

**FCC West Devon
Collections 23/24**

**Municipal Collections
and Street Scene**

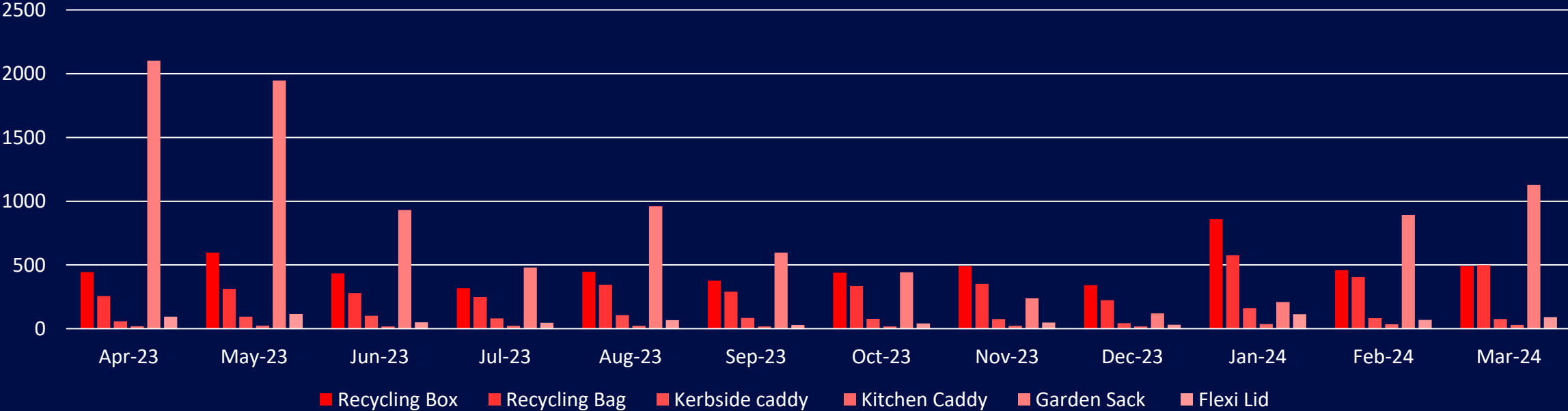
Missed bin numbers from 1st April 2023 to 31st March 2024, cumulative and also broken down into service.

West Devon	Waste Collection 2023/24											
	01 April 2023	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Total Number of Missed Collections	77	74	80	95	105	85	234	152	64	208	52	50
Days in month	30	31	30	31	31	30	31	30	31	31	29	31
No. of HH - as per VOA	26892	26922	26956	27007	27017	27047	27066	27092	27112	27128	27147	27172
Possible Collections: Residual	57468	59450	57605	59637	59659	57799	59768	57895	59869	59905	56079	60002
Possible Collections: Recycling/Food	114936	118899	115209	119275	119319	115598	119535	115790	119738	119809	112158	120003
Possible Collections Total	172404	178349	172814	178912	178978	173397	179303	173686	179608	179714	168237	180005
Missed Collections per 100,000	44.7	41.5	46.3	53.1	58.7	49.0	130.5	87.5	35.6	115.7	30.9	27.8
Number Over Target	0	0	0	0	0	0	51	8	0	36	0	0
Deduction	£750	£1,475	£500	£2,700	£2,000	£1,800	£4,425	£900	£200	£2,100	£500	£1,100

- The target is to achieve no more than 80 Missed Collections per 100,000 potential collections for all types of waste in total, excepting garden waste collections, over the Contract period.
- January's deductions are not a true reflection of missed collections due to an error in reporting the majority of these properties as not out when should have been logged as no access.
- October deductions are due to breakdowns on vehicles with bin lifts which stopped us servicing bin compounds which were added to the missed figures as individual properties.

