100%	100%	100%	100%	100%	100%	71%	100%	100%
100%	100%	97%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	98%
100%	100%	96%	87%	100%	90%	100%	100%		100%	100%	97%	100%	100%	100%	100%	100%	100%

RES	1
RES	2
RES	3
RES	4
RES	5
RES	6
RES	7
RES	8
RES	9
RES	10
RES	12
RES	19
CRB1	1
CRB2	2
CRB3	3
CRB4	4

100%	86%	91%	82%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	84%	100%	82%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	64%	92%	76%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	77%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	90%	96%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	70%	84%	75%	100%	100%	100%	100%		100%	100%	63%	100%	100%	100%	100%	100%	100%
100%	n/a	81%	100%	100%	100%	100%	100%		100%	93%	100%	100%	100%	100%	100%	100%	98%
n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		100%	n/a	100%	100%	100%	n/a	100%	n/a	100%
n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a		n/a	n/a	n/a			n/a	n/a	n/a	n/a
100%	80%	88%	81%	100%	100%	100%	100%		100%	88%	100%	88%	100%	100%	100%	100%	100%
100%	100%	61%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
100%	n/a	100%	n/a	75%	100%	38%	100%		100%	84%	50%	46%	100%		100%	100%	100%
n/a	n/a	n/a	n/a	100%	n/a	n/a	n/a		n/a	67%	n/a	na			n/a	68%	n/a
												90%		n/a	n/a	100%	n/a

COMP	1
COMP	2
COMP	3
COMP	4
COMP	5
COMP	6
COMP	7
COMP	8
COMP	19
COMP	20
COMP	22

A	B	A	B	A	B	A	B	A	B	A	B	A	B	A	B	Complete d Thurs	Complete d Thurs **
										66%	100%	77%		74%	100%	83%	100%**
										95%	100%	100%		68%	100%	79%	100%
										100%	100%	100%		100%	100%	100%	100%**
										97%	100%	na		93%	100%	86%	100%
										n/a	n/a	na		n/a	100%	100%	56%**
										n/a	84%	na		n/a	60%		
										100%	n/a	50%		90%	^	69%	
										100%	n/a	na		79%	n/a	47%	
										88%	100%	na		n/a	33%		
														47%	n/a		
												93%		n/a	n/a		

REC	R30
FOOD	R30
COMPOST	R30
RESIDUAL	R30

												100%		100%	100%	90%
												100%		100%	100%	100%
												100%		91%	100%	100%
												71%		100%	57%	100%

HYGIENE	1
	2
	3

REC	1
REC	2
REC	3
REC	4
REC	5
REC	6
REC	7
REC	8
REC	9
REC	10
REC	11
REC	12
REC	13
REC	14
REC	15
REC	16
REC	17
REC	19
REC	CBR 1
REC	CBR 2
REC	CBR 3

	23-Feb	02-Mar	09-Mar	19-Mar	26-Mar	Apr-02	06-Apr	13-Apr	20-Apr	30-Apr	07-May	14-May	21-May	28-May	04-Jun	11-Jun	18-Jun	25-Jun
	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18
REC 1	58%	66%	85%	88%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 2	59%	41%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 3	63%	100%	100%	72%	100%	100%	84%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 4	64%	68%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 5	66%	77%	87%	100%	93%	100%	100%	100%		94%	100%	100%	100%	100%	100%	100%	100%	100%
REC 6	65%	79%	79%	100%	87%	100%	100%	100%		100%	100%	100%	100%	100%	93%	100%	100%	100%
REC 7	59%	53%	82%	81%	61%	100%	100%	100%		100%	100%	94%	100%	100%	100%	100%	100%	100%
REC 8	80%	65%	81%	81%	100%	100%	100%	96%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 9	63%	70%	76%	96%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 10	42%	79%	82%	100%	90%	100%	100%	100%		99%	100%	100%	100%	100%	100%	100%	100%	100%
REC 11	61%	66%	100%	87%	100%	100%	100%	100%		100%	95%	100%	100%	100%	100%	100%	100%	100%
REC 12	65%	71%	100%	87%	100%	100%	61%	100%		99%	100%	100%	100%	100%	100%	100%	100%	100%
REC 13	66%	n/a	79%	75%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 14	72%	n/a	85%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 15	n/a	n/a	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 16	n/a	n/a	n/a	n/a	100%	100%	71%	94%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 17	n/a	n/a	n/a	n/a	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC 19	83%	84%	100%	84%	100%	100%	100%	100%		82%	100%	100%	100%	100%	100%	100%	100%	100%
REC CBR 1	100%	100%	100%	100%	100%	100%	83%	100%		100%	100%	100%	100%	100%	100%	100%	45%	32%
REC CBR 2	n/a	100%	n/a	n/a	n/a	n/a	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
REC CBR 3	n/a	100%	n/a	n/a	n/a	n/a	n/a	n/a				n/a	n/a	n/a				

