

REPORT TO THE COMMUNITY AND CORPORATE ORGANISATION POLICY AND SCRUTINY PANEL

DATE OF MEETING: 29TH JANUARY 2019

SUBJECT OF REPORT: RECYCLING & WASTE SERVICES CONTRACT

TOWN OR PARISH: DISTRICT WIDE

OFFICER/MEMBER PRESENTING: COLIN RUSSELL, RECYCLING & WASTE SERVICE MANAGER

KEY DECISION: NO

RECOMMENDATIONS

That the Panel receives the contents of this report which provides an update on the recycling and waste contract which has been in operation for nearly two years. The report further details the overall performance of the contract to date, including the recent Christmas catch-up and provides a summary of the West of England joint procurement for a non-landfill residual waste contract post 1 April 2020.

1. SUMMARY OF REPORT

This report provides an overview of the recycling and waste contract since the last CCO Scrutiny Panel in October 2018 and provides details of contract performance since this time, including the recent Christmas catch-up.

The report details the high-level performance of the contract which shows an improving recycling rate and a reduction in waste sent to landfill or other treatment.

Finally, the report provides an update on the WoE non-landfill residual waste contract which commences on 1 April 2020.

2. POLICY

- 2.1 One of the aims of the Council's Corporate Plan is to protect and improve the environment. A key priority included within this is to reduce the amount of waste that goes to landfill
- 2.2 The Municipal Waste Strategy 2013-17 was approved and adopted by Council in February 2013. This Strategy is in the process of being updated.

- 2.3 One of the shared priorities in North Somerset Partnership's Sustainable Community Strategy is 'living within environmental limits'. One of the aims of this priority is to reduce greenhouse gas emissions, and reducing landfill is a key component of this.

3. DETAILS

- 3.1 The new recycling and waste contract commenced on 1st March 2017. There have been some performance issues during this period, but the service has now settled down and is providing a consistently good performance albeit, there are still improvements to be made.
- 3.2 The re-route, which commenced on 4 June, was problematic and resulted in an increase in missed collections and complaints. Since the last Panel meeting, Biffa have continued to put in additional resource to support the crews and this has had a positive impact. This additional resource is gradually being removed as routes are equalled out, other routing issues resolved, and crews become more familiar with their rounds
- 3.3 The headline improvements to the service has seen a huge reduction in missed collections which peaked at over 10% in the weeks following re-route and has now gone down to less than 0.4%. The level of escalations has also seen a substantial reduction and the additional resource within the contact centre has now been removed. Although there has been a measurable improvement, it is recognised there is still a lot of work to be done to get the service to the level both North Somerset and Biffa expect and there is a program in place to ensure that these improvements continue.

3.4 Other headline figures, which are measured against national indicators, also show the service is on or exceeding targets for residual household waste per household (NI 191), percentage of household waste sent for reuse, recycling or composting and percentage of municipal waste sent to landfill. The indicators are shown below:

NATIONAL INDICATORS & Metrics -								
NI191: Residual Household Waste per Household (Provisional)								
		Q1	Q2	Q3	Q4	Total For	Qtr.3 Target	Target
		2018/19	2018/19	2018/19	2018/19	2018/19	2018/19	2018/19
HH waste not sent for recycling, reuse or composting (tonnes)		10,928.70	9,890.63	10,028.99	-	30,848.33		
Number of households		95,400.00	95,400.00	95,400.00	95,400.00	95,400.00		
Residual HH Waste Kg / Household		114.56	103.68	105.13	-	323.36	346.00	460.00
NI192: Percentage HH waste sent for Reuse, Recycling or Composting (Provisional)								
		Q1	Q2	Q3	Q4	Total For	Qtr.3 Target	Target
		2018/19	2018/19	2018/19	2018/19	2018/19	2018/19	2018/19
HH waste sent for recycling, reuse or composting (tonnes)		17,662.85	14,944.03		-	32,606.88		
Total HH Waste Collected (tonnes)		28,591.55	24,834.66		-	53,426.21		
Reuse, Recycling and Composting Rate		61.78%	60.17%		-	61.03%	58%	58%
NI193: Percentage of Municipal Waste Sent To Landfill (Provisional)								
		Q1	Q2	Q3	Q4	Total For	Qtr.3 Target	Target
		2018/19	2018/19	2018/19	2018/19	2018/19	2018/19	2018/19
Municipal Waste Landfilled (tonnes)		6,488.77	6,251.27	5,847.45	-	18,587.49		
Total Municipal Waste Collected (tonnes)		29,385.18	25,675.75	21,248.52	-	76,309.45		
Landfill rate		22.1%	24.3%	27.5%	-	24.4%	24%	24%

