

Annex 1 : Monthly Analysis of Workflow through the Joint Waste Contract

	Eastbourne Borough Council	Hastings Borough Council	Rother District Council	Wealden District Council	Grand Total
NOVEMBER	900	1614	1172	1224	4910
Assisted Collection End	1	5	31	5	42
Assisted Collection New	12	3	7	10	32
Assisted Collection Service Change				1	1
Bring Bank Maintenance	1	6		1	8
Bulky Collection Request	268	165	82	54	569
Cancel A Worksheet	1	10	19	16	46
Cancel Worksheet Request	13				13
Cleansing-Beach-Summer		1			1
Cleansing-Collect Needles	1	12			13
Cleansing-Dog Bin One Off Empty		22	2	1	25
Cleansing-Dog Bin Service Request	7	1			8
Cleansing-Dog Fouling, Fly Posting, Graffiti	16	69	4	4	93
Cleansing-General Street Cleanse Request	31	176	9	51	267
Cleansing-Illegal dumping	38	143	26	34	241
Cleansing-Litter Bin Missed Empty	2	1			3
Cleansing-Litter Bin One Off Empty		64			64
Cleansing-Litter Bin Service Request		3			3
Clinical Waste End		4	13	18	35
Clinical Waste New	24	23	28	39	114
Clinical Waste Service Change	98	83	81	110	372
Container Delivery	144	320	236	189	889
Container Empty	11	7	30	10	58
Container Removal	27	44	134	43	248

Contractor Notification	27	82	70	18	197
Garden Waste End		11	5		16
Garden Waste New	4	18	30	39	91
Garden Waste Service Change			4		4
Miscellaneous				14	14
Missed Collection (Next Day by 17.00)	50	221	267	233	771
Missed Collection (Same Day by 16.00)	75	54	52	130	311
Remove Dead Animal	8	8	11	23	50
Resid Rep Container Damaged	26	14		116	156
Resident Complaint	15	44	31	65	155

	Eastbourne Borough Council	Hastings Borough Council	Rother District Council	Wealden District Council	Grand Total
DECEMBER	895	1406	806	997	4104
Assisted Collection End			51	17	68
Assisted Collection New	6	1	4	9	20
Assisted Collection Service Change	1	1			2
Bring Bank Maintenance	3		3	2	8
Bulky Collection Request	204	125	54	57	440
Cancel A Worksheet	3	1	8	12	24
Cancel Worksheet Request	14				14
Cleansing-Collect Needles	5	7			12
Cleansing-Dog Bin One Off Empty		8	1		9
Cleansing-Dog Bin Service Request	5		1		6
Cleansing-Dog Fouling, Fly Posting, Graffiti	12	47	1	2	62
Cleansing-General Street Cleanse Request	46	143	10	44	243
Cleansing-Illegal dumping	43	146	21	19	229
Cleansing-Litter Bin Missed Empty	1	2			3
Cleansing-Litter Bin One Off Empty		37			37
Cleansing-Litter Bin Service Request		1			1
Clinical Waste End		1	7	10	18
Clinical Waste New	23	27	35	34	119
Clinical Waste Service Change	75	74	80	77	306
Container Delivery	167	332	146	160	805
Container Empty	7	4	23	5	39
Container Removal	17	9	81	26	133
Contractor Notification	28	84	38	20	170
Garden Waste End		5		2	7

Garden Waste New	9	6	7	26	48
Miscellaneous				16	16
Missed Collection (Next Day by 17.00)	71	253	180	198	702
Missed Collection (Same Day by 16.00)	96	46	28	102	272
Remove Dead Animal	14	9	4	15	42
Resid Rep Container Damaged	23	9		70	102
Resident Complaint	22	28	23	74	147

	Eastbourne Borough Council	Hastings Borough Council	Rother District Council	Wealden District Council	Grand Total
JANUARY	1515	3280	2297	2938	10030
Assisted Collection End	2	12	22	28	64
Assisted Collection New	9	7	21	17	54
Assisted Collection Service Change	1	1			2
Bring Bank Maintenance	7	23	8	1	39
Bulky Collection Request	217	291	79	71	658
Cancel A Worksheet	2	1	30	39	72
Cancel Worksheet Request	25				25
Cleansing-Beach-Summer		2			2
Cleansing-Collect Needles	12	20			32
Cleansing-Dog Bin One Off Empty		12	1	7	20
Cleansing-Dog Bin Service Request	5	2			7
Cleansing-Dog Fouling, Fly Posting, Graffiti	30	184	16	12	242
Cleansing-General Street Cleanse Request	54	267	21	82	424
Cleansing-Illegal dumping	62	307	49	38	456
Cleansing-Litter Bin Missed Empty	9				9
Cleansing-Litter Bin One Off Empty		49		1	50
Cleansing-Litter Bin Service Request		1			1
Clinical Waste End	1	5	58	41	105
Clinical Waste New	39	42	65	86	232
Clinical Waste Service Change	177	184	189	259	809
Container Delivery	344	776	485	419	2024
Container Empty	18	4	59	7	88
Container Removal	25	13	271	60	369
Contractor Notification	68	320	132	61	581
Garden Waste End		7	2		9

Garden Waste New	16	19	35	56	126
Garden Waste Service Change	1		4		5
Miscellaneous				61	61
Missed Collection (Next Day by 17.00)	136	460	578	888	2062
Missed Collection (Same Day by 16.00)	171	126	88	260	645
Remove Dead Animal	8	33	25	35	101
Resid Rep Container Damaged	53	35	5	211	304
Resident Complaint	23	77	54	198	352

	Eastbourne Borough Council	Hastings Borough Council	Rother District Council	Wealden District Council	Grand Total
FEBRUARY	1491	2736	1961	2234	8422
Assisted Collection End	1	13	14	31	59
Assisted Collection New	17	4	15	18	54
Assisted Collection Service Change	4	1		1	6
Bring Bank Maintenance	6	31	4	2	43
Bulky Collection Request	253	285	106	97	741
Cancel A Worksheet	1		32	41	74
Cancel Worksheet Request	34				34
Cleansing-Beach-Summer		2			2
Cleansing-Beach-Winter		1			1
Cleansing-Collect Needles	10	32	1		43
Cleansing-Dog Bin One Off Empty		9	3	20	32
Cleansing-Dog Bin Service Request	14		1	1	16
Cleansing-Dog Fouling, Fly Posting, Graffiti	48	233	4	28	313
Cleansing-General Street Cleanse Request	50	305	19	66	440
Cleansing-Illegal dumping	61	186	40	37	324
Cleansing-Litter Bin Missed Empty	3				3
Cleansing-Litter Bin One Off Empty		40	1	5	46
Clinical Waste End		8	7	39	54
Clinical Waste New	42	38	89	67	236
Clinical Waste Service Change	148	133	185	207	673
Container Delivery	277	612	381	300	1570
Container Empty	18	6	49	11	84
Container Removal	33	45	211	56	345
Contractor Notification	55	204	95	53	407

Garden Waste End		32	8	5	45
Garden Waste New	35	19	75	30	159
Garden Waste Service Change			5		5
Miscellaneous				62	62
Missed Collection (Next Day by 17.00)	120	291	477	411	1299
Missed Collection (Same Day by 16.00)	187	78	72	231	568
Remove Dead Animal	11	18	12	37	78
Resid Rep Container Damaged	46	35	1	186	268
Resident Complaint	17	75	54	192	338