

**REGENERATION, CULTURE AND ENVIRONMENT
OVERVIEW AND SCRUTINY COMMITTEE**

11 JUNE 2020

**ANNUAL REVIEW OF WASTE CONTRACTS
CONTRACT YEAR: OCTOBER 2018 TO SEPTEMBER 2019**

Report from: Richard Hicks, Director of Place and Deputy Chief Executive

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Summary

This report provides an update on the activity carried out by the following contractors to Medway Council for the contract year October 2018 to September 2019 and end of contract report for the total contract term for Waste collection and street cleansing services September 2010 - October 2019:

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

Medway Norse – Management of HWRCs

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 The 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 fit 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 frontline service
- Provide services within agreed budgets
- Meet requirements to achieve efficiency gains
- Provide environmentally sustainable services.

2. VEOLIA - Waste and Recycling Collection, Street Cleansing Services

- 2.1 The contract covers Waste collection and street cleansing services (kerbside collection of residual waste, recycling and food/garden waste, bring sites, processing and sale of recyclables and cleansing of Medway's streets).
- 2.2 The contract started on 4 October 2010. This contract was for 9 years ending on 30 September 2019 (the option to extend 2 years was agreed at Cabinet on 17 January 2012, decision number 8/2012).
- 2.3 Following Medway's successful bid to the Department for Communities and Local Government (DCLG) for £14 million-worth of funding under their Weekly Collections Support Fund, a variation to the collection and street cleansing contract was agreed to facilitate weekly collections of food/garden waste and recycling as from 28 October 2013 until contract expiry, 30 September 2019.
- 2.4 The contracts require Veolia to provide an annual report detailing the operation of the contracts.
- 2.5 The annual report is attached at Appendix 1 (collection contract and waste disposal)
- 2.6 The Council has a statutory duty to:
- Arrange for the collection of household waste from all properties (section 45 Environmental Protection Act 1990);
 - 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).
- 2.7 These are measured via:
- Monthly contract meetings
 - Annual report to Overview and Scrutiny Committee
 - Monthly corporate monitoring via Pentana returns
 - National waste data flow returns
 - National flycapture reporting
 - Maintaining NI195 inspections despite this no longer being a formal reportable target to (Department for Environment, Food and Rural Affairs (DEFRA)).

- 2.8 Monthly budget monitoring is undertaken by the Head of Service and Corporate Finance Officer, which supports the corporate-wide budget monitoring rounds reported to the Directorate Management Team, Corporate Management Team and Cabinet.
- 2.9 Key contract achievements: Contract Year 2018-19
- All collection services have been delivered to meet the Council's statutory duties.
 - Service continuity was maintained with no incidents of severe weather to impact on services during 2018 – 2019
 - The total number of individual refuse, recycling and food/garden waste collections carried out per contract year was approximately 17.6 million. The number of individual collections reported as missed was 6,608 (less than 0.04%) for 2018-2019
 - In the last two years of the contract, Veolia changed the method in which they employed staff; from employment agencies to direct employment, offering more staff job security, long-term prospects and an opportunity to build other relationships with staff. Another benefit seen by permanent employees is higher levels of commitment from staff, fewer lost sick days and a more motivated workforce delivering an improved service.
 - Contract budgets remained within the scope for the services provided.
 - Veolia were winners of the global Award for Engagement in 2018 resulting from building excellent relationships within the workforce. Some of these include:
 - Recognising our heroes - Veolia have recognised our local Heroes from the compliments received from the residents of Medway, Management also recognise Employees that go above and beyond for the contract and have hosted an awards event to commend these employees for their hard work and commitment to the Medway contract.
 - Veolia held a Hog Roast in September 2019 as a thank you to all employees for their dedication to the contract since the start.
 - Veolia completed a Skills Gap Analysis for all their staff which resulted in recognising training needs and introducing an improved training programme.
 - Veolia also introduced a CMI Leadership programme with two of their staff completing level three.
 - Veolia promoted the Expect Respect at Work Programme. The programme focused on dealing with front line service employees being subjected to unacceptable behaviour in the form of verbal abuse, physical and racial assault when carrying out their jobs. The programme raised awareness that abuse should not be tolerated as part of someone's job. Veolia implemented a reporting method and with a strong commitment to training customer facing employees to manage potentially aggressive situations. Veolia actively worked with the police, Medway Council and other Local Authorities to tackle the problem on a wider scale.
 - Key performance indicators are contained in the summary tables below for the whole contract term.

