

REGENERATION, COMMUNITY AND CULTURE OVERVIEW AND SCRUTINY

29 JANUARY 2015

ANNUAL REVIEW OF WASTE CONTRACTS

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Summary

This report provides an update on the activity carried out by the following contractors to Medway Council:

- Veolia Environmental Services - providing waste and recycling collection, waste disposal and street cleansing services
- FCC (formerly Waste Recycling Group) – providing management of the three household waste recycling centres.

1. Budget and Policy Framework

- 1.1 This contract update is within the Council's policy and budget framework and ties in with all the identified Core Values, Strategic Priorities, Strategic Council Obligations and Departmental/Directorate service plans as detailed below.
- 1.2 This contract follows the Council's core values to ensure we have services that put our customers at the heart of everything we do at the same time as giving value for money and fits with the strategic priority of a clean and green environment.
- 1.3 Such services need to support the Council's Waste Strategy that, in turn, provides the basis for targets in performance and community plans. The primary objectives are to:
 - Ensure compliance with statutory duties
 - Meet statutory performance targets
 - Ensure continuity of a front line service
 - Provide services within agreed budgets
 - Meet requirements to achieve efficiency gains
 - Provide environmentally sustainable services.

2. Veolia Environmental Services - waste and recycling collection, waste disposal and street cleansing services

2.1 These contracts cover:

- Waste Collection and Street Cleansing services (residual waste collection, recycling collection from kerbside and bring sites, materials recycling facility provision and end markets for all recycling materials, food and garden waste collection and street cleansing).
- Disposal of residual waste via a combination of landfill and energy from Waste, ensuring the Council meets as a minimum, its landfill diversion targets as set down by Government.

2.2 Both contracts started on 4 October 2010. The collection contract is for 9 years (the option to extend 2 years was agreed at Cabinet on 17 January 2012, decision number 8/2012) and the disposal contract is for duration of 25 years.

2.3 The contracts require Veolia to provide an annual report detailing the operation of the contracts.

2.4 Representatives from Veolia and the Council's Waste Services will be present at the meeting to provide any additional information or clarification that is required. The annual report is attached at Appendix 1.

3. Veolia - key contract achievements

3.1 Ensure compliance with statutory duties

The Council has a statutory duty to:

- Arrange for the collection of household waste from all properties (section 45 Environmental Protection Act 1990) and
- Arrange for the collection of at least two types of recyclable waste from all households via kerbside collections (section 45A Environmental Protection Act 1990)
- Arrange for cleaning of streets to keep them free from litter and refuse (section 89 Environmental Protection Act 1990)

These are measured via

- Monthly contract meetings
- Annual report to Overview and Scrutiny Committee
- Monthly corporate monitoring via Covalent returns
- National waste dataflow returns
- National flycapture reporting
- Maintaining NI195 inspections despite this no longer being a formal reportable target to DEFRA

All collection and disposal services have been delivered to meet the council's statutory duties.

3.2 Ensure continuity of a front line service

3.2.1 Service continuity has been maintained since the start of these contracts and severe weather did not cause a break in service during the winter of 2013/14.

3.3 Provide services within agreed budgets

3.3.1 Monthly monitoring is undertaken by Head of Service and Corporate Finance Officer. This is monitored monthly at a local level by the Assistant Director and quarterly by the Directorate Management Team, Corporate Management Team and Cabinet.

3.4 Provide environmentally sustainable services

3.4.1 Undertaking recycling is a key feature of sustainable waste practices. Through the purchase of 46 new British-built refuse trucks, many of which are narrower and better suited to tight Medway streets, increased fuel and emission efficiencies have been realised going forward. A reduction of landfill waste will potentially be realised through an increase in recycling collection frequency.

Other Information

3.5 Weekly collections

3.5.1 Following on from the successful bid for £14.5 million from the DCLG the new weekly service commenced on the 28 of October 2013.

3.5.2 Weekly collections have now reached the one year anniversary and in that time,

- An additional 42 jobs have been created
- 27% more material has been recycled when compared to the same period last year
- Customer satisfaction has hit an all time high of 83% for recycling
- New fleet fitted with 360 camera's providing safer working environment for staff and members of the public.

3.5.3 Next steps due to commence March 2015 will be to start the roll out of twin stream recycling to all flats in Medway.

3.6 Waste collection contract

3.6.1 There are no statutory recycling or street cleansing standards, however we have set local targets for recycling, street cleansing standards and customer satisfaction detailed below.

Recycling

- 2010/11 Target: 36% Achieved: 36.30%
- 2011/12 Target: 40% Achieved: 37.90%
- 2012/13 Target: 41% Achieved: 41.00%
- 2013/14 Target: 42% Achieved: 41.20%

Street cleansing inspections

Litter

- 2010/11 Target: 95% Achieved: 97%
- 2011/12 Target: 95% Achieved: 96%
- 2012/13 Target: 95% Achieved: 96%
- 2013/14 Target: 95% Achieved: 97%

Detritus

- 2010/11 Target: 92% Achieved: 95%
- 2011/12 Target: 92% Achieved: 95%
- 2012/13 Target: 92 % Achieved :95.3%
- 2013/14 Target: 92% Achieved: 96.5%

Measures of public satisfaction (taken via the Medway Council corporate quarterly tracker and annual Residents Opinion Poll) for Contract Year 2013/2014:

	Target	Achieved
Refuse Collection	91%	93.5%
Recycling	85%	88.5%
Street Cleaning	75%	72%

3.7 Further diversion of waste from landfill

3.7.1 Working in partnership with Veolia a new service was introduced during 2013 to treat mechanical street arisings rather than send to landfill with 95% being recycled. This includes:

- Black filter cake – treated and used in land reclamation and restoration
- Recovered sand – rewashed for use in concrete
- Organic waste – treated and used in land reclamation and restoration
- Screened litter – hand sorted and 100% diverted from landfill
- Oil & concentrates from separation – reprocessed for use in production of heavy oils
- Grey water – used as aggregate wash on site in addition to production of aggregate for re-use

3.7.1 Contract landfill diversion

3.8.1 Below details how the contract has been performing against its contractual landfill diversion targets:

2011/12 – Target 55.5% diversion – Achieved 53%
2012/13 – Target 67.9% diversion – Achieved 72%
2013/14 – Target 67.6% diversion – Achieved 71%

4. FCC Environment (formally known as Waste Recycling Group -WRG) - management of the three household waste recycling centres (HWRC)

4.1 The HWRC contract broadly consists of the following elements:

- The management of three HWRC's;
- The haulage of all materials arising at the sites with the exception of Waste electrical and electronic equipment (WEEE) and household batteries, which are covered by producer compliance schemes (PCS);
- The marketing and sale of materials arising at the sites with the exception of residual waste, wood waste, and those detailed above;
- Achievement of a 50% recycling rate target at each site in the first 12 months after commencement and 60% for each following 12 month period;
- The provision and maintenance of containers necessary to provide the service to supplement those provided by the Council;
- The provision of all plant and equipment necessary to provide the service including remote access to the CCTV system, an electronic data management system and an automatic number plate reader (ANPR) system at each site.

4.2 The contract started on 1 October 2010 for the duration of seven years with the possibility of extension by two years with mutual agreement.

4.3 The contract requires FCC to provide an annual report detailing the operation of the contract.

4.4 Representatives from FCC and the Council's Waste Services will be present at the meeting to provide any additional information or clarification that is required. The annual report is attached at Appendix 2.

5. FCC - key contract achievements

5.1 Ensure compliance with statutory duties.

5.1.1 The provision, and hence management, of the household waste recycling centre's is a statutory duty for the waste disposal authority of an area, of which Medway as a unitary authority holds this duty. The duty is imposed by section 51 Environmental Protection Act 1990 and requires the Council make arrangements for HWRCs to be provided which are reasonably accessible to persons resident in its area. HWRCs must be available for the deposit of waste at all reasonable times (including at least one period on the Saturday or following day of each week except a week in which the Saturday is 25th December or 1st January), and each HWRC must be available for the deposit of waste free of charge by persons resident in the area.

The success of this contract is measured via

- Monthly contract meetings,
- Annual report to Overview and Scrutiny Committee
- Monthly corporate monitoring via Covalent returns
- National Waste Dataflow returns

This contract has been delivered to meet our statutory duties.

5.2 Meet statutory performance targets.

5.2.1 By increasing the recycling rate the sites have managed to lower the amount of residual waste collected and has contributed to Medway diverting less waste to landfill. The tonnage has decreased year on year from:

- 10,041 tonnes in the first contract year (Oct 2010 to Sept 2011)
- To 7,438 tonnes in the second contract year (Oct 2011 – Sept 2012)
- To 7,429 tonnes in year three (Oct 2012 – Sept 2013)
- To 7,060 tonnes in year four (Oct 2013 – Sept 2014)

Site	Total Tonnage	Recycled (T)	% Recycled
Capstone	6733	4694	69.72%
Cuxton	8220	5338	64.94%
Hoath Way	5993	3854	64.34%
Overall Performance			66.30%

5.2.2 Measures of public satisfaction were also taken via surveys at the three sites in April and August, showing 97% of residents using the site were very or fairly satisfied with the facilities (79% being very satisfied) and services offered. This is a slight reduction on the previous years results (Year three 98% of residents using the site were very or fairly satisfied with the facilities with 83% being very satisfied). The reduction is most apparent at the Cuxton site where there has been increased staff activity questioning customers and asking them to recycle.

5.3 Ensure continuity of a front line service

5.3.1 Service continuity has been maintained. During the last year there have not been any breaks in service due to extreme weather or incident.

5.4 Provide services within agreed budgets.

5.4.1 Monthly monitoring is undertaken by Head of Service and Corporate Finance Officer at a local level. This is then reported onwards to the Assistant Director and quarterly at Departmental Management Team, Corporate Management Team and Cabinet.

5.4.2 This contract is operating within the agreed budget and is subject to RPI/Baxter indices uplifts each year. An income is derived from KCC for allowing access by their residents to our sites. This has offset the running costs for these sites.

5.5 Meet requirements to achieve efficiency gains.

5.5.1 The tendering of this contract realised savings in excess of £600,000 per year.

5.5.2 Discussions are underway with FCC regarding the possibility of taking up the 2-year contract extension (from 2017 to 2019) and hence achieving efficiency.