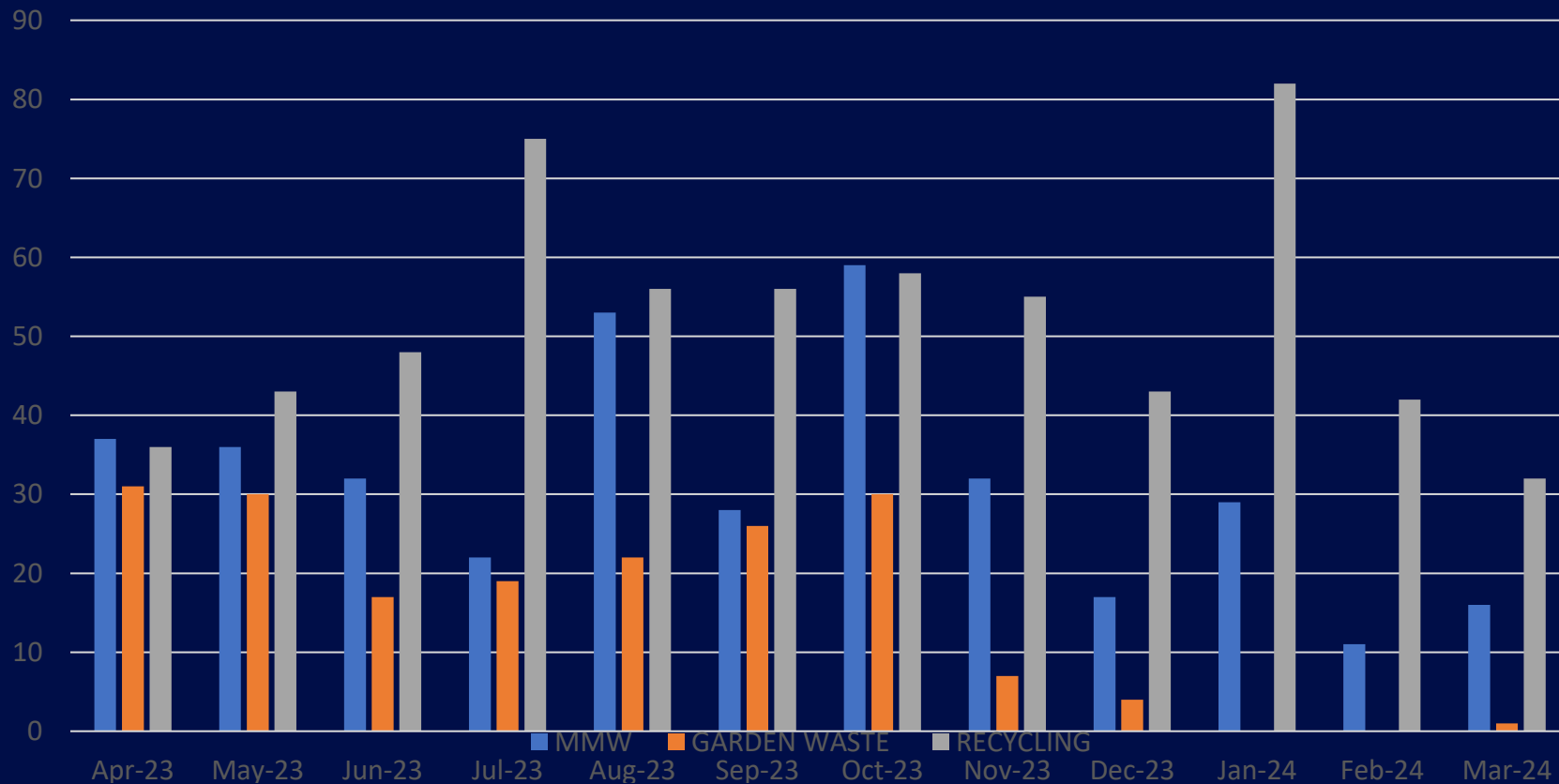
Garden Waste sack deliveries, numbers, performance against SLA etc.

Chart Title



Missed bin numbers form 1st April 2023 to 31st March 2024, cumulative and also broken down into service.

Chart Title



Bulky waste collections – numbers, collections against SLA etc.

April 23 – 11 collections
May 23 – 69 collections
July 23 – 70 collections
Aug 23 – 89 collections
Sept 23 – 72 collections
Oct 23 – 70 collections
Nov 23 – 93 collections
Dec 23 – 71 collections
Jan 24 – 69 collections
Feb 24 – 54 collections
March 24 – 52 collections

All collections take place on a Wednesday

We are currently working on an online booking system

Bookings are taken by our Admin Assistant currently via telephone

Additional

- There is a round review currently being undertaken and we are in the early stages of pulling together the information required.
- Continue helping Litter groups with equipment and collection of waste sacks.
- New Romaquip Vehicle now operational on the contract.
- Fleet replacement programme in place and replacement vehicles being identified and ordered.



FCC Environment

Thank you and any questions