2.10 Key contract achievements: Contract Term September 2010- October 2019

- During 2012 The Secretary of State implemented the Challenge Fund of £250 million which was aimed at encouraging local authorities to reinstate or retain weekly residual rubbish collections. Working in partnership with Veolia, Medway Council formulated a bid to successfully secure £14 million of capital and revenue funding which enabled the weekly collection of all three kerbside waste streams (black sack waste, recycling waste and organic waste). This funding enabled the purchase of a new fleet of collection vehicles that were equipped with 360 degree cameras and created 42 new local jobs
- During 2013 Veolia acquired land at George Summers Close, Medway City Estate and installed a new depot for the street cleansing and waste collection fleet to operate from. Veolia office staff also moved into the new location.
- During 2015 as part of a wider council communication plan to provide additional organic containers, Veolia delivered 90,000 kitchen caddy containers. Medway Council staff visited 11,000 properties to promote the service and increase the uptake of recycling.
- Over the contract term Veolia:
 - attended 5,254 locations removing dead animals from the public highway
 - attended over 1,000 locations to remove needles and syringes from public places
 - removed over 19,000 fly tips
 - repaired or replaced (due to bin being beyond repair) over 7,000 brown bins.
 - carried out 15,7249 collections of bulky household items from residents properties.
 - delivered over 44,000 reusable recycling sacks
 - delivered over 26,000 organic bins to enable organic and food waste to be divert from disposal at Landfill.
 - provided cleansing services to many high profile festivals and events including
 - The Battle of Medway,
 - The Medway Mile,
 - Sweeps Festival,
 - Dickens Festival,
 - Castle Concerts,
 - Gillingham Football Club Matches,
 - Remembrance Day,
 - Christmas Markets,
 - Bonfire Night,
 - Armed Forces Day,
 - The River Festival,
 - The English Festival,
 - Focus On events,
 - Corporate Peer Challenge Review,
 - The Will Adams Festival,
 - Several ministerial and VIP visits

- The work of Veolia has assisted Medway to achieve an overall recycling rate over the contract term as detailed below:

| Financial year | NI192 Reuse, Recycling & composting |
|----------------|--|
| 2010/11 | 36.3% |
| 2011/12 | 37.9% |
| 2012/13 | 41.0% |
| 2013/14 | 41.2% |
| 2014/15 | 46.1% |
| 2015/16 | 42.7% |
| 2016/17 | 42.8% |
| 2017/18 | 42.8% |
| 2018/19 | 42.8% |

- Tonnes of waste, recycling and street arisings:

| Kerbside tonnages | Total (tonnes) | | | | | |
|--|----------------|--------|-------------|---------------|------------------|------------------|
| | Recycling | Refuse | Bulky Waste | Food & Garden | Bring site glass | Street cleansing |
| Oct 2010 – Sept 2011 | 21,404 | 56,371 | 762 | 15,703 | 765 | 4,777 |
| Oct 2011 – Sept 2012 | 18,342 | 56,731 | 781 | 16,313 | 692 | 2,819 |
| Oct 2012 – Sept 2013 | 17,406 | 56,778 | 824 | 16,224 | 646 | 5,088 |
| Oct 2013 - Sept 2014 <small>(1st year of weekly recycling collections)</small> | 18,555 | 55,037 | 976 | 23,639 | 526 | 5,701 |
| Oct 2014 – Sept 2015 | 19,173 | 55,985 | 1,052 | 21,018 | 569 | 4,117 |
| Oct 2015 – Sept 2016 <small>(introduced bulky waste charges April 2016)</small> | 18,682 | 57,297 | 707 | 23,121 | 483 | 4,163 |
| Oct 2016 – Sept 2017 | 18,373 | 56,811 | 360 | 22,690 | 430 | 4,163 |
| Oct 2017 – Sept 2018 | 18,162 | 56,327 | 422 | 21,967 | 423 | 4,060 |
| Oct 2018 – Sept 2019 | 17,534 | 55,670 | 631 | 29,186 | 369 | 4,163 |