5.6 Provide environmentally sustainable services

5.6.1 Undertaking recycling is a key feature of sustainable waste practices. Each year reports of energy and fuel usage are submitted to Medway as well as robust internal process for auditing their energy usage.

6. Risk management

Risk Categories	Outline Description	Risk Likelihood A=Very High B=High C=Significant D=Low E=Very Low F=Almost Impossible	Risk Impact I=Catastrophic II=Critical III=Marginal IV=negligible Impact	Plans To Mitigate Risk
a) Contractual delivery	<p>Default by Contractor needing emergency action</p> <p>Termination of Contract due to default by Contractor</p> <p>Volume of waste less than or greater than anticipated</p>	<p>D</p> <p>E</p> <p>C</p>	<p>II</p> <p>II</p> <p>III</p>	<p>Contractor to provide and/or pay for alternative action</p> <p>Adequate contract provision to enable the Council to take effective action when necessary. Clause in contract to enable Medway to reclaim losses.</p> <p>Allowance made for this in Contract conditions.</p>
b) Service delivery	<p>Closure of plant or inability to provide Service due to Force Majeure or relief events</p> <p>Failure of waste management services contractor to meet contract standards for service delivery to the Council.</p>	<p>E</p> <p>D</p>	<p>II</p> <p>II</p>	<p>Shared responsibility under Contract conditions.</p> <p>KPI & default system in place for financial compensation. Adequate contract monitoring and enforcement in relation to operations. In appropriate cases by including provisions in the contract for deductions where these standards are not met.</p>

	<p>Interruption of availability of some facilities</p> <p>Non-household waste entering MSW waste stream or waste incorrectly dealt with according to its category.</p>	<p>C</p> <p>C</p>	<p>II</p> <p>III</p>	<p>Adequate contract monitoring and enforcement in relation to maintenance, security, health and safety, staff training. Contractual provision of back-up equipment and facilities. Fire insurance. In appropriate cases by including provisions in the contract for deductions where such interruptions occur</p> <p>Robust monitoring arrangements should be undertaken as part of Contract management for checking/validating wastes and issuing appropriate defaults. Failure will have significant financial implications.</p>
c) Health & Safety	<p>Serious injury/death of staff or public while services are in operation</p>	<p>D</p>	<p>I</p>	<p>Robust health and safety monitoring procedures in place; Medway's waste collection service was satisfactorily audited by the HSE in 2013 as part of their routine inspections.</p>
d) Legal	<p>Changes in Government regulations/law</p>	<p>C</p>	<p>II</p>	<p>Incorporated into the contract that which is likely to be a known change. Clear ground rules have been incorporated into the contract conditions for negotiating future changes in law. However waste industry is likely to be affected substantially in future. Especially for the 25 year waste disposal contract. The impact of these would be subject to review at the time of establishing whether the financial implications are the responsibility of the Council or shared.</p>

e) Financial	Budgeted net expenditure exceeded	B	II	Prudent budgeting. Robust arrangements for management within budget. Prompt and accurate assessment of unbudgeted proposals and developments. Early negotiations undertaken with contractor when impacts of budget pressures are apparent.
	Overpayment to contractor	E	III	Robust contract procedures for checking contracts, validating invoices and recovering any overpayments. Staff training. Regular internal audit inspections.
	Contractor/employee fraud or corruption	E	II	Robust contract provisions for controlling payments and assets. Adequate supervision and transparency for contract management and negotiations. Staff training. Regular Internal audit inspections.

7. Consultation

7.1 Consultation was undertaken as part of the procurement process and in development of the waste strategy. Additional stakeholder consultation will only be required if significant changes in services are needed at some later date.

8. Financial and legal implications

8.1 As part of the terms and conditions of contract, each of the contractors are required to provide an annual report on their performance.

8.2 The legal basis for the various statutory duties is set out in the body of the report.

8.3 There are no financial implications to this report.

9. Recommendations

9.1 The committee is requested to note the content of this report including the annual service updates provided by the two contractors in Appendices 1 and 2.

Lead officer contact

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Background papers

The following documents have been relied upon in the preparation of this report:

Description of document	Location	Date
Options Appraisal for Waste Collection Services	http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=742	20 February 2007
	and	
Options Appraisal for Waste Collection Services	http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=932	5 August 2008
Waste Collection Services and Waste Disposal Services: Award of Contracts	http://democracy.medway.gov.uk/m/glssueHistoryHome.aspx?IId=3321	14 Jul 2009
Contracts for the Collection and Disposal of Waste Update	http://democracy.medway.gov.uk/m/glssueHistoryHome.aspx?IId=3351	22 Sep 2009
Gateway1 Options Appraisal: Management of Household Waste Recycling Centres	http://democracy.medway.gov.uk/m/glssueHistoryHome.aspx?IId=4078	26 January 2010

Gateway 3 Contract Award: Household Waste Collection and Disposal Contracts	http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=1818	30 March 2010
Gateway 3 Contract Award: Household Waste Recycling Centres	http://democracy.medway.gov.uk/mglssueHistoryHome.aspx?IId=4954	20 July 2010
Recycling Clear Bags report	http://democracy.medway.gov.uk/mgConvert2PDF.aspx?ID=8523	4 October 2011
Annual Review of Waste Contracts: Year 1	http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=9016	13 December 2011
Gateway 4 Procurement Post Project Completion Review: Household Waste Recycling Centres	http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=9264	17 January 2012
Gateway 4 Procurement Post Project Completion Review: Waste Collection And Disposal Contracts	http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=9262	17 January 2012
Gateway 4 Procurement Post Project Completion Review: Organic Waste (Garden And Kitchen) Processing	http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=9260	17 January 2012
DCLG Weekly Collection Support Fund – Medway’s Bid	http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=16104	28 June 2012
Gateway 5 Procurement Contract Management Report: DCLG Weekly Collections Support Fund (Medway Weekly Bid)	http://democracy.medway.gov.uk/mgConvert2PDF.aspx?id=18307	27 November 2012
Gateway 5 Procurement Contract Management Report: Waste Collection and Disposal, Household Waste Recycling Centres, Tree Maintenance and Highways Minor Works	http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=22113	17 December 2013

VEOLIA ANNUAL SERVICE REPORT
Year 4: October 2013-September 2014

Medway Council's Refuse/Recycling/Street Cleansing contract was awarded to Veolia and commenced on the 4 October 2010 and runs until September 2019. The option to extend the contract by two years has already been taken with associated saving of £260,000 agreed for Collections and Street Cleansing.

The Disposal contract, awarded at the same time, is for 25 years (2010-2035).

The successful retaining of these contracts built upon the already strong relationship between the two organisations, since the previous contract that ran from 2002 until September 2010.

The Annual Service Report is an integral part of the contract that exists between Veolia Environmental Services and Medway Council. It is the agreed mechanism for the delivery of continuous improvement and is fundamental to the contracts performance management framework.

Following the successful bid of £14.5 million from the DCLG fund on the 28 October 2013 both the recycling and garden/food waste service moved, as of 28 October 2013, from fortnightly to weekly - the same as refuse collections. The primary aim of the service change was to increase recycling and subsequently reduce the amount of refuse being collected. This provided Medway Council with cost savings from reduction in waste to landfill and removed the refuse vehicle purchase costs from the annual service charge and replaced the existing tired fleet with new fit for purpose vehicles.

Refuse and recycling: The New Service - One year on

The new weekly service was delivered on time, commencing 28 October 2013. The service has been a success providing the residents of Medway with weekly services at no extra cost to Medway Council.

- Additional 42 local jobs have been created.
- 27% more material being recycled than the same period the previous year
- Every year 17.3 million collections are made (not including bulky collections).
- Customer satisfaction has hit 88.5% for recycling, the highest ever.
- 360 cameras providing safer working environment for staff, members of the public and has helped to reduce spurious complaints and insurance claims

Next steps are to roll out the twin stream service to all suitable flats, providing the same collection service to more residents, to increase recycled material and reduce refuse. This requires a change of containers and a site-by-site assessment to ensure the correct type and number of bins are provided and that contamination is minimised. Project due to commence March 2015.

Recycling tonnages	Total tonnage
Oct 2010 – Sept 2011	21,404 includes 3822 tonnes paper & cardboard
Oct 2011 – Sept 2012	18,342 includes 6,957 tonnes paper & cardboard
Oct 2012 – Sept 2013	17,406 includes 5,656 tonnes of paper and cardboard kerbside
Oct 2013 - Sept 2014 (DCLG)	18,555 includes 6,290 tonnes paper and card (+ 1783 tonnes on pervious contract year)

Refuse	Total tonnage
Oct 2010 – Sept 2011	56371
Oct 2011 – Sept 2012	56731 (+ 360 on pervious contract year)
Oct 2012 – Sept 2013	56778 (+ 47 on pervious contract year)
Oct 2013 – Sept 2014	55037 (- 1741 on pervious contract year)

Bulky Waste	Total tonnage
Oct 2010 – Sept 2011	762
Oct 2011 – Sept 2012	781 (+ 19 on pervious contract year)
Oct 2012 – Sept 2013	824 (+ 43 on pervious contract year)
Oct 2013 – Sept 2014	976 (+ 152 on pervious contract year)

Garden & food waste	Total tonnage - plus increase/decrease from previous contract year
Oct 2010 – Sept 2011	15,703
Oct 2011 – Sept 2012	16,313 (+ 610 on pervious contract year)
Oct 2012 – Sept 2013	16,224 (- 89 on pervious contract year)
Oct 2013 – Sept 2014 (DCLG)	23,639 (+ 7415 on pervious contract year)

Glass tonnages (Bring Sites)	Clear (tonnes)	Mixed (tonnes)	Total tonnage
Oct 2011 – Sept 2012	306	386	692
Oct 2012 – Sept 2013	292	354	646 (- 46 on pervious contract year)
Oct 2013 – Sept 2014	248	278	526 (- 120 on pervious contract year)

Veolia Waste Electronic and Electrical Equipment (WEEE) Compliance Scheme	Tonnage from Rochester Transfer Station
2013	24.56
2014	26.16

Additional to this, WEEE collections continues to be supported by the Veolia WEEE Compliance Scheme with bring banks, schools collections and kerbside collection for residents.

