

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

1.	Meeting:	Cabinet Member and Advisers for Waste and Emergency Planning
2.	Date:	Monday 4th November 2013
3.	Title:	APSE Performance Networks 2011/12 Benchmarking Reports for Street Cleansing & Refuse Collection. Summary of Key Points and Issues
4.	Programme Area:	Environment and Development Services

5. Summary

- 5.1 This report summarises highlights from an analysis of the most recent APSE Performance Networks reports for Rotherham's Street Cleansing and Refuse Collection services.

6. Recommendations

The content of this report is noted, and that Cabinet Member commissions a review of the arrangements for dealing with detritus on the public highway.

7. Proposals and Details

APSE Performance Networks Background

- 7.1 APSE Performance Networks is a voluntary public sector benchmarking service. A principal focus of APSE benchmarking and performance measurement is demonstrating relative levels of value for money, it is therefore a valuable tool for assisting and informing local service reviews, spending decisions and resource allocation during the current challenging economic climate
- 7.2 Annual service specific data returns are processed through the APSE model with the resulting reports providing comparative performance data across a range of indicators related to costs, performance and quality of service.
- 7.3 To ensure 'like-with-like' comparison participating authorities are assigned to comparator 'family groups' based on shared characteristics such as scale of service, management arrangements, resources, authority's size, infrastructure, demographic composition and levels of deprivation. The family group analysis is supplemented with whole service analysis inclusive of all participating authorities; the following analysis for RMBC considers both family group and whole service data
- 7.4 The annual APSE calendar requires data submissions during September / October for the financial year ending the previous March. Final reports are published between January and March. The following analysis is therefore based on the Street Cleansing and Refuse Collection returns for 2011/12 reflecting the position at March 2012.

7.5 APSE performance reports are comprehensive and will generally publish data against 30 or more performance indicators per service with related data sets. This report has therefore focused on the key issues of relative costs, performance and quality of service for street cleansing and on relative costs, disposal issues (recycling, landfill etc) and customer service for refuse collection.

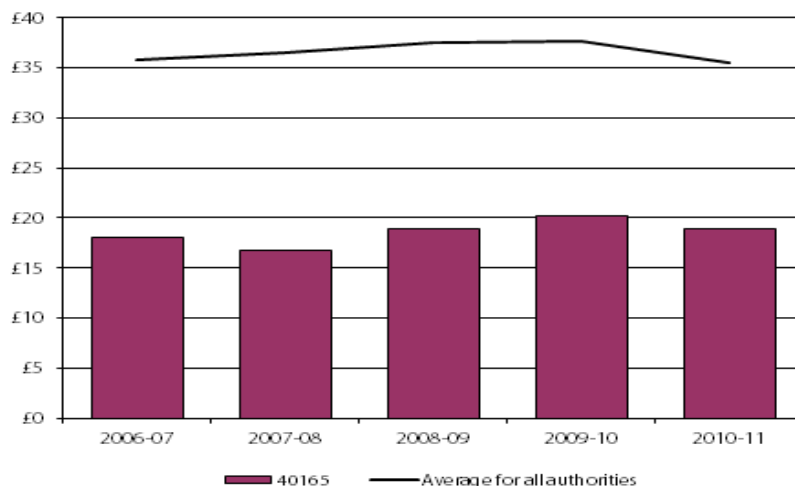
Street Cleansing

7.6 Comparative Costs 11/12

The following table summarises the position against cost related indicators per household and per head of population including or excluding Central Establishment Charges (CECs).

Indicator	RMBC 11/12	Family Group Average 11/12	All service Average 11/12
PI03 Cost of cleansing service per household (inc CECs)	£16.41	£41.11	£37.04
PI 04 Cost of cleansing service per household (exc CECs)	£15.92	£38.67	£34.40
PI 19 Cost of Service per head of population (inc CECs)	£7.14	£18.98	£16.58
PI 05 Cost of Service per head of population (exc CECs)	£6.93	£17..54	£15.37

These indicators evidence that RMBC Street Cleansing costs are well below the average for the family group and for the whole service; this is consistent with APSE direction of travel data from at least 2006/07 onwards. The following graph indicates Rotherham's costs per household largely follow the whole service trends over recent years with small increases between 2008-09 and 2009-10 and then decreasing from 2010-11 but consistently well below the average.



Performance

7.7 The APSE methodology has retained the former national indicator NI 195 as a key performance outcome for street cleansing services. Rotherham's score for litter and detritus at 14.9% was below the comparator average of 4.66% (lower is better) and the whole service average of 7.21%. This reflects an ongoing recent annual trend with RMBC's performance slipping relative to average since 2008/09 through a combination of budget reductions and extreme winter weather. Local performance data indicates however that it is levels of detritus rather than litter which exert most negative influence on Rotherham's performance.