FOOD	1
FOOD	2
FOOD	3
FOOD	4
FOOD	5
FOOD	6
FOOD	7
FOOD	8
FOOD	9
FOOD	10

FOOD 1	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	83%	100%	100%	100%
FOOD 2	73%	100%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
FOOD 3	67%	100%	100%	100%	100%	84%	100%	100%		100%	80%	87%	100%	74%	100%	95%	100%	100%
FOOD 4	68%	100%	100%	85%	100%	85%	55%	100%		100%	91%	71%	74%	100%	100%	100%	100%	79%
FOOD 5	100%	100%	100%	68%	100%	100%	100%	100%		100%	86%	100%	100%	86%	79%	100%	31%	100%
FOOD 6	71%	100%	100%	73%	100%	89%	69%	100%		100%	67%	100%	86%	100%	84%	100%	86%	100%
FOOD 7	66%	70%	100%	100%	100%	100%	100%	100%		89%	100%	100%	100%	100%	100%	100%	96%	81%
FOOD 8	69%	100%	100%	100%	100%	100%	100%	100%		84%	100%	89%	100%	100%	90%	100%	100%	100%
FOOD 9	80%	60%	100%	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
FOOD 10	56%	n/a	92%	72%	66%	72%	100%	100%		100%	70%	100%	74%	100%	100%	94%	100%	100%

RES	1
RES	2
RES	3
RES	4
RES	5
RES	6
RES	7
RES	8
RES	9
RES	10
RES	11
RES	12
RES	13
RES	19
CBR 1	1
CBR 2	2

RES 1	52%	56%	87%	97%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 2	58%	44%	100%	65%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 3	32%	53%	65%	73%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 4	48%	44%	69%	69%	82%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 5	100%	62%	73%	65%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 6	63%	60%	79%	68%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 7	65%	62%	64%	71%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 8	n/a	n/a	n/a	80%	87%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	100%
RES 9	n/a	n/a	n/a	74%	n/a	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%	88%
RES 10	n/a	n/a	n/a	73%	n/a	100%	n/a	83%		100%	n/a	100%	n/a	100%	n/a	93%	n/a	100%
RES 11	n/a	n/a	n/a	n/a	n/a	100%	n/a	100%		100%	n/a	100%	n/a	100%	n/a	100%	n/a	100%
RES 12	n/a	n/a	n/a	n/a	n/a	100%	n/a	100%		100%	n/a	100%	n/a	73%	n/a	100%	n/a	100%
RES 13	n/a	n/a	n/a	n/a	n/a	100%	n/a	97%		100%	n/a	100%	n/a	89%	n/a	81%	n/a	68%
RES 19	100%	100%	85%	81%	100%	100%	100%	84%		82%	100%	100%	100%	88%	100%	100%	100%	100%
CBR 1	68%	100%	100%	100%	n/a	100%	100%	45%		100%	100%	100%	100%	100%	100%	100%	100%	100%
CBR 2	n/a	n/a	n/a	n/a	100%	100%	100%	100%		100%	100%	100%	74%	100%	100%	100%	100%	100%

	A	B	A	B	A	B	A	B	A	B	A	B	A	B	THURS COMPOST WORK	SAT19TH JUNE	SAT26TH JUNE	
COMP 1															100%	46%	41%	79%
COMP 2															100%	100%	59%	73%
COMP 3															100%	100%	65%	100%
COMP 4															26%	na	78%	100%
COMP 5															100%	100%	97%	
COMP 6															100%	na	91%	
COMP 7															100%	100%		
COMP 8															46%	na	n/a	
COMP 9															100%	na	n/a	
COMP 10															100%	na	n/a	
COMP 11															100%	na	n/a	
COMP 19															100%			

REC	R30
FOOD	R30
COMPOST	R30
RESIDUAL	R30

	100%	100%	100%	100%	100%	100%	100%
	100%	100%		100%	100%	100%	100%
	100%	21%		13%	0%	31%	0%
	100%	100%	100%	100%	87%	100%	

HYGIENE	1
	2
	3

	97%	
	100%	
	58%	

Missed Collection Reports by Month & Ward (Between 23.02.21 & 23.06.21)