Recycling performance

- 2010/11 Target: 36% Achieved: 37%
- 2011/12 Target: 40% Achieved: 37%
- 2012/13 Target: 41% Achieved: 41%
- 2013/14 Target: 42% Achieved: 41%

Street cleansing

The street cleaning service runs 365 days a year and continually removes litter, detritus, fly tipping, dead animals, needles/syringes and any other items; off 154 miles of public highway, 61 miles of public alleyways, 12 miles continuously in shopping precincts and 44 acres of car parks. Below details some of the key statistics of the service:

- The Response Teams have assisted with 119 Community Clearances in addition to their normal duties.
- We have collected 614 dead animals
- Removed 5200 incidents of flytipped items (2013/14)
- Removal of 89 incidents of needles & syringes

Street cleansing	Litter (tonnes)	Mechanical Arisings (tonnes)	Fly- tipping (tonnes)	Total tonnage
Oct 2012 – Sep 2013	1286	3507	295	5088
Oct 2013 – Sep 2014	1382	3947	372	5701 (+ 611 on pervious contract year)

Street cleansing Inspections (% of roads satisfactory)

The Waste Services contract monitoring team carry out regular street cleansing inspections across Medway to ensure Veolia are meeting their contractual obligations. The data below shows the percentage of streets that were Graded B or above - predominantly free of litter and refuse except for some small items.

Litter

- 2010/11 Target: 95% Achieved: 97%
- 2011/12 Target: 95% Achieved: 96%
- 2012/13 Target : 95% Achieved: 96%
- 2013/14 Target: 95% Achieved : 97%

Detritus

- 2010/11 Target: 92% Achieved: 95%
- 2011/12 Target: 92% Achieved: 95%
- 2012/13 Target: 92 % Achieved :95.3%
- 2013/14 Target: 92% Achieved: 96.5%

Following the introduction and success of the weekly collection services our focus has moved to the Street Cleansing service. Improvements are being implemented including:

- Increased training has been delivered to all staff to ensure consistent standards
- Significant work has been started reviewing all of the current schedules/types of resource allocated to particular zones to ensure that the quality and productivity of the service is the most effective. Due to the number of variable frequencies on the Street Cleansing service, this will require considerable resources, however our aim for this review to be fully completed by mid-2015.
- As part of this review, feedback will be provided to Medway Council on bin locations and cleansing frequencies to potentially identify any costs savings which may be made while retaining the current level of resources.

Public satisfaction

Measures of public satisfaction (taken via the Medway Council corporate quarterly tracker and annual Residents Opinion Poll) for Contract Year 2013/2014:

	Target	Achieved
Refuse Collection	91%	93.5%
Recycling	85%	88.5%
Street Cleaning	75%	72%

Disposal Contract

The Waste Disposal Contract not only disposes of all residual waste from the collection contract, but it also disposes of all residual waste collected at the three Household Waste Recycling sites (run by FCC). Materials are deposited into different bay; those suitable for energy recover vs. those that still require landfill.

Total tonnage into the Transfer Station:

- 2012/2013 104,106 tonnes
- 2013/2014 126,977 tonnes

Below details how the contract has been performing against its contractual landfill diversion targets:

2011/12 – Target 55.5% diversion – Achieved 52.52%

2012/13 – Target 67.9% diversion – Achieved 72.15%

2013/14 – Target 67.6% diversion – Achieved 70.71%

As a new service, introduced in 2013, all mechanical street cleansing arising's are also now sent for processing rather than landfill with 95% being recycled. This includes:

- Black filter cake – treated and used in land reclamation and restoration
- Recovered sand – rewashed for use in concrete
- Organic waste – treated and used in land reclamation and restoration
- Screened litter – hand sorted and 100% diverted from landfill
- Oil & concentrates from separation – reprocessed for use in production of heavy oils
- Grey water – used as aggregate wash on site in addition to production of aggregate for re-use

Veolia are opening an RDF (Refuse Derived Fuel) plant near Canterbury, which will be operational by May 2015. This plant will be able to accept up to 20,000 tonnes of waste from the Medway contract, providing an additional facility for Veolia to reduce the use of third party facilities. This is addition to our SELCHP Energy Recovery Facility (ERF) in South London.

Shift patterns have been changed to ensure more staff are available to sort materials delivered into the Transfer Station to further increase recycling and further reduce landfill tonnage.

Co-mingled kerbside recyclable materials (cans/plastics and glass) are currently taken to our Southwark MRF (Materials Recycling Facility).

Paper and cardboard are delivered to UPM at Dartford for sorting and process.

Staff development

Veolia continue with our HGV driver scheme to encourage promotion within the contract and increase the staff skills.

CPC driver training is also being delivered to allow drivers to retain/achieve their 7.5 tonne license.

All staff have been offered the chance to complete the Skills for Life training with our in-house Campus providing one to one support for staff to improve their literacy and numeracy skills.

Health & Safety & Staff Welfare

- Simply Health - provides benefits to staff for dental, medical and optical insurance
- Back in Action physiotherapy services – weekly clinic with on-site Physiotherapist
- Health Management – occupational health
- Medway Council Workplace Health site visits
- Employee Assistance Programme – free-phone confidential service on all aspects of life from Debt, Health, Bereavement, Divorce etc.
- Online Health Matters portal for all staff

Oct 2013- September 2014		
ACCIDENT TOTAL	TOTAL STAFF	TOTAL HOURS WORKED
36	3300	560431

Veolia Company Information

Below is a brief overview of what, as a company, has been happening in Veolia in the last 12 months.

Veolia is not just about picking up bins and sweeping streets. We have created a unified Veolia which includes our services in Water, Waste and Energy. Under our strap line and vision of 'Resourcing the World' we can provide a fully integrated environmental service to our customers that includes our expertise in all three areas.

Our services range from the destruction of 194 metric tonnes of chemicals from Syria to prevent their use in the manufacture of chemical weapons. Decommissioning and demolition of eight off-shore oil and gas installations in the North Sea.

There is a huge amount of knowledge and resources investing in latest technologies for the benefit of all of our customers while maintaining our commitment to improving the quality of life for local communities.

Pro Grow (a soil conditioner made from garden waste collected in Hampshire) is just one example of ensuring that waste is wherever possible turned into a reusable commodity.

Our Energy Recovery and Landfill Gas to Energy network supplies 1.3 MWh to the National Grid – enough to power 340,000 homes.

Our Sheffield District Energy Network is one of the leading examples of its type in the UK and includes more than 27 miles of underground pipes supplying over 140 buildings across the city with green energy.

Our services touch the lives of nearly one third of the UK'S population, which puts us in an excellent position to work with all of our Municipal & Commercial customers to identify ways to reduce waste, increase recycling and work on both small and large innovative projects such as district heating schemes.

Veolia have been awarded the prestigious Queens Award for Enterprise in Sustainable Development

In 2014, Veolia was awarded the Queen’s Award for Enterprise in Sustainable Development “the UK’s highest accolade for business success.” The award was received for setting the sustainability benchmark for our new business strategy focused on manufacturing green products and energy. Equally important, we were recognised as a social sustainability leader for our work in the community.

The company recycles over one million tonnes of waste annually and converts non-recyclable waste into energy, sufficient to provide electricity and heat to over 300,000 homes.

Beyond satisfying statutory requirements, Veolia distinguished itself as a social sustainability leader; devoting annually 20,000 hours to charity work, donating £50 million pounds to community projects, systematically engaging with schools and helping unemployed people, including ex-offenders, back into work.

In 2013, Medway Council was successful in obtaining funding from Veolia Environmental Trust for Borstal Open Space. The £30,343 grant project running from September 2013 to June 2014 included site signage, site access improvements, the creation mile trail with markers and boundary improvements.

Below are just some other examples from the Veolia Trust report for 2013 where funding has been provided for local community projects.

1st Yetminster Scout Group	Rushmoor Borough Council
Active Games for All	Seale Village Hall Management Committee
Aldersholt Recreation Association	Shirley Warren Action Church
Arun District Council	St Elisabeth’s PCC
Berwick PCC	St Michael and All Angels Church, Paulsgrove
Butser Education CIC	St Michael’s Methodist Anglican Church Centre
Chilbolton Parish Council	South Warnborough Parish Council MUGA Committee
Durley Parish Council	Tangmere, Boxgrove and Oving Community Action Project
Elstead Parish Council	Telscombe Town Council
Fair Oak and Horton Heath Parish Council	The Clive Vale Residents Association and Hastings Borough Council
Goodworth Clatford Environmental Group and Goodworth Clatford Parish Council	The Green Bank Trust
Girlguiding Fleet Division	The St Cuthbert’s Trust, Portsmouth
Greenhithe PCC	The Waterways Trust and Stroud District Council
Hampshire & Isle of Wight Wildlife Trust	The Woodland Trust
Hastings Borough Council	TN2 Community Trust

James Street Church	Town Farm Residents Association
Medway Valley Countryside Partnership	Trinity Community Arts Ltd
Ringmer Parish Council	Rushmoor Borough Council

CR Index for Responsible Business in the Community

Veolia was placed second in Business in the Community's 2013 Corporate Responsibility Index, with a four star rating. This is the UK's leading voluntary benchmark of corporate responsibility. Being placed second in the UK is testament to the extent to which Veolia measures, manages and integrates responsible business practice.

Veolia are one of the largest employers nationally with 12,000 staff, this provides an ideal opportunity to provide local employment where we have contracts. Currently circa 285 staff are on the Medway Contract.

Veolia has the 2nd largest HGV fleet in the UK and a total fleet of 7200 vehicles; there are 95 vehicles on the Medway Contract – not including plant.

Annual Service Report 2013 / 2014

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Appendix A: Recycling performance and tonnage

1 Executive Summary

The Annual Service Report (ASR) provides a detailed review of the performance of the Medway Council / FCC Environment (FCC) Contract over the previous twelve months. This is the 4th ASR following commencement of the Contract on the 1 October 2010. The intention of this report is to provide details on the historical performance of the contract and to set new targets and growth plans for the coming contract year October 2014 to September 2015.