Indicator	RMBC 11/12	Family Group Average 11/12	All service Average 11/12
Street Cleanliness - Litter and Detritus (former national indicator NI 195)	14.9%	4.66%	7.21%

Quality

7.8 The Performance Networks methodology includes two quality measures which score councils against specific criteria. Rotherham's score was assessed at below average against both measures. Factors which had a negative affect on the Council's scores included

- Lack of external verification of street cleanliness survey results
- Limited customer consultation and perception surveys
- No ISO 9001 quality systems accreditation

Rotherham did however score well within the quality assessments against the following:

- reactive targets and performance times for responding to fly tipping, graffiti (offensive and other) and abandoned vehicles.
- Publication of services standards
- Complaints procedures and complaints handling performance.

Indicator	RMBC 11/12	Family Group Average 11/12	All service Average 11/12
PI 44a Quality Indicator	128	136	129
PI 17 Quality Assurance and Community Consultation	52	65.80	69.95

Refuse Collection

Cost Related Measures

7.10 The table below shows Rotherham's waste collection service is relatively low cost within both its APSE Family Group and across the whole service. Performance was actually top quartile compared to all participating councils with the exception of Net Cost of Recycling per Household which was 2nd quartile.

Ref & Description	RMBC Score	Family Group Average 11/12	Whole Service Average 11/12
PI 01a Cost of refuse collection services per household (including CECs)	£33.48	£69.86	£ 75.66
PI 01c Cost of refuse collection service per household (excluding landfill tax & waste disposal)	£31.27	£57.77	£59.94
PI 02a Cost of refuse collection per household (Excluding CECs)	£32.42	£64.37	£67.84
PI 02c Cost of refuse collection per head of population (excluding landfill tax and waste disposal and CECs)	£30.20	£53.03	£55.17
PI 03a Net cost of recycling per household	£18.21	£24.64	£24.21

Relatively strong performance against low cost and value for money indicators is welcome. There are however concerns that the APSE methodology may not take into consideration differences in local accounting practices; for example, historically Rotherham stripped out RBT related costs. Also, other authorities may not differentiate between refuse collection and disposal costs

Disposal Related Measures (Recycling / Landfill / Energy)

7.11 The following table sets out relative performance against key measures for waste disposal. Rotherham's performance against waste recycling is generally close to the comparator and all service average. Rotherham did however send lower than average volumes of waste to landfill; this is possibly indicative of the relatively higher and above average volumes of waste being diverted to into energy recovery.

Ref & Description	RMBC Score 11/12	Family Group Average 11/12	Whole Service Average 11/12
PI 03b Tonnes of domestic waste sent for recycling per household	0.45	0.46	0.43
PI 12a Percentage of total waste collected which is sent for recycling	43.12%	44.28%	41.16%
PI 12c Percentage recovery of energy from waste collected	19.34%	7.54%	18.36%
PI 32d kg of residual waste sent to landfill per annum per household (Unitary only) (England and Wales Only)	270.4	438.14	423.07

It should be stressed that this report is based on the position at April 2012 and does not therefore reflect the impact of the closure of the Sterecycle facility later in the year. 2012/13 performance is therefore expected to see a reduction on recycling volumes; additional pressures on recycling measures and performance will include:

- localised poor participation in recycling schemes (e.g. Eastwood)
- smaller budgets for education schemes
- trend for food and drinks manufacturers to use containers with lower glass and metal content
- more people switching from printed to digital and electronic media

Note: When the PFI Waste Treatment facility opens in 2015, it is anticipated that the recycling rate will exceed 50%.

Customer Service

7.12 Rotherham's performance against customer service and quality assurance related measures was above average. Performance against missed bin collections was sustained at high levels across the year and was within the family group upper quartile. Service performance against the Quality Assurance measure was well above the average and reflected high standards and performance related to complaints handling and communication of service standards and procedures.

Ref & Description	RMBC Score	Family Group Average 11/12	Whole Service Average 11/12
PI 15 Quality Assurance (Score out of a possible 200)	132	83.68	77.41
PI 22a Missed collections per 100,000 collections	17.87	52.99	44.84
PI 22b Missed collections per 100,000 collections (April - Sept)	18.18	51.55	44.18

Conclusions

7.13 The APSE Performance report for 2011/12 reveals that Rotherham's Street Cleansing service is comparatively low cost. This suggests good value money when taking into consideration the level of service in relation to reactive targets and performance times, services standards and handling of customer contacts and complaints. However, evidence suggests a correlation between budget reductions, relatively low performance outcomes and a decline in quality assurance and customer insight which may have longer term performance implications.

Data for 2011/12 indicates that Rotherham's Refuse Collection service is comparatively low cost and delivering value for money through high levels of customer service and diverting waste from landfill through a combination of energy recovery and recycling

8. Finance

8.1 None

9. Risk and Uncertainties

9.1 This report is concerned with a snapshot of performance at 31 March 2012. Subsequent developments and issues will be reflected in the 12/13 reports which will be available early 2014.

10. Policy and Performance Agenda Implications

10.1 Street Cleansing and Refuse Collection are key public facing services and reflected in council priorities for clean streets and health and well being

11. Background Papers and Consultation

11.1 APSE Performance Reports for Street Cleansing and Refuse Collection 2011-12

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