3 Waste Disposal Contract

- 3.1 Veolia guarantee diversion of residual waste from landfill to alternative treatment facilities each financial year (April to March). This ensures that Medway Council meets its Landfill Directive 2020 reduction target (35% of 1995 baseline by 2020) whilst also making financial savings on landfill costs.
- 3.2 Residual waste collected in Medway is sent for energy recovery at SELCHP (South East London Combined Heat and Power) waste to energy facility in South London. Here the material is burned and the hot gasses produced during the combustion process pass through a boiler to heat water which is transformed into steam. This steam then powers a turbo generator which produces energy for the National Grid.

- 3.3 In addition, Veolia opened an RDF (Refuse Derived Fuel) plant called Hersdon near Canterbury during 2015, which currently accepts up to 13,000 tonnes of residual waste per annum from the Medway contract. Material is sent through a pre-treatment process where recyclate is recovered before being shredding and bailed and then transferred onto lorries and taken to Europe to be incinerated in a similar process to SELCHP.
- 3.4 This contract year Veolia have also sent residual waste to SSSI LTD, London where the material goes through a similar pre-treatment to recover any recyclable elements before producing a feedstock fuel for power stations.
- 3.5 The use of these facilities ensures that Veolia meets its guaranteed diversion rates and reduces Medway's need for landfill.
- 3.6 In this contract year, Veolia managed to secure a deal with a local mattress recycling company, Matt UK Ltd meaning mattresses from kerbside and HWRCs are now recycled.
- 3.7 The facility based in Chatham docks deconstruct the mattresses by hand, while this is laborious and can be a time consuming task it produces a higher rate and quality of recyclable materials recovered, compared to shredding mattresses mechanically.
- 3.8 In some higher quality mattresses there are 17 different materials that can be obtained from the recycling process, ranging from the obvious steel and cotton, which have an established recycling route, through to horse and coconut hair which have no current market but can be used as a biomass application.
- 3.9 All of this work has meant Veolia has exceeded the guaranteed diversion rate of 79% for residual waste to be diverted from landfill, by 0.2%. This saved Medway £58k in landfill costs and helped Medway achieve a 10.8% NI193 (Percentage of Municipal Waste sent to landfill) for the financial year.
- 3.10 Additionally, all mechanical street cleansing arising's are sent for reprocessing rather than landfill with 95% being recycled and cost savings being passed to the Council. The materials recovered include:

| Output material | % | End use |
|-------------------------|----------|--|
| Organic materials | 48 | Sent for further processing at soil treatment facility then used in land reclamation |
| Recovered Sand & Stones | 33 | Reused in cement |
| Litter | 2 | Sent for energy recovery |
| Oil & concentrates | 18 | Reused as reclaimed fuel |

3.11 Total tonnage into Rochester Transfer Station:

| | |
|---------|---------|
| 2012/13 | 104,106 |
| 2013/14 | 126,977 |
| 2014/15 | 110,100 |
| 2015/16 | 104,452 |
| 2016/17 | 102,828 |
| 2017/18 | 110,020 |
| 2018/19 | 116,157 |

3.12 Commingled Kerbside recyclable materials (cans/plastics and glass) are taken to the Southwark MRF (Materials Recycling Facility) for sorting and recycling. Separately collected paper and cardboard is delivered to Palm Paper in Corby for sorting and recycling.

3.13 Securing end users for recycling continues to be a challenge for the market. The value of many materials has fallen significantly and the costs of processing has increased.

3.14 Veolia have supported Medway's work this year on the end destinations report to create transparency for Medway's residents and where their waste ends up. This annual report is published online and has been popular with residents wanting to know where their waste ends up.

4 HWRC contract management: Medway Norse from September 2017

4.1 The provision, and hence management, of the household waste recycling centres 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 to 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 25 December or 1 January).