The ASR aims to concentrate the information requirements of the Contract Specification with the tender submission into a single report, providing a comprehensive overview of all aspects of the HWRC service. It is our intention through 2014/15 for the ASR to become a working document, complimented by a monthly 'dashboard' of key contract requirements which can be tracked through the year, allowing greater visibility of our contract management, self-monitoring and reporting processes with the aim of continuous improvement to the Contract.

The requirement to provide the Annual Service Plan is detailed in clause 16.2 of the specification, schedule 4, and reference in the specification and method statements section 4.2.3. This Plan covers the Contract.

Key achievements for contract year 2013/2014 are as follows and further detailed in the report below:-

- Recycling has increased from 62.99% in 2012/2013 to 66.30% in 2013/2014, against a contract target of 60%.
- Waste sent for disposal has reduced from 7428t in 2012/2013 to 7059t in 2013/2014, a reduction of 369t. With a change in process at site to maximise diversion of tonnage from landfill to recovery (EFW).
- Introduced Sue Ryder Charity to improve re-use, increasing tonnage from 11.75 t in 2012/2013 to 56.30t in 2013/2014. There will be a financial benefit to Medway Council, by way of a discount on the Management Fee.
- Introduction of new scheme to recycle push bikes with Abacus charity and Rochester prison has been very successful, with over 378 bikes collected so far.
- Cuxton site has been re-designed to accommodate an additional bulky container, allowing bulky and black bag waste can be segregated - thus reducing waste sent to landfill.
- Customer satisfaction surveys were completed during April and August, the results for overall satisfaction remain high at 97% for the year.
- Accidents and incidents reduced during 2013/2014 with 31 recorded incidents (2012/2013 – 48 incidents). Details of all incidents and accidents are available in the dashboard report.
- Medway sites received an award for customer service in the FCC internal ABCD Awards (Above and Beyond the Call of Duty), several people from the sites attended the awards lunch, and had the opportunity to meet up with their colleagues from within the business. It was great to bring an award back for the team!
- Introduced 12 additional rollon/off containers, for additional capacity during busy periods.

2 Report on progress for the Contract year 2013/14

FCC has built upon the overall service and previous years successes by continuing to increase recycling levels across the HWRC facilities. An overall recycling of 66.30% was achieved for the Contract as a whole.

In addition to these improvements, FCC has provided the Council with a high quality service with exceptionally high levels of customer service and satisfaction. FCC continued the reuse service partnership with the local charity Abacus and introduced two new reuse schemes, one with Sue Ryder and the other refurbishing push bikes in partnership with Rochester prison and Abacus charity. The intention is to further expand on this success in 2015.

We are also continuing to investigate the potential and viability for alternate mattress recycling facilities, which includes discussions with correctional institutions and commercial enterprise.

The Health and Safety of our clients, customers and staff are of paramount importance to FCC and to this end we have been rigorous in our approach to Health and Safety Management. In 2014, after analysis of companywide near miss reporting data and identifying that customers had high incidents of avoidable minor accidents such as trips due to poor choice of footwear, minor cuts grazes to hands and others, FCC decided to launch a safety campaign directed at members of the public. The campaign consisted of site signage and a small pocket hand out which was also included on the Medway website. This has resulted in the provision of a safe and efficient service for the Council and users of the sites.

3. Summary of Performance

This report provides an overview of FCC's performance of the Contract during 2013/14. This includes performance against recycling targets, performance against the Service Delivery Plan and the target material streams. It is also intended to give an overview of how the Contract is managed by FCC Environment, together with a look forward and target setting for the contract year 2014 / 2015.

3.1. Overall Waste Input / Output Analysis

Section 3.2 of the Contract Specification sets out the minimum recycling levels to be achieved by the HWRC contractor;

Contract Year	Contract Recycling Target
2010 / 2011	>50%
2012 / 2017	>60%

Table 1: Recycling Rate Targets

3.2. Analysis of Overall Waste Inputs

Table 2 sets out the total tonnage received at each site and for the contract as a whole as a comparison against the tonnage sent for recycling or composting:

The total tonnage recycled excludes hardcore and soils, and does not include difficult waste which is reported separately.

Site	Total Tonnage received (t)	Materials recycled (t) ¹	Recycling percentage (%)
Capstone	6733.12	4694.55	69.72
Cuxton	8220.85	5338.50	64.94
Hoath Way	5993.68	3854.80	64.34
Contract Total	20947.65	13887.86	
Overall Performance			66.30

Table 2 Performance against Contracted Targets

The table below shows the percentage of materials segregated for reuse recycling and disposal at the sites in the year 2013/14:

All	Percentage composition
Car Batteries	0.22
Fluro Tubes (D-WEEE)	0.01
Fridges/Freezers (B-WEEE)	0.68
Garden Waste	5.39
Gas Bottles	0.28
Glass Mixed	0.44
Household Batteries	0.02
LDA (A-WEEE)	0.30
Metal (Ferrous)	4.59
Metal (Non Ferrous)	0.04
Plasterboard	1.28
SDA (E-WEEE)	2.60
Televisions (C-WEEE)	1.11
Textiles	0.86
Tyres	0.20
Waste Oil	0.16
Wood	20.43
Paper & Card	3.23
Rigid Plastic	2.12
Cooking Oil	0.01
Mattresses	2.06
Print Cartridges	0.01
Re-use	0.20
Re-use Bikes	0.03
Co-mingled Recycling	0.73
Landfill	25.41
Hardcore	24.35
Asbestos	0.26
Total Waste	100%

All material movements on behalf of the HWRC service are managed by FCC and designed so as to allow the sites to operate with the least disruption as possible to the general public. Containers are moved during non-operational and operational hours. During operational hours, containers are moved by following safe systems of work such as the use of barriers to segregate the general public from the collection operation being used.

FCC has strict guidelines and procedures that consider the health and safety of the general public and our workforce at all times. In the event that we consider it unsafe to collect a container with the site open, we close the site for the shortest possible time, and deploy one of our staff to advise the waiting cars of the anticipated closure time. This ensures that inconvenience to the site users is kept to a minimum and if they are held up, we communicate the approximate time of reopening to reduce conflict and confrontation.

3.3. Details of Waste Outputs, Destination, Treatment, Reprocessing, Re-use or Disposal

The table below identifies the tonnages of materials that have been collected across the HWRC service over the last Contract year and the destinations of where these materials have been sent for processing.

Material	Total Tonnage	Destination	Process	Contract Basis
Cardboard & Paper	897.26	Kemsley Mill, Sittingbourne	Reprocessed	Long-term National
Soil & Hardcore	6,764.31	Soil Remediation, Strood	Reprocessed	Ad-hoc agreement
Glass (mixed)	122.26	Berrymans, Ridham Docks, Sittingbourne & Tilbury INGs Environment Knottingly	Reprocessed	Ad-hoc agreement
Green Waste	2,331.69	FCC Dunbrik, Country Style Group Ridham Docks	Re-use	Internal, Ad-Hoc Disposal
Wood	5,675.42	Countrystyle, Ridham	Treatment	Medway contract
Batteries (auto)	60.07	EMR, Biggleswade	Reprocessed	National contract
Metal Ferrous	1,275.11	EMR / Van Dalen	Reprocessed	National / Ad-hoc
Florescent tubes	3.53	Mercury Recycling	Disposal/Re-use	Ad-hoc contract
Fridges	187.72	Waste Recycling via Light Bro's.	Reprocessed	Veolia contract via Medway
Gas bottles	77.42	Roud Recycling	Re- use	Ad-hoc contract
Mixed Recycling (MDR)	203.61	Viridor, Crayford	Reprocessed	FCC Contract
Textiles	238.74	LMB Textiles, London	Reprocessed	Ad-hoc contract
Tyres	55.55	S&P Tyres, Sittingbourne Pountney tyres, Worthing	Reprocessed	Ad-hoc contract
WEEE (small)	722.88	Sweep, Sittingbourne	Repro'd/Re-used	Veolia contract Via Medway
WEEE (large)	82.06	Sweep, Sittingbourne	Repro'd/Re-used	Veolia contract Via Medway
Televisions	307.32	Waste Recycling via Light Bros.	Repro'd/Re-used	Veolia contract via Medway
Plasterboard	356.12	Countrystyle, Ridham Dock	Reprocessed	Ad-hoc contract
Oil – Motor	44.25	Eco-Oil, Kingsnorth	Reprocessed	Ad-hoc contract
Household Batteries	5.53	Waste Care, Manchester	Reprocessed	Ad-hoc contract
Rigid Plastics	589.26	EMR Ridham Docks	Reprocessed	Ad-hoc contract
Mattresses	571.94	Eco-Matt, Ashford	Reprocessed	Ad-hoc contract
Printer Cartridges	2.70	Take Back, Norfolk	Repro'd/Re-used	Ad-hoc contract
Re-Use	56.30	Abacus Charity, Sue Ryder Charity	Re Sold	Contract Pending
Bikes	7.01	Abacus And Rochester correctional facility	Resold	Contract
Cooking Oil	3.98	Living fuels	Reprocessed	National /Ad Hoc
Metal Non-Ferrous	10.09	EMR / Van Dalen	Reprocessed	National / Ad-hoc

Table 3 Recyclate streams, volumes, outlets and contract terms

The only Long-term contract currently in place is for the supply of news and pams (Severnside). All other materials are sold into re-processors on annual or ad-hoc contracts in order to minimise transport, maximise revenues and guarantee quality off-takers with high service levels. FCC continually re-evaluates our off-takers, auditing their operations so as to ensure that we always provide our customers with the highest quality of service whilst minimising our impact on the environment.

3.4. Analysis of Overall Recycling Performance

During the year 2013/14 FCC has consistently strived to improve the level of recycling achieved at each of the HWRC's. The table below shows the levels in recycling achieved at each site along with the overall increase in recycling achieved across this Contract.

2013//14 contract year has seen all sites increase the recycling percentages.