3.4 Kerbside collections

Despite housing growth of 1,300 collections, there has been a reduction in residual waste so far this year when compared to 2017/18.

KERBSIDE - Month 9 (December)	2017/18	2018/19	2018/19 - 2017/18	2018/19 - 2017/18 %
Garden	11,869	11,919	50	0.4%
Green box:-				
Glass	4,180	4,045	-135	-3.2%
Paper & Cardboard	6,956	6,599	-357	-5.1%
Aluminium	691	633	-58	-8.3%
Plastics	1,654	1,897	243	14.7%
Textiles	96	78	-18	-19.2%
Batteries & Small WEEE	32	34	2	6.3%
Recycling	13,609	13,286	-322	-2.4%
Food	4,819	5,002	183	3.8%
Residual	22,018	21,640	-378	-1.7%

3.5 Household waste recycling centres

Residual waste to these sites has also reduced when compared to previous year and the recycling rate has improved.

HWRC - Month 9 (December)	2017/18	2018/19	2018/19 - 2017/18	2018/19 - 2017/18 %
Garden	4,289	3,653	-637	-14.8%
HWRC Dry Recycling				
Scrap Metal	993	1,190	196	19.8%
Wood	4,225	4,681	456	10.8%
WEEE Items	968	911	-57	-5.9%
Fridges & Freezers	199	199	0	0.0%
Paper & Cardboard	884	998	114	12.9%
Other HWRC	634	501	-132	-20.9%
Recycling	7,902	8,478	576	7.3%
Residual	9,317	8,841	-476	-5.1%

3.6 Christmas/New Year catch-up

A comprehensive Christmas/New Year catch-up plan was produced and well publicised. Overall catch-up went well with an average 85% increase in recycling for the week following Christmas and only 9% for waste. For recycling, this is generally (on average) in line with last year but for residual waste has seen a marked reduction. Over the four week period from 17 December, crews collected an additional 828 tonnes of recycling (above average day) but just 74 tonnes of residual waste.

A significant amount of additional resource was also in place which included hired vehicles, agency staff and the use of garden waste crews to collect cardboard. The increase in recycling and some agency staff not turning up for work did result in delays of up to 24 hours to some recycling collections. Residual waste kept to timetable and the recycling centre performed well. This delay has been shared by many other authorities and has been well publicised. The use of the web and social media to alert residents was well received. The contact centre saw an increase in calls but this was manageable and were generally about the revised collection day.

The catch-up was completed to timetable on Saturday 12 January.