4.2 The success of this contract has been measured via

- monthly contract meetings
- annual report to Overview and Scrutiny Committee
- monthly corporate monitoring via Pentana returns
- National Waste Dataflow returns

4.3 This contract has been delivered to meet our statutory duties.

4.4 The HWRC contract broadly consists of the following elements:

- The management of three HWRCs;
- 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;
 - A 50/50 risk share on all materials sold;
 - Achievement of a 60% recycling rate in Year 1, 61% recycling rate at Year 2 and 62% recycling rate for Year 3 onwards.
- 4.5 The management of Medway's HWRC's transferred on 27 September 2017 after Cabinet took the decision to enter into a Teckal agreement, to Medway Norse (decision no.122/2016).
- 4.6 The contract requires Medway Norse to provide an annual report detailing the operation of the contract, which is contained within Appendix 2 of this document.
- 4.7 This is the second annual service report, which seeks to review the performance from the contract year October 2018 to September 2019.
- 4.8 Year 2: Key contract achievements October 2018- September 2019**
- 4.8.1 The main focus for the year was the implementation of the new entrance system following short notice KCC introduction of charges at their sites. This included:
- Successful implementation of the new ID check scheme and recording of postcodes for KCC recharge purposes.
 - Capital investment by Medway Council into the site entrance re-design programme for;
 - Changes to layouts of entrances to allow turning circles for vehicles to exit the sites safely if no ID was produced
 - Electric vehicle barriers
 - Meet and greet cabins
 - Employment of additional staff for the first few months while the new service settled in
 - Continuation of staff training schemes
 - Comprehensive communications plan
- 4.8.2 Despite all of this work and the need for period of site closure, Medway Council and Medway Norse have achieved a 60% recycling rate for the second contract year, only 1% below target and remaining the same as the Year 1 2017/18 rate of 60%.
- 4.8.3 Education and promotion work is planned for the next contract year to improve the recycling rates across all sites.
- 4.8.4 The table below details the recycling performance (excluding rubble and hard-core) of the three HWRC's. The HWRC recycling rate excludes rubble and hard-core in line with NI192 methodology (the methodology for this was provided as part of last year's report)

| Contract year | Total tonnes | Recycled tonnes | Recycling % |
|----------------------|---------------------|------------------------|--------------------|
| Oct 2017-Sept 2018 | 22,341 | 13,341 | 60% |
| Oct 2018-Sept 2019 | 20,774 | 12,418 | 60% |

4.8.5 The table below details in tonnes all materials segregated for reuse, recycling, composting and disposal across the three HWRC's during this contract year.

| Materials | Tonnes | % |
|----------------------------|---------------|---------------|
| Residual waste | 8,356 | 29.72 |
| Hard-core | 7,279 | 25.89 |
| Wood | 6,135 | 21.82 |
| Garden Waste | 1,707 | 6.07 |
| Metal (Ferrous) | 1,424 | 5.06 |
| Paper & card | 794 | 2.82 |
| Small WEEE | 738 | 2.62 |
| Plasterboard | 378 | 1.34 |
| Textiles | 247 | 0.88 |
| Cooling WEEE | 218 | 0.77 |
| Screens WEEE | 161 | 0.57 |
| Large appliance WEEE | 95 | 0.34 |
| Glass | 92 | 0.33 |
| Mattresses | 89 | 0.32 |
| Car Batteries | 68 | 0.24 |
| Asbestos | 60 | 0.21 |
| Waste Oil | 58 | 0.21 |
| Gas Bottles | 55 | 0.20 |
| Metal (Non Ferrous) | 51 | 0.18 |
| Tyres | 45 | 0.16 |
| Co-mingled Recycling | 44 | 0.16 |
| Re-use | 9 | 0.03 |
| Cooking Oil | 4 | 0.02 |
| Household batteries | 3 | 0.01 |
| Fluro tubes and bulbs WEEE | 2 | 0.01 |
| Print cartridges | 0.5 | 0.00 |
| | 28,113 | 100.00 |