Total Properties	Ward	FEBRUARY			MARCH			APRIL			MAY			JUNE			TOTAL		
		Reports	Total Collections	% reported Missed	Reports	Total Collections	% reported Missed	Reports	Total Collections	% reported Missed	Reports	Total Collections	% reported Missed	Reports	Total Collections	% reported Missed	Total Collections	Total Reports by Ward	Total % Reported Missed
3,918	Adamsdown	37	11,754	0.31	56	39,180	0.14	26	39,180	0.07	31	39,180	0.08	41	31,344	0.13	160,638	191	0.12
2,013	Butetown	19	6,039	0.31	25	20,130	0.12	29	20,130	0.14	18	20,130	0.09	10	16,104	0.06	82,533	101	0.12
4,382	Caerau	24	13,146	0.18	96	43,820	0.22	61	43,820	0.14	54	43,820	0.12	58	35,056	0.17	179,662	293	0.16
6,800	Canton	28	20,400	0.14	128	68,000	0.19	133	68,000	0.20	60	68,000	0.09	51	54,400	0.09	278,800	400	0.14
5,968	Cathays	64	11,936	0.54	86	77,584	0.11	58	59,680	0.10	65	59,680	0.11	44	59,680	0.07	268,560	317	0.12
2,473	Creigiau / St Fagans	70	7,419	0.94	72	32,149	0.22	93	24,730	0.38	73	24,730	0.30	32	24,730	0.13	113,758	340	0.30
4,179	Cyncoed	9	8,358	0.11	109	41,790	0.26	86	54,327	0.16	41	41,790	0.10	60	29,253	0.21	175,518	305	0.17
5,931	Ely	84	17,793	0.47	91	59,310	0.15	130	59,310	0.22	62	59,310	0.10	75	47,448	0.16	243,171	442	0.18
5,485	Fariwater	55	16,455	0.33	172	54,850	0.31	116	54,850	0.21	82	54,850	0.15	112	43,880	0.26	224,885	537	0.24
2,445	Gabalfa	20	4,890	0.41	79	31,785	0.25	19	24,450	0.08	26	24,450	0.11	21	24,450	0.09	110,025	165	0.15
6,783	Grange town	29	20,349	0.14	97	67,830	0.14	81	67,830	0.12	51	67,830	0.08	35	54,264	0.06	278,103	293	0.11
5,106	Heath	28	10,212	0.27	191	66,378	0.29	51	51,060	0.10	28	51,060	0.05	25	51,060	0.05	229,770	323	0.14
1,499	Lisvane	7	2,998	0.23	38	14,990	0.25	45	19,487	0.23	22	14,990	0.15	44	10,493	0.42	62,958	156	0.25
3,775	Llandaff	19	7,550	0.25	188	49,075	0.38	48	37,750	0.13	48	37,750	0.13	15	37,750	0.04	169,875	318	0.19
3,234	Llandaff North	46	6,468	0.71	135	42,042	0.32	41	32,340	0.13	45	32,340	0.14	37	32,340	0.11	145,530	304	0.21
7,043	Llansihen	20	14,086	0.14	141	70,430	0.20	103	91,559	0.11	85	70,430	0.12	84	49,301	0.17	295,806	433	0.15
4,623	Llanrumney	18	9,246	0.19	90	46,230	0.19	76	60,099	0.13	54	46,230	0.12	51	32,361	0.16	194,166	289	0.15
5,478	Pentwyn	64	16,434	0.39	168	54,780	0.31	82	54,780	0.15	74	54,780	0.14	58	43,824	0.13	224,598	446	0.20
1,520	Pentyrch	4	3,040	0.13	63	19,760	0.32	62	15,200	0.41	48	15,200	0.32	25	15,200	0.16	68,400	202	0.30
5,228	Penylan	38	15,684	0.24	172	52,280	0.33	48	52,280	0.09	63	52,280	0.12	34	41,824	0.08	214,348	355	0.17
7,951	Plasnewydd	9	23,853	0.04	55	79,510	0.07	68	79,510	0.09	59	79,510	0.07	50	63,608	0.08	325,991	241	0.07
4,781	Pontprenau / Old St Mellons	69	14,343	0.48	232	47,810	0.49	153	47,810	0.32	113	47,810	0.24	64	38,248	0.17	196,021	631	0.32
2,789	Radyr	18	5,578	0.32	108	36,257	0.30	40	27,890	0.14	21	27,890	0.08	21	27,890	0.08	125,505	208	0.17
5,128	Rhiwbina	6	10,256	0.06	68	51,280	0.13	66	66,664	0.10	31	51,280	0.06	32	35,896	0.09	215,376	203	0.09
6,178	Riverside	21	18,534	0.11	100	61,780	0.16	76	61,780	0.12	41	61,780	0.07	30	49,424	0.06	253,298	268	0.11
3,609	Rumney	113	7,218	1.57	133	36,090	0.37	67	46,917	0.14	31	36,090	0.09	34	25,263	0.13	151,578	378	0.25
5,775	Splott	47	17,325	0.27	55	57,750	0.10	62	57,750	0.11	45	57,750	0.08	32	46,200	0.07	236,775	241	0.10
6,500	Trowbridge	32	13,000	0.25	145	65,000	0.22	103	84,500	0.12	94	65,000	0.14	44	45,500	0.10	273,000	418	0.15
6,770	Whitchurch & Tongwynlais	13	13,540	0.10	367	88,010	0.42	96	67,700	0.14	84	67,700	0.12	72	67,700	0.11	304,650	632	0.21
137,364	Total by Month	1011	347,904	0.29	3460	1,475,880	0.23	2119	1,471,383	0.14	1549	1,373,640	0.11	1291	1,134,491	0.11	5,803,298	9430	0.16

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