

Assessing Performance of Bring Sites

Regular performance assessments of bring sites can help local authorities improve services and identify potential efficiency savings. Data and information obtained from performance assessments can help to:

- plan the servicing regime effectively;
- optimise bring site locations;
- understand public perception of bring sites; and
- monitor cross-service impacts, such as how changes to kerbside waste collection services affect the performance of bring sites.

This sheet lists some of the aspects that can be usefully assessed.

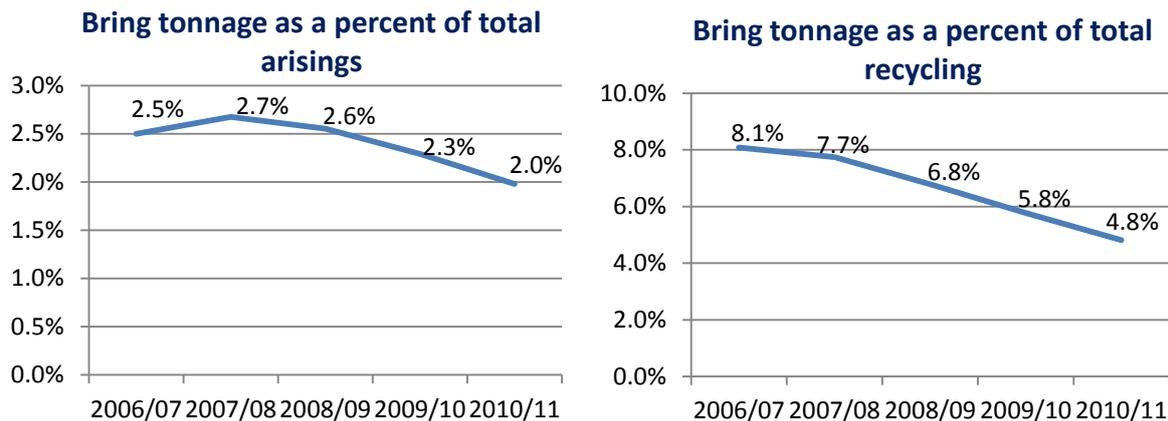


Figure 1: Changing contribution of bring sites to total waste arisings and recycling for English local authorities (Source: WasteDataFlow)

Analysis of tonnage data over time helps to identify trends in bring site performance. It also helps understand the reasons for changes: for example, a decline in tonnages collected may be due to increasing the range of materials collected at the kerbside. Effective data monitoring enables local authorities to analyse not only how much material is collected overall, but also to identify trends in specific materials and the contribution of bring sites to overall recycling levels. Such data can help evaluate individual bring sites and inform broader service planning.

Fill levels of individual containers can be used to estimate the tonnage being collected, in the absence of weight data being available for individual containers. Monitoring fill levels can be particularly useful if reviewing servicing frequencies: containers which are regularly emptied when half-full could be emptied less frequently, while containers which are regularly overflowing should be emptied more frequently or replaced with larger or additional containers.

Site by site data can provide useful insights into the comparative performance of individual sites, and to support future location and layout decisions. Key issues to monitor include tonnage of material collected, incidents of fly-tipping and vandalism, and the number of complaints received (e.g. due to overflowing banks). A well designed site, with the appropriate type and number of containers, in the right location is likely to improve performance.

Service contracts can only be effectively tendered and monitored if the performance of existing sites, and potential performance of new sites, is understood. Monitoring and assessing the performance of sites allows contracted servicing regimes to be properly evaluated and informs the development of the specification for future contracts. Monitoring can enable the authority to ensure that any potential issues and liabilities are identified, so that any risks within the contract can be designated to the appropriate party. For example, who has responsibility for clearing up fly-tipped material? Who is responsible for quality of materials? Who is responsible for replacing vandalised banks?

Monitoring communications and promotional activity such as signage to direct users to sites or to show where containers for different materials are located helps to understand their impact. Ways to determine the effectiveness of communications include contamination levels of materials collected at banks and changes in usage after a promotional campaign.