HWRC	Recycling % in Contract Year 2010/11	Recycling % in Contract Year 2011/12	Recycling % in Contract 2012/13	Recycling % in Contract 2013/14	Percentage Increase from Contract Year 2012/13 to 2013/14
Capstone	51.37%	61.69%	65.19%	69.72%	4.53%
Cuxton	50.67%	59.38%	62.18%	64.94%	2.76%
Hoath	55.72%	63.72%	61.61%	64.31%	2.70%
Overall	52.23%	61.53%	62.99%	66.30%	3.31%

The considerable improvement in recycling performance achieved in year 1 of the Contract has been continued into year 4 with an increasing trend resulting in an overall performance improvement of 3.31% recycling on the previous year's figures.

3.5. Waste Input / Output Analysis by Site (individual HWRC)

Appendix A of this report contains a spreadsheet which provides details of all materials recycled over the Contract on a by site basis.

3.6. Recycling Performance by Material Type

Below is a summary of Recycling percentages by site and by material.

Material Type	Hoath	Capstone	Cuxton
Car Batteries	0.20%	0.20%	0.24%
Fluro tubes (D-WEEE)	0.01%	0.01%	0.02%
Fridges/Freezers (B-WEEE)	0.62%	0.64%	0.75%
Garden Waste	6.98%	9.17%	8.81%
Gas Bottles	0.31%	0.28%	0.25%
Glass Mixed	0.30%	0.42%	0.56%
Household batteries	0.02%	0.02%	0.02%
LDA (A-WEEE)	0.09%	0.27%	0.47%
Metal (Ferrous)	4.60%	4.39%	4.74%
Metal (Non Ferrous)	0.04%	0.04%	0.03%
Plasterboard	0.00%	2.35%	1.36%
SDA (E-WEEE)	3.09%	2.46%	2.35%
Televisions (C-WEEE)	1.22%	1.01%	1.10%
Textiles	0.96%	0.85%	0.79%
Tyres	0.00%	0.63%	0.00%
Waste Oil	0.15%	0.20%	0.14%
Wood	21.16%	21.34%	19.12%
Paper & Card	3.14%	3.22%	3.31%
Rigid Plastic	1.63%	2.39%	2.27%
Cooking Oil	0.01%	0.02%	0.01%
Mattresses	2.23%	1.88%	2.08%
Print Cartridges	0.01%	0.01%	0.01%
Re-use	0.23%	0.21%	0.18%
Re-use Bikes	0.04%	0.01%	0.03%
Co-mingled Recycling	0.55%	0.85%	0.77%

Table 4 Recycling Performance by Material

3.7. Report on Handling of Hazardous Wastes

Two Hazardous Waste streams are managed at the sites; Asbestos on all three Recycling centres and Household / garden chemicals at Cuxton recycling centre. During 2013/2014 72.88 tonnes of asbestos have been received via members of the public or Veolia collections of fly tipped material at the 3 HWRC's and sent to Pindens for safe disposal.

Our hazardous chemicals disposal company has collected 0.32 tonnes of various chemicals from Cuxton recycling centre.

Details of types and quantities of Hazardous chemical wastes received at Cuxton recycling centre.

Chemical Description	Qty	Size
Adhesive	1	5lt
Castrol Oil	1	5lt
Caustic Soda	1	500g
Creosote	1	5lt
Drain Cleaner	1	1lt
Grease	1	5kg
Grace Construction Cementitious	1	5kg
Lighter Fluid	1	1lt
Lighting Gel	2	1lt
Model Engine Fuel	1	2.5lt
Nitromors	1	1lt
Paint	3	5lt
Paint Stripper	1	1lt
Thinners	1	5lt
Waxoyl	1	1lt
Weed Killer	1	5lt
White Spirit	1	1lt
White Spirit	2	2lt
Wood Preserver	2	5lt
Thinners	3	25lt
Chlorine Granules	1	2.5kg
Battery Acid	4	1lt
Chlorine Granules - Sodium	1	5kg
Dichloroisocyanurate		
1 5 Kg Lab Smalls	1	5kg
FiChlor	1	3kg
Glass Etching Fluid - Sulphuric Acid	3	2.5lt
Industrial Methylated Spirit	1	2.5lt
Morrells Coating	1	1lt
Paint Brush Cleaner	1	500ml
Path & Drive Sealer - Trimethylbenzene		
Solvent Naptha		
Cont'd.....		

Chemical Description	Qty	Size
1 5 L Lab Smalls	1	5lt
PH Reducer - Sodium Bisulphate	1	7kg
Ph Balancer - Sodium Carbonate	1	5kg
Ph Down - Phosphoric Acid	1	1lt
pH plus - Sodium Carbonate	1	5kg
Pool Sanitizer - Sodium	1	5kg
Dichloroisocyanurate		
1 2.4 Kg Lab Smalls	1	2.4kg
Pool Sanitizer - Sodium	1	5lt
Dichloroisocyanurate		
1 500 g Lab Smalls	1	500g
PVCU Solvent	1	1lt
Silicone	1	1kg
Sodium Hydroxide	1	200ml
SPAS -Pentapotassium Bisulphate	1	1.5kg
Spirit Based Aqueous	1	5lt
Superwarm Fuel - Kerosene	3	4 lt
Toluene	1	2.5lt
Weber Tec EP Tag Hardener - Hexamethylene Diamine		
4 200 ml Lab Smalls	4	200ml
Weber Tec EP Tag Resin	1	2.5lt
White Spirit	2	750mm
White Spirit	5	2lt
Wood Preserver	1	5lt
Active XLS - Sodium Hydroxide	1	25lt
Oil Based Aqueous Liquid	2	25lt
Biokil Crown - Potassium Methyl Siliconate		
1 25 L Drum	1	25lt
60% Hydrofluoric Acid	1	25lt
Thinners	3	20lt
Xtraseal	1	20lt

3.8. Commercial (Trade) Waste

The control of Trade Waste inputs to the sites continues to present FCC with challenges. FCC is proactively managing Trade Waste abuse and has worked closely with Council Officers in the development of a protocol for dealing with Traders.

One of the key challenges relating to Trade Waste abuse at the sites is identifying the traders using the sites. We are monitoring the ANPR data to identify regular users and then

if appropriate targeting suspected trade abusers. Suspected trades people are proving difficult to discourage and deter as, when challenged, staff are confronted with aggressive and abusive behaviour from these customers, putting the site staff in potentially stressful and in some cases dangerous situations. FCC and Medway waste services are working together to come up with new initiatives to further tackle trade abuse. These initiatives include the use of personal recording devices and possible restrictions on trailer size and on the quantity of material allowed in a single trip.

FCC is currently putting together a proposal for a trade facility at Capstone recycling centre.

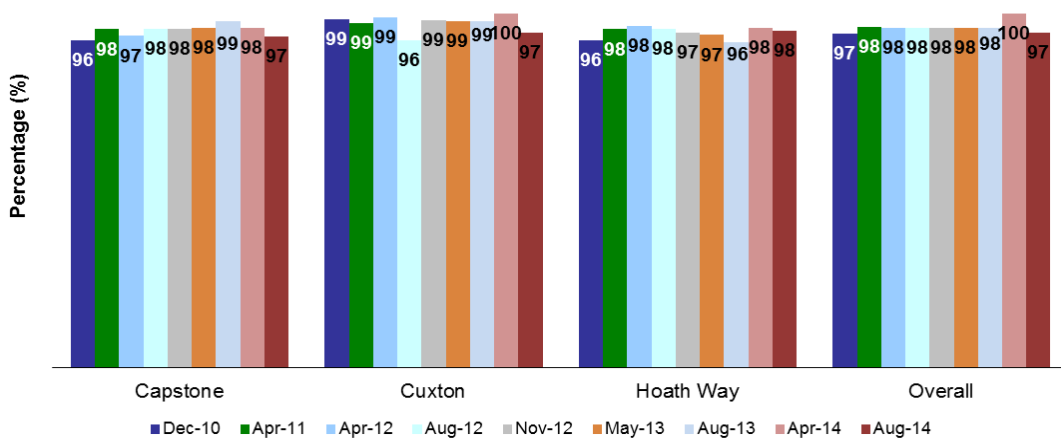
3.9. Reporting of Monitoring and Achievement of Performance Standards

	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14
Contract Performance deductions	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

4. Customer Satisfaction / Site Surveys

The most recent Customer Satisfaction Survey was undertaken in August 2014. .

Overall Site Rating (% Very/Fairly Satisfied)



Results of the survey indicate that overall user satisfaction for the service has fluctuated slightly by 1% but still remains fairly constant. The last survey in Aug 2014 gave a figure of 97% of customers being very or fairly satisfied overall, continuing on the good work already achieved from contract commencement in 2011. The tables below show the user satisfaction levels as given in the Customer Satisfaction Report for Aug 2014:

Site	Satisfaction levels	May-13		Aug-13		Apr-14		Aug-14	
		Count	%	Count	%	Count	%	Count	%
Capstone	Overall satisfaction	1220	98	1576	99	1023	98	914	96
	Very satisfied	707	57	1354	85	929	89	797	84
	Fairly satisfied	513	41	222	14	94	9	117	12
Cuxton	Overall satisfaction	878	99	1074	99	1136	100	1340	97
	Very satisfied	615	69	1046	96	979	86	1107	80
	Fairly satisfied	263	30	28	3	157	14	233	17
Hoath Way	Overall satisfaction	1371	97	1154	96	1088	98	1429	97
	Very satisfied	1087	77	821	69	795	72	1086	74
	Fairly satisfied	284	20	333	28	293	26	343	23
Overall	Overall satisfaction	3469	98	3804	98	3247	99	3683	97
	Very satisfied	2409	68	3221	83	2703	82	2990	79
	Fairly satisfied	1060	30	583	15	544	17	693	18

The following conclusions were drawn from the latest Customer Satisfaction Survey:

The most common users of the sites were white males, between the ages of 45 and 54 who have no disabilities. This remains similar to the previous year's customer surveys. The most recent customer survey completed in August 2014 indicates that overall satisfaction has seen a slight reduction from in April 2014 figure to 97% in August 2014 the decrease was most apparent at the Cuxton facility. This could be due to increased staff activity questioning customers and asking them to recycle items but overall customer satisfaction still remains high.

The August 2014 customer survey figures for the top % type of waste delivered to site was as follows: - general bin waste 32%, DIY/General decorating waste 23% and green garden waste 20%.