5. Risk management

| | | |
|--|----------------------|--------------------|
| 1a Risk Category: Contractual Delivery | Likelihood: D | Impact: II |
| Outline Description: Default by Contractor needing emergency action | | |
| Plans to Mitigate: Contractor to provide and/or pay for alternative action. | | |
| 1b. Risk Category: Contractual Delivery | Likelihood: D | Impact: II |
| Outline Description: Termination of Contract due to default by Contractor | | |
| Plans to Mitigate: Adequate contract provision to enable the Council to take effective action when necessary. Clause in contract to enable Medway to reclaim losses. | | |
| 1c. Risk Category: Contractual Delivery | Likelihood: C | Impact: III |
| Outline Description: volume of waste less than or greater than anticipated | | |
| Plans to Mitigate: Allowance made for this in contract conditions. | | |
| 2a. Risk Category: Service Delivery | Likelihood: E | Impact: II |
| Outline Description: Closure of plant or inability to provide Service due to Force Majeure or relief events | | |
| Plans to Mitigate: Shared responsibility under contract conditions. | | |
| 2b. Risk Category: Service Delivery | Likelihood: D | Impact: II |
| Outline Description: Failure of waste management services contractor to meet contract standards for service delivery to the Council | | |
| Plans to Mitigate: 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. | | |
| 2c. Risk Category: Service Delivery | Likelihood: D | Impact: II |
| Outline Description: Interruption of availability of some facilities. | | |
| Plans to Mitigate: 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. | | |

| | | |
|--|----------------------|--------------------|
| 2d. Risk Category: Service Delivery | Likelihood: C | Impact: III |
| Outline Description: Non-household waste entering MSW waste stream or waste incorrectly dealt with according to its category | | |
| Plans to Mitigate: 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. | | |
| 3a. Health & Safety | Likelihood: D | Impact: I |
| Outline Description: Serious injury/death of staff or public while services are in operation | | |
| Plans to Mitigate: Robust health and safety monitoring procedures in place, the waste services contracts in Medway were audited by the HSE in 2011/12 as part of their routine inspection. | | |
| 4a. Risk Category: Legal | Likelihood: C | Impact: II |
| Outline Description: Changes in Government regulations/law | | |
| Plans to Mitigate: incorporated into the contract 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. | | |
| 5a. Risk Category: Financial | Likelihood: B | Impact: II |
| Outline Description: budgeted net expenditure exceeded | | |
| Plans to Mitigate: 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. | | |

| | | |
|---|----------------------|--------------------|
| 5b. Risk Category: Financial | Likelihood: E | Impact: III |
| Outline Description: Overpayment to contractor | | |
| Plans to Mitigate: Robust contract procedures for checking contracts, validating invoices and recovering any overpayments. Staff training. Regular internal audit inspections. | | |
| 5c. Risk Category: Financial | Likelihood: E | Impact: II |
| Outline Description: Contractor/employee fraud or corruption | | |
| Plans to Mitigate: Robust contract provisions for controlling payments and assets. Adequate supervision and transparency for contract management and negotiations. Staff training. Regular internal inspections. | | |

6 Financial implications

6.1 There are no financial implications at this stage for either contract.

7 Legal implications

7.1 The statutory position is set out in the body of the report and there are no legal implications arising directly from the contents of this report.

8 Recommendations

8.1 Overview and Scrutiny is asked to note the content of this report including the Annual Service Reports set out at Appendices 1 and 2 to the report.

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Appendices

Appendix 1 - Veolia Annual Service Report
Appendix 2 – Norse Annual HWRC Service Report