2018/2019 Christmas/New Year Recycling & Waste tonnages											
Collection Day	Revised date	Recycling weights (tonnes)				Residual waste weights (tonnes)				Recycling	Residual Waste
		weight collected	non-Christmas average	additional tonnage	% difference	weight collected	non-Christmas average	additional tonnage	% difference	2017/18 - 2018/19 Tonnes variance	2017/18 - 2018/19 Tonnes variance
Mon 17	Mon 17	107.6	90.32	17.28	19.13%	134.2	116.73	17.47	14.97%	4.08	-9.62
Tues 18	Tues 18	103.48	85.75	17.73	20.68%	118.22	104.97	13.25	12.62%	5.06	-25.94
Wed 19	Wed 19	115.14	89.7	25.44	28.36%	113.32	112.47	0.85	0.76%	29.92	-9.10
Thur 20	Thur 20	117.04	85.8	31.24	36.41%	108.54	121.45	-12.91	-10.63%	10.34	-78.93
Fri 21	Fri 21	105	83.34	21.66	25.99%	125.48	115.76	9.72	8.40%	11.34	-20.52
										60.74	-144.11
Mon 24	Mon 24	124.56	90.32	34.242	37.91%	94.9	116.73	-21.83	-18.70%	1.56	-5.10
Tue 25	Thu 27	162.89	85.75	77.14	89.96%	119.52	104.97	14.55	13.86%	18.89	17.52
Wed 26	Fri 28	168.68	89.7	78.98	88.05%	119.94	112.47	7.47	6.64%	36.68	-13.06
Thu 27	Sat 29	154.44	85.8	68.64	80.00%	123.12	121.45	1.67	1.38%	-25.56	-32.88
Fri 28	Mon 31	153.16	83.34	69.82	83.78%	120.68	115.76	4.92	4.25%	-35.84	-65.32
										-4.27	-98.84
Mon 31	Wed 2	169.468	90.32	79.148	87.63%	124.02	116.73	7.29	6.25%	-5.53	16.02
Tue 1	Thur 3	159.208	85.75	73.458	85.67%	117.94	104.97	12.97	12.36%	9.21	-20.06
Wed 2	Fri 4	146.828	89.7	57.128	63.69%	129.58	112.47	17.11	15.21%	36.83	1.58
Thu 3	Sat 5	130.988	85.8	45.188	52.67%	128.10	121.45	6.65	5.48%	35.99	-46.90
Fri 4	Mon 7	142.438	83.34	59.098	70.91%	131.38	115.76	15.62	13.49%	18.44	18.10
										94.93	-31.26
Mon 7	Tues 8	112.26	90.32	21.94	24.29%	112.52	116.73	-4.21	-3.61%	6.26	5.94
Tue 8	Wed 9	126.27	85.75	40.522	47.26%	105.92	104.97	0.95	0.91%	19.27	20.52
Wed 9	Thur 10	98.66	89.7	8.96	9.99%	91.2	112.47	-21.27	-18.91%	-8.34	-40.80
Thu 10	Fri 11	95.10	85.8	9.3	10.84%	120.4	121.45	-1.05	-0.86%	4.10	-40.80
Fri 11	Sat 12	74.66	83.34	-8.68	-10.42%	120.68	115.76	4.92	4.25%	-30.34	-31.68
										-9.05	-86.82

3.7 Tenders for the West of England contract for non-landfill residual waste have now been returned and evaluated. A report goes to Full Council on 12 February.

Subject to approval, the new contracts will commence on 1 April 2020 and will include residual (black bag) waste from kerbside collections together with waste from the household waste recycling centres. The arrangement will significantly reduce the amount of waste being sent to landfill.

4. CONSULTATION

The Waste Management Team has worked in close consultation with the Waste Scrutiny Steering Group and the CCO Policy and Scrutiny Panel throughout the contract procurement and mobilisation stages of this contract and will continue to do so throughout the term of this contract.

5. FINANCIAL IMPLICATIONS

The contract includes mechanisms to increase reuse and recycling and reduce waste. This has the potential of saving in excess of £1m per annum from the Council's annual budget.

6. EQUALITY IMPLICATIONS

An equality impact assessment was completed prior to approval of the North Somerset Municipal Waste Strategy.

7. CORPORATE IMPLICATIONS

The reduction in waste sent to landfill will have significant implications for the council's service delivery, both in terms of reputation and mitigation of financial penalties.

AUTHOR

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BACKGROUND PAPERS

- Award of Contract for Recycling and Waste collection and Household Waste Recycling Centres – report to Council on 19th July 2016
<http://apps.n-somerset.gov.uk/cairo/committees/comidx163-2016.asp>
- Briefing to Councillors from the Executive Member for Environment on 21st February 2017
- Previous reports to CCO Panel 2018/19:
<http://apps.n-somerset.gov.uk/cairo/committees/comidx219-2018.asp>