69% of customers came from the Medway area during the August 2014 survey. The most common area for those coming from outside of the Medway Area was Tonbridge and Malling Borough Council (11%) and Gravesham (3%).

The survey also highlighted that Cuxton only had 57% from the Medway district with 24% from Tonbridge and Malling.

13% of customers from all three site surveys either refused or gave incorrect post codes. A full copy of the survey has been provided to the Medway waste team.

Any complaints received regarding the HWRC service against us, the operator, or any of our sub-contractors are handled in line with Medway Council policies.

Wherever possible, complaints are handled close to source in order to avoid escalation, but if necessary the complainant is contacted by the FCC Contract Manager to try to resolve.

5. Environmental and Other Considerations

5.1. Environmental Agency (EA) Inspections

During 2013/14 the EA undertook 3 Site Inspections one at each site.

Cuxton Report ID: 10004/0209826 date 29/05/2014 no issues raised

Hoath Report ID: 19415/0209831 date 29/05/2014 no issues raised

Capstone Report ID 19409/0216785 date 12/08/2014 Containment of stored materials C3 Score received

There was one minor breach for storage of gas cylinders outside the caged area. This was resolved whilst the inspector was on site. A collection had been ordered previously but had been delayed for logistical reasons.

Extract form report received. Gas bottles were observed being stored outside of their locked metal container. This is a permit breach; however, a collection of bottles was made during the site visit. Please ensure that a larger cage is brought onto site or additional collections are made in the future.

There is no set routine to EA visits they call in to carry out sporadic site audits and usually audit the sites against the license conditions.

5.2. Audits

No Environment Agency Audits were conducted this Contract year.

5.3. Site Security and Related Issues

All three HWRC sites continue to be monitored by Onwatch Security during both operational and non-operational hours. The security system includes the use of infrared and motion detection, which, if triggered, notifies the control centre that automatically inform the local police and FCC. Any intruders found guilty of trespass and theft shall be dealt with in accordance to the law.

The Medway facilities have only suffered from minor trespass and theft mostly on the Cuxton site. FCC has dealt with this by removing items of value to locked storage.

5.4. Health and Safety, and Environmental Compliance

HWRC Name	Number of near misses in Contract Year 2013/2014	Number of accidents in Contract Year 2013/2014	Number of Incidents in Contract Year 2013/2014
Capstone HWRC	245	12	4
Cuxton HWRC	80	8	3
Hoath Way HWRC	56	7	3
TOTAL	381	27	10

There were no incidents that required reporting under the health and safety executive RIDDOR regulations during 2013/2014 (Reporting of injuries, diseases and dangerous occurrences regulations 2013).

There is a proactive culture of reporting both near misses and accidents/incidents on this contract, which enables FCC to monitor and act on trends. FCC carried out a nationwide publicity campaign to make the public aware of the risks on HWRC's and what they can do to ensure their visit is safe and incident free. This included site signage and a leaflet. Medway waste services also uploaded the safety leaflet onto the Medway website.

Accidents, incidents and near misses are reported to the contract manager who investigates, and records findings on FCC's internal recording system. Each report is investigated, however important, with the findings reported back in monthly team meetings. This feedback ensures staff are made aware of actions being taken to resolve issues raised.

Although the number of near miss reports seems to indicate that the sites are a very hazardous and unsafe this is not the case. If used correctly the sites are very safe; FCC actively encourage reporting, however small or whatever the issues, this way we encourage and capture the important near misses that could prevent injury or worse a fatality.

Capstone, Cuxton, and Hoath Way HWRC, provided under this Contract, continue to be operated to ISO14001:2004 standard under FCC's Integrated Management System (IMS) and ISO 9001:2008 for its Quality Management Systems.

All aspects of the HWRC Service are assessed for risks to ensure that any hazards that are identified can be removed where possible or mitigated to keep the task safe. This task is recorded with the completion of a risk assessment and a safe working procedure detailing the specific issues and how the work should be managed.

All staff undertaking operational tasks are continually trained on the risk assessments and work instructions related to their roles. Each employee has a signed training log which is kept with the risk assessment to show that operatives understand the activity.

The sites are audited by both Internal Auditors (for the IMS) and external bodies such as the Environment Agency. Any non-conformances or actions are addressed as soon as practicably possible. The following audits were undertaken during Contract year 2013/14

- Integrated Management System (IMS) audit Internal Cuxton 18/09/2014 80.39%, a revisit will be completed within three months to ensure the non-compliant aspects are in place
- Internal H&S audit carried out by FCC H&S Manager and Regional Operations Manager at Hoath way scoring 95% with only minor infringements
- Capstone no audits completed this year

Full copies of the reports can be made available to Council officers should copies be of interest.

The health and safety of all staff and visitors to the sites is of paramount importance to FCC. FCC operates a 'Near Miss' reporting system, which helps to identify unsafe practices and address them before they become incidents. These near misses are reported to the council via the dashboard reported monthly.

FCC very much encourages near miss reporting, they are an excellent tool that shows staff on site are identifying minor problems and issues, that can be dealt with and safe systems/training can be completed before minor problems and issues progress into larger issues

and possibly cause harm to members of staff or members of the public, contractors or Council members.

During the Contract Year 2013/14, over 381 near misses were reported by site staff for a variety of issues ranging from non conforming waste (asbestos), members of the public throwing items in bins, speeding on site to name but a few. Near misses are actioned by the Contract Manager and are logged with FCC Safety, Health and Environment department.

5.5. Risk Assessments

All operational activities that are undertaken as part of the Contract are subject to Risk Assessment, a process that establishes the hazards and risks associated with a particular activity and aims to reduce the risk by taking mitigating or preventative action.

Risk Assessments are reviewed annually and any change of process or new activities are assessed prior to being implemented.

The Assessments are available for the Council to inspect at any of the three HWRC sites.

5.6. Staffing and Welfare

Day to day management of the Contract falls under contract manager Dave Harling. The contract manager is supported by site based supervisors, team leaders and site staff. The contract transport is managed by Pepperhill based Kent transport manager Richard Frater.

All permanent and Agency staff receive induction and ongoing training to allow them to fulfil their roles effectively.

Current staffing levels are as proposed in the initial SDP with the structure slightly changed

- Contract manager
- Admin
- Senior supervisor
- Two supervisor
- Three team leaders
- Six fixed site staff
- Two floating staff
- Additional staff hired from agency pool as required

6. Review of Administration of Service

The provision of data provided by FCC to the Council is regularly discussed and reviewed as part of the Contract meeting held with the Medway council waste team.

Prior to FCC raising a monthly invoice, the data is agreed with the Council, and supporting information provided.

The annual bonus for year 4 of the contract is currently being calculated and agreed.

The annual indexation is to be reviewed.

There is further ongoing investigation on FCC providing a live portal for Medway to access recycling and waste data.

7. Infrastructure, Plant and Equipment Maintenance

7.1. Routine Maintenance

All facilities used in the service of the Contract were maintained to a high standard during 2013/14, including fixed and mobile plant and site infrastructure. Planned maintenance ensured that plant down-time was minimal through the year with little or no disruption to Medway or the general public. Maintenance records are available for inspection by Medway upon request.

Two compactors have had major work to replace wear parts on the compaction system in 2013/2014.

Cuxton overhead electrical cable was renewed.

7.2. Business Continuity

Local Authorities are coming under increasing pressure to have robust business continuity systems in place to protect their major services. The waste management service provided by FCC under this Contract is one such contract and therefore contingency arrangements are vital to ensure continuation of service in the event of business interruption. The table below shows the contingency facilities in place in case of severe business interruption (e.g. major fire or flood or long-term plant unavailability). This contingency plan remains the same as for previous years.

Facility	Waste Types	Contingency 1	Contingency 2
Capstone HWRC	MDR and Residual waste	Hoath Way HWRC	Cuxton HWRC
Cuxton HWRC	MDR and Residual waste	Capstone HWRC	Hoath Way HWRC
Hoath Way HWRC	MDR and Residual waste	Capstone HWRC	Cuxton HWRC

Table 5 Contingency facilities

Fixed and Mobile Plant

Service and maintenance agreements are in place for all mobile and fixed plant on the sites. This reduces the likelihood of failure and guaranteeing the attendance of an engineer the same working day to commence repairs. In the event of a more substantial mobile plant failure, a hire machine can be brought onto site the same day.