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/mg/IssueHistoryHome.aspx?Id=3321 | 14 Jul 2009 |
| Contracts for the Collection and Disposal of Waste Update | http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?Id=3351 | 22 Sep 2009 |
| Gateway1 Options Appraisal: Management of Household Waste Recycling Centres | http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?Id=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/mg/IssueHistoryHome.aspx?IId=4954 | 20 July 2010 |
| Recycling Clear Bags report | http://democracy.medway.gov.uk/mg/Convert2PDF.aspx?ID=8523 | 4 October 2011 |
| Annual Review of Waste Contracts: Year 1 | http://democracy.medway.gov.uk/mg/convert2pdf.aspx?id=9016 | 13 December 2011 |
| Gateway 4 Procurement Post Project Completion Review: Household Waste Recycling Centres | http://democracy.medway.gov.uk/mg/convert2pdf.aspx?id=9264 | 17 January 2012 |
| Gateway 4 Procurement Post Project Completion Review: Waste Collection And Disposal Contracts | http://democracy.medway.gov.uk/mg/convert2pdf.aspx?id=9262 | 17 January 2012 |
| Gateway 4 Procurement Post Project Completion Review: Organic Waste (Garden And Kitchen) Processing | http://democracy.medway.gov.uk/mg/convert2pdf.aspx?id=9260 | 17 January 2012 |
| DCLG Weekly Collection Support Fund – Medway's Bid | http://democracy.medway.gov.uk/mg/convert2pdf.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/mg/Convert2PDF.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/mg/convert2pdf.aspx?id=22113 | 17 December 2013 |
| Gateway 5 Report: Household Waste Recycling Centres Contract (item 16) | https://democracy.medway.gov.uk/ie/ListDocuments.aspx?CId=115&MId=3368&Ver=4 | 9 August 2016 |
| Gateway 5 Report: Street Cleansing, Waste Collection | https://democracy.medway.gov.uk/ie/ListDocuments.aspx?CId=115&MId=3368&Ver=4 | 9 August 2016 |

| | | |
|--|---|-------------------|
| and Disposal Contracts (item 17) | | |
| Gateway 1 Procurement Commencement: Household Waste Recycling Centres | https://democracy.medway.gov.uk/ie/ListDocuments.aspx?CId=115&MIId=3370&Ver=4 | 27 September 2016 |
| Gateway 5 Report: Street Cleansing, Waste Collection and Disposal Contracts | https://democracy.medway.gov.uk/ie/ListDocuments.aspx?CId=115&MIId=3376 | 7 March 2017 |
| Annual Review Of Waste Contracts Contract Year: October 2016 To September 2017 | https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=41164 | 28 march 2018 |
| Gateway 5 Report: Annual Review Of Waste Contracts Contract Year: October 2017 To September 2018 | https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=46901 | 28 March 2019 |

Appendix 1 - Veolia Annual Service Report

Medway Council's Refuse/Recycling/Street Cleansing contracts were awarded to Veolia and commenced on the 4th October 2010 until 2017 with an option to extend for 2 years, which has already been agreed, this enabled full depreciation of the existing vehicles providing Medway Council with a saving of £260,000 for Collections and Street Cleansing.

The collections agreement with Veolia ceased on 30th September 2019.

The Disposal contract is for 25 years (2010-2035) between Medway Council and Veolia Medway Transfer Station.

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

Refuse and Recycling

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 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 providing Medway Council with cost savings from reduction in waste to landfill.

Waste tonnages

Total tonnage into Rochester Transfer Station

| | |
|---------|---------|
| 2012/13 | 104,106 |
| 2013/14 | 126,977 |
| 2014/15 | 110,100 |
| 2015/16 | 104,452 |
| 2016/17 | 102,828 |
| 2017/18 | 110,020 |
| 2018/19 | 116,157 |

| Recycling tonnages | Total tonnage |
|--|----------------------|
| Oct 2010 – Sept 2011 | 21404 |
| Oct 2011 – Sept 2012 | 18342 |
| Oct 2012 – Sept 2013 | 17406 |
| Oct 2013 - Sept 2014 (DCLG 1 st year) | 18555 |
| Oct 2014 – Sep 2015 | 19173 |
| Oct 2015 – Sep 2016 | 18682 |
| Oct 2016 – Sept 2017 | 18373 |
| Oct 2017 – Sept 2018 | 18162 |
| Oct 2018 – Sept 2019 | 17534 |

| Refuse | Total tonnage |
|--|----------------------|
| Oct 2010 – Sept 2011 | 56371 |
| Oct 2011 – Sept 2012 | 56731 |
| Oct 2012 – Sept 2013 | 56778 |
| Oct 2013 – Sept 2014 (DCLG 1 st year) | 55037 |
| Oct 2014 – Sept 2015 | 55985 |
| Oct 2015 – Sept 2016 | 57297 |
| Oct 2016 – Sept 2017 | 56811 |
| Oct 2017 – Sept 2018 | 56327 |
| Oct 2018 – Sept 2019 | 55670 |