8. Invoicing

Below table of invoicing in 2013/2014 contract year

Invoice ID	Invoice Date	Invoice Description	Net Value
28483	01/10/2013	Medway Capstone HWRC October 2013	£ 23,807.33
28484	01/10/2013	Medway Cuxton HWRC October 2013	£ 23,471.07
28485	01/10/2013	Medway Hoath Way HWRC October 2013	£ 23,321.41
29808	01/11/2013	Medway Capstone HWRC November 2013	£ 23,699.28
29809	01/11/2013	Medway Cuxton HWRC November 2013	£ 23,433.01
29810	01/11/2013	Medway Hoath Way HWRC November 2013	£ 23,347.50
29001	19/11/2013	Medway HWRC Fly tipped asbestos	£ 621.28
30951	18/12/2013	Medway Capstone HWRC December 2013	£ 23,588.46
30952	18/12/2013	Medway Cuxton HWRC December 2013	£ 23,090.15
30953	18/12/2013	Medway Hoath Way HWRC December 2013	£ 23,160.30
31132	01/01/2014	Medway Bonus Oct 12 to Sept 13	£ 18,940.60
32386	22/01/2014	Medway Capstone HWRC January 2014	£ 23,704.82
32387	22/01/2014	Medway Cuxton HWRC January 2014	£ 23,439.49
32388	22/01/2014	Medway Hoath Way HWRC January 2014	£ 23,278.28
32298	05/02/2014	Medway HWRC Fly tipped asbestos	£ 153.64
34025	25/02/2014	Medway Capstone HWRC February 2014	£ 23,770.12
34026	25/02/2014	Medway Cuxton HWRC February 2014	£ 23,376.36
34027	25/02/2014	Medway Hoath Way HWRC February 2014	£ 23,330.89
35211	18/03/2014	Medway Capstone HWRC March 2014	£ 24,097.14
35212	21/03/2014	Medway Cuxton HWRC March 2014	£ 23,866.50
35213	21/03/2014	Medway Hoath Way HWRC March 2014	£ 23,546.77
39464	04/07/2014	Medway Capstone HWRC April 2014	£ 24,771.72
39465	04/07/2014	Medway Cuxton HWRC April 2014	£ 24,534.21
39466	04/07/2014	Medway Hoath Way HWRC April 2014	£ 24,216.25
39457	04/07/2014	Medway Capstone HWRC May 2014	£ 24,662.83
39458	04/07/2014	Medway Cuxton HWRC May 2014	£ 24,480.17
39459	04/07/2014	Medway Hoath Way HWRC May 2014	£ 24,214.63
39509	07/07/2014	Medway Capstone HWRC June 2014	£ 24,690.91
39510	07/07/2014	Medway Cuxton HWRC June 2014	£ 24,314.98
39511	07/07/2014	Medway Hoath Way HWRC June 2014	£ 24,166.49
40746	14/07/2014	Medway Capstone HWRC July 2014	£ 24,532.98
40747	14/07/2014	Medway Cuxton HWRC July 2014	£ 24,374.50
40748	14/07/2014	Medway Hoath Way HWRC July 2014	£ 24,138.52
42259	14/08/2014	Medway Capstone HWRC August 2014	£ 24,696.54
42260	14/08/2014	Medway Cuxton HWRC August 2014	£ 24,360.20
42261	14/08/2014	Medway Hoath Way HWRC August 2014	£ 24,201.45
41732	26/08/2014	Medway HWRC Fly tipped asbestos	£ 134.93
42473	10/09/2014	Rates Recharge Oct 2013-Sept 2014	£ 43,187.63
43308	24/09/2014	Medway HWRC Fly tipped asbestos	£ 430.50
43323	29/09/2014	Medway HWRC Fly tipped asbestos	£ 120.97
43517	30/09/2014	Medway Capstone HWRC September 2014	£ 24,533.55
43518	30/09/2014	Medway Cuxton HWRC September 2014	£ 24,192.59
43519	30/09/2014	Medway Hoath Way HWRC September 2014	£ 24,102.41

9. Amendments to SDP

Meet and greet cabin

The original proposal was to have a dedicated meet and greet at the main gate, however we have found it to be more beneficial to utilise the resources available at the individual drop off areas to maximise recycling, and reduce queuing. This is supported by increased recycling levels and customer satisfaction surveys.

Community planting event

Not completed to date, to be discussed and agreed with client.

Traversing roller packer at Hoath Way

Machine has been purchased. Installation is not possible until site redesign is completed.

Hoath way redesign

FCC have carried out several surveys and produced plans and costing to affect the redesign of the site.

- There are several factors to be considered to allow the progression of this initiative.
- Survey completed of proposed location of Roller Packer shown that the hard standing is not of sufficient quality to support structure and requires installation of new pad
- Auto track was completed on the design for HGV vehicles highlighting additional areas that would require substantial engineering works to allow vehicles to access and exit the facility safely without interfering with the flow of customers using the facility
- Health and safety dictated that we would require 3 pedestrian crossings, removing 50% of the additional parking bays created
- The amount quoted to complete the engineering has now escalated to a budgeted cost of circa 250k

Shared Web based contraction and monitoring system

Following discussions with the client it has been agreed that a weekly report can be uploaded onto a portal. This is in conjunction with the monthly dashboard that is submitted.

10. Status of actions from previous reports

- To develop the re-use arrangements with charity sector to help increase scope of reuse opportunities at site
- Introduced Sue Ryder collecting and auctioning re-use items from the site has trebled the amount in the second half of the contract year
- New initiative with Abacus charity and Rochester prison recycling push bikes in place
- To work with the council to introduce initiatives to minimise trade waste abuse at sites, especially in light of policy changes introduced by Kent CC
- Discussed on a regular basis with the council about introducing limits on materials being bought to site
- Requested trade enforcement to have a regular presence on site

- ANPR data scrutinised for regular visitors to site and then questioned on the arising of waste.
- Investigation the possibility of a trade waste facility at Capstone site
- To work with the council to limit service cuts and ensure value for money
- Discussion held on initiatives to reduce costs but no actions taken
- To assist the council with their communications and education strategy including publicity for landfill diversion initiatives and re-uses
- Ongoing work with new signage for highlighting the current re-use schemes, Medway matters article for bike refurbishment initiative
- Introduce staff newsletter to improve communications and to support staff engagement
- FCC produce a monthly communication called Chevron this is an excellent tool that keeps staff aware of various information such as Health and safety , new initiatives in recycling , new business and also a portal for staff to ask questions and suggestions.

11. Aims for 2014/2015

11.1. Report on Recycling Bonus Incentive Scheme

FCC will continue to use a staff incentive scheme, paid quarterly, to help maintain and improve recycling performance.

Other initiatives to increase recycling will include;

- Review and improve signage as necessary.
- Continue to encourage and educate members of the public who bring in black bags and un-segregated waste/recyclables.
- Build on the current re-use schemes in place at present and continue investigating further possibilities and innovative ideas for recycling materials.

11.2. Infrastructure improvements and routine maintenance

Hoath way

Alterations to site layout in order to reducing queuing on the public highway and improve customer experience but during detailed investigations and surveys it has become obvious that the site is just too small. The inconvenience, upheaval for additional compaction and minimal increase in parking would not have given the desired effect of decreasing vehicles from queuing on the highway or improving the customers experience whilst on site.

Currently seeking planning permission to install site office in order to improve welfare facility's on office space on site capital secured.

Purchased two 50yard containers to aid recycling and busy periods

Purchased one 15yard container replacement for scrap container

Cuxton

The railings have been replaced to accommodate the new bulky waste container and a new gantry purchased to further decrease materials going to landfill.

Purchased two 50yard containers to aid recycling and busy periods

Compactor to be refurbished capital secured

Capstone

Purchased two 50yard containers to aid recycling and busy periods

Compactor to be refurbished capital secured
Investigating the engineering requirements for installation of trade facility

11.3. Action Plan for 2014/15

Subject to further discussion and agreement, the targets for 2014/ 2015 are;

- Continue to develop the re-use arrangements with the charity sector to help increase the scope of reuse opportunities at the sites
- Work with the Council to introduce initiatives to minimise trade waste abuse at the sites,
- Work with the Council to ensure value for money
- Review the off-takers for all materials to ensure value for money
- Assist the Council with their communications and education strategy including publicity for landfill diversion initiatives and re use
- Continue to explore opportunities for a contract extension
- Investigate the possibility of producing a leaflet showing information on the end use of recycled materials
- Further investigate installing a live web based portal for access of waste/ recycled materials information
- Implement the community planting programme
- Develop the plan to install a trade waste facility at Capstone facility

Appendix A. Recycling Performance and Tonnage

Cuxton	October	November	December	January	February	March	April	May	June	July	August	September	TOTAL
Car Batteries	1.81	1.48	1.27	2.46	1.55	1.68	3.96	3.10	2.58	2.76	1.62	1.82	26.08
Fluro tubes (D-WEEE)	0.32	0.00	0.25	0.00	0.20	0.00	0.26	0.23	0.00	0.00	0.20	0.20	1.65
Fridges/Freezers (B-WEEE)	3.56	5.76	4.28	6.43	4.20	5.80	8.04	12.72	9.66	9.69	6.40	4.40	80.94
Garden Waste	87.44	61.96	35.24	39.62	33.64	100.90	97.98	116.50	114.26	80.62	80.88	102.83	951.87
Gas Bottles	2.57	2.64	0.00	2.06	1.92	2.40	3.81	2.60	1.85	1.64	1.92	3.89	27.28
Glass Mixed	5.70	5.90	0.00	11.70	0.00	5.92	5.94	5.86	5.82	0.00	6.58	6.74	60.16
Houshold batteries	0.24	0.00	0.22	0.44	0.40	0.00	0.21	0.34	0.00	0.00	0.40	0.00	2.26
LDA (A-WEEE)	3.00	5.96	2.94	6.80	3.26	3.34	6.98	5.52	3.04	3.22	6.84	0.00	50.90
Metal (Ferrous)	36.26	31.16	22.02	42.50	31.54	54.96	47.04	53.46	48.06	49.15	49.28	47.18	512.61
Metal (Non Ferrous)	0.44	0.00	0.45	0.00	0.68	0.50	0.00	0.66	0.00	0.00	0.00	0.00	2.73
Plasterboard	16.14	9.04	8.62	11.60	13.44	10.42	17.10	15.04	10.12	14.10	8.10	13.48	147.20
SDA (E-WEEE)	20.76	27.00	13.94	22.50	17.40	20.64	23.24	24.44	21.74	20.76	24.20	17.66	254.28
Televisions (C-WEEE)	11.46	5.46	11.64	14.84	9.54	8.44	9.34	12.02	7.40	8.12	10.52	10.44	119.22
Textiles	8.00	8.12	6.78	5.80	6.28	6.60	8.54	5.92	5.42	9.14	7.06	7.74	85.40
Tyres	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Waste Oil	0.79	1.41	0.62	1.41	0.44	1.15	1.68	1.76	1.23	1.50	1.32	1.50	14.80
Wood	157.60	150.76	96.16	152.34	146.38	209.96	213.92	210.68	179.80	195.14	188.64	164.96	2066.34
Cardboard & paper	26.10	36.52	27.00	34.06	25.60	35.72	29.40	24.86	30.96	27.46	33.34	26.18	357.20
Rigid Plastics	18.76	15.80	11.06	19.70	17.10	24.90	22.54	27.18	15.82	22.60	27.58	21.84	244.88
Cooking Oil	0.65	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.74	0.00	0.00	0.00	1.39
Mattresses	20.88	18.00	15.48	23.52	14.48	18.24	21.00	16.96	18.54	17.20	19.64	20.44	224.38
Print Cartridges	0.00	0.00	0.00	0.00	0.00	0.00	0.08	0.01	0.08	0.20	0.00	0.60	0.97
Re-use	0.40	0.00		0.00	0.00	0.00	3.85	2.98	2.89	5.15	2.40	1.72	19.39
Re-use Bikes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.89	0.63	0.16	0.23	2.89
Co-mingled Recycling	6.18	9.08	7.76	13.08	5.50	7.94	6.06	6.27	6.42	5.38	5.58	4.42	83.67
Hardcore	170.00	150.00	100.00	120.00	130.00	240.00	280.00	250.00	300.00	290.00	280.00	250.00	2560.00
Asbestos	1.82	1.16	1.24	0.00	1.24	3.48	2.60	1.48	6.10	0.00	3.56	1.96	24.64
Landfill	213.58	218.36	214.12	214.30	186.34	280.98	282.18	243.64	273.76	252.94	262.78	239.37	2882.35
Sub-Total	429.06	396.05	265.74	410.85	333.55	519.51	530.97	549.10	488.32	474.45	482.66	458.26	5338.50
CONTRACT RECYCLING %													
Total Waste	642.64	614.41	479.86	625.15	519.89	800.49	813.15	792.74	762.08	727.39	745.44	697.62	8220.85
Recycling Rate	66.77%	64.46%	55.38%	65.72%	64.16%	64.90%	65.30%	69.27%	64.08%	65.23%	64.75%	65.69%	64.94%

Capstone	October	November	December	January	February	March	April	May	June	July	August	September	TOTAL
Car Batteries	1.68	0.60	1.74	1.62	0.95	1.32	2.56	1.63	1.55	1.75	1.82	0.91	18.13
Fluro tubes (D-WEEE)	0.00	0.15	0.00	0.00	0.20	0.00	0.24	0.00	0.22	0.00	0.00	0.20	1.01
Fridges/Freezers (B-WEEE)	4.78	2.90	2.42	3.04	3.68	4.28	6.84	7.80	6.30	5.50	4.84	4.52	56.90
Garden Waste	50.38	44.54	31.44	24.58	26.12	70.78	123.34	106.52	122.14	68.12	70.30	76.10	814.36
Gas Bottles	3.64	1.00	0.00	1.44	2.03	1.11	3.15	3.12	1.68	3.02	1.74	3.20	25.12
Glass Mixed	0.00	6.44	0.00	10.96	0.00	0.00	6.80	0.00	6.60	0.00	0.00	6.78	37.58
Houshold batteries	0.40	0.00	0.13	0.00	0.40	0.00	0.17	0.36	0.00	0.00	0.20	0.00	1.65
LDA (A-WEEE)	4.24	3.24	0.00	4.32	0.00	4.98	0.00	0.00	3.82	0.00	3.52	0.00	24.12
Metal (Ferrous)	26.44	23.36	16.92	26.14	23.26	45.52	40.81	41.66	36.08	37.15	35.46	37.00	389.80
Metal (Non Ferrous)	0.50	0.00	0.45	0.00	0.70	0.50	0.00	0.69	0.00	0.00	1.10	0.00	3.94
Plasterboard	16.22	20.40	10.18	13.44	22.48	20.08	19.78	16.74	18.56	17.42	17.88	15.74	208.92
SDA (E-WEEE)	16.92	18.74	9.32	20.16	15.00	23.02	21.82	23.08	18.62	14.78	21.06	15.48	218.00
Televisions (C-WEEE)	10.46	7.18	6.74	10.62	5.58	8.80	6.98	8.38	6.02	5.54	6.46	6.82	89.58
Textiles	6.56	4.70	4.10	6.60	5.30	5.64	8.46	4.86	6.00	7.96	8.00	7.18	75.36
Tyres	5.66	4.19	1.51	2.55	2.88	4.10	4.80	4.78	6.46	5.20	9.81	3.63	55.58
Waste Oil	1.94	1.76	1.15	0.00	1.32	1.59	1.85	0.00	2.03	1.15	2.12	2.47	17.37
Wood	141.90	123.00	104.00	127.46	141.08	196.50	194.01	180.80	190.50	156.52	182.26	156.80	1894.83
Paper & Card	21.52	21.02	27.62	29.84	14.26	26.24	22.62	27.48	19.42	23.56	34.22	17.94	285.74
Rigid Plastic	15.90	11.96	10.50	14.34	13.52	21.26	22.94	19.46	20.74	21.42	20.02	20.32	212.38
Cooking Oil	0.51	0.00	0.00	0.00	0.60	0.00	0.00	0.74	0.00	0.00	0.00	0.00	1.84
Mattresses	14.88	11.88	8.84	17.92	11.68	15.68	14.64	16.88	11.20	16.48	14.76	11.92	166.76
Print Cartridges	0.00	0.03	0.00	0.00	0.00	0.00	0.08	0.08	0.08	0.20	0.00	0.40	0.87
Re-use	0.28	0.25	0.16	0.18	0.02	0.25	4.26	4.77	2.76	1.91	1.78	1.68	18.30
Re-use Bikes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.04	0.58	0.25	0.32	1.18
Co-mingled Recycling	6.66	4.14	7.28	6.08	6.54	5.58	8.08	5.44	7.64	5.82	6.56	5.40	75.22
Hardcore	150.00	110.00	144.31	90.00	110.00	220.00	220.00	170.00	220.00	280.00	220.00	190.00	2124.31
Asbestos	0.00	2.14	1.56	0.00	0.00	0.00	1.86	2.12	4.18	2.34	4.42	2.52	21.14
Landfill	173.24	159.60	90.00	148.60	131.70	196.74	211.89	195.56	163.98	205.36	197.06	164.84	2038.57

Sub-Total	351.47	311.49	244.50	321.30	297.60	457.22	514.23	475.26	488.46	394.07	444.15	394.81	4694.55
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CONTRACT RECYCLING %													
Total Waste	524.71	471.09	334.50	469.90	429.30	653.96	726.12	670.82	652.44	599.43	641.21	559.65	6733.12
Recycling Rate	66.98%	66.12%	73.09%	68.38%	69.32%	69.92%	70.82%	70.85%	74.87%	65.74%	69.27%	70.55%	69.72%

Hoath Way	October	November	December	January	February	March	April	May	June	July	August	September	TOTAL
Car Batteries	1.38	1.48	0.67	1.92	0.66	0.79	2.57	1.99	0.70	2.03	0.76	0.90	15.86
Fluro tubes (D-WEEE)	0.00	0.00	0.26	0.00	0.00	0.20	0.00	0.22	0.00	0.00	0.00	0.20	0.87
Fridges/Freezers (B-WEEE)	2.20	4.70	1.82	4.08	3.36	3.58	4.68	7.26	5.04	4.54	4.16	4.46	49.88
Garden Waste	40.20	40.32	21.98	23.54	19.28	49.62	78.92	73.62	66.38	51.68	47.28	52.64	565.46
Gas Bottles	0.59	5.05	0.00	1.92	1.34	1.86	3.27	3.68	1.07	0.98	2.69	2.58	25.01
Glass Mixed	0.00	4.00	0.00	4.68	0.00	0.00	5.64	0.00	0.00	5.54	0.00	4.66	24.52
Household batteries	0.24	0.00	0.21	0.00	0.20	0.00	0.41	0.16	0.00	0.00	0.40	0.00	1.62
LDA (A-WEEE)	0.00	2.04	1.34	0.00	0.00	2.60	0.00	0.00	1.07	0.00	0.00	0.00	7.04
Metal (Ferrous)	22.90	26.00	17.52	30.98	22.78	33.74	45.22	36.12	34.98	35.42	38.44	28.60	372.70
Metal (Non Ferrous)	0.50	0.00	0.45	0.00	0.68	0.60	0.00	0.69	0.00	0.00	0.00	0.49	3.41
Plasterboard	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SDA (E-WEEE)	15.90	25.70	18.80	23.12	20.76	23.80	22.80	21.78	19.60	18.76	20.12	19.46	250.60
Televisions (C-WEEE)	8.58	11.06	8.76	8.74	10.02	6.14	6.54	8.66	7.76	8.10	5.54	8.62	98.52
Textiles	7.06	6.22	6.56	6.40	6.12	5.72	7.26	5.70	5.08	6.74	6.68	8.44	77.98
Tyres	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Waste Oil	1.41	1.06	0.00	0.97	0.88	1.06	1.06	1.41	0.97	1.32	0.97	0.97	12.08
Wood	116.74	131.11	86.74	117.00	125.92	165.32	172.76	170.36	154.78	153.64	170.80	149.08	1714.25
Paper & Card	18.20	30.74	21.08	23.74	18.86	23.66	17.28	23.46	11.58	23.06	23.84	18.82	254.32
Rigid Plastic	12.22	9.40	5.24	12.80	9.46	11.82	11.22	13.22	9.56	10.68	14.62	11.76	132.00
Cooking Oil	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.75	0.00	0.00	0.00	0.00	0.75
Mattresses	13.48	18.36	12.60	15.36	14.76	14.56	15.28	14.16	10.56	16.44	17.64	17.60	180.80
Print cartridges	0.00	0.02	0.00	0.00	0.00	0.00	0.08	0.08	0.08	0.20	0.00	0.40	0.86
Re-use	0.96	0.34	0.53	0.21	0.11	0.14	3.34	4.09	1.21	3.28	2.20	2.19	18.60
Re-use Bikes	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.80	0.58	0.36	0.20	2.94
Co-mingled Recycling	9.32	3.94	2.82	5.82	0.00	7.24	0.00	6.24	0.00	3.48	0.00	5.86	44.72
Hardcore	140.00	130.00	80.00	90.00	110.00	180.00	210.00	240.00	230.00	250.00	220.00	200.00	2080.00
Asbestos	2.66	2.28	1.36	0.00	2.06	2.14	2.88	1.94	1.88	1.94	5.56	2.40	27.10
Landfill	172.02	154.20	134.44	141.12	167.56	200.10	196.40	201.52	207.16	198.50	190.70	175.16	2138.88

Sub-Total	271.88	321.54	207.39	281.28	255.19	352.45	398.33	393.65	332.22	346.47	356.48	337.93	3854.80
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CONTRACT RECYCLING %													
Total Waste	443.90	475.74	341.83	422.40	422.75	552.55	594.73	595.17	539.38	544.97	547.18	513.09	5993.68
Recycling Rate	61.25%	67.59%	60.67%	66.59%	60.36%	63.79%	66.98%	66.14%	61.59%	63.58%	65.15%	65.86%	64.31%