| Bulky Waste | Total tonnage |
|---|----------------------|
| Oct 2010 – Sept 2011 | 762 |
| Oct 2011 – Sept 2012 | 781 |
| Oct 2012 – Sept 2013 | 824 |
| Oct 2013 – Sept 2014 | 976 |
| Oct 2014 – Sep 2015 | 1052 |
| Oct 2015 – Sept 2016 (<i>bulky charging introduced</i>) | 707 |
| Oct 2016 – Sept 2017 | 360 |
| Oct 2017 – Sept 2018 | 422 |
| Oct 2018- Sept 2019 | 631 |

| Garden & food waste | Total tonnage |
|--|----------------------|
| Oct 2010 – Sept 2011 | 15703 |
| Oct 2011 – Sept 2012 | 16313 |
| Oct 2012 – Sept 2013 | 16224 |
| Oct 2013 – Sept 2014 (DCLG 1 st year) | 23639 |
| Oct 2014 – Sep 2015 | 21018 |
| Oct 2015 – Sept 2016 | 23121 |
| Oct 2016 – Sept 2017 | 22690 |
| Oct 2017 – Sept 2018 | 21976 |
| Oct 2018 – Sept 2019 | 29186 |

| Glass tonnages (Bring Sites) | Clear | Mixed | Total tonnage |
|---|--------------|--------------|----------------------|
| Oct 2011 – Sept 2012 | 306 | 386 | 692 |
| Oct 2012 – Sept 2013 | 292 | 354 | 646 |
| Oct 2013 – Sept 2014 | 248 | 278 | 526 |
| Oct 2014 – Sept 2015 | 301 | 268 | 569 |
| Oct 2015 – Sept 2016 | 202 | 281 | 483 |
| Oct 2016 – Sept 2017 | 150 | 280 | 430 |
| Oct 2017 – Sept 2018 | 0 | 423 | 423 |
| Oct 2018 – Sept 2019 | 0 | 369 | 369 |

Street cleansing

The teams have attended 536 locations removing dead animals from highway areas.
Attended over 85 locations removing needles & syringes from public areas

| Street cleansing tonnage | Litter | Mechanical Arising's | Fly-tipping | Total tonnage |
|---------------------------------|---------------|-----------------------------|--------------------|----------------------|
| Oct 2011 – Sep 2012 | 1212 | 1324 | 283 | 2819 |
| Oct 2012 – Sep 2013 | 1286 | 3507 | 295 | 5088 |
| Oct 2013 – Sep 2014 | 1382 | 3947 | 372 | 5701 |
| Oct 2014 – Sep 2015 | 1504 | 2151 | 462 | 4117 |
| Oct 2015 – Sep 2016 | 1695 | 1953 | 515 | 4163 |
| Oct 2016 – Sept 2017 | 1689 | 1897 | 577 | 4163 |
| Oct 2017 – Sept 2018 | 1548 | 1848 | 714 | 4110 |
| Oct 2018 – Sept 2019 | 1638 | 2078 | 654 | 4371 |

Recycling performance

- 2010/11 Target: 36% Achieved: 37%
- 2011/12 Target: 40% Achieved: 37%
- 2012/13 Target: 41% Achieved: 38%
- 2013/14 Target: 42% Achieved: 40%
- 2014/15 Target: 43% Achieved: 46%
- 2015/16 Target: 44% Achieved: 42.7%
- 2016/17 Target: 45% Achieved: 42.8%
- 2017/18 Target: 46% Achieved: 42.8%
- 2018/19 Target: 38% Achieved: 42.8%

Street cleansing Inspections (% of roads satisfactory)

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%
- 2014/15 Target: 95 % Achieved: 97%
- 2015/16 Target 96% Achieved: 97 %
- 2016/17 Target 96% Achieved: 97%
- 2017/18 Target 96% Achieved: 97%
- 2018/19 Target 96% Achieved: 97%

During the contract year Medway Council monitoring officers conduct proactive monitoring inspections to ensure that Veolia are meeting the contract requirements

From October 2018 to September 2019 Officers have carried out 646 street cleansing inspections that have given a positive result of the standard being achieved as A/B grade as detailed by the code of practice on litter and refuse 2005.

Collections

The following are the numbers of inspections relating to the collection services carried out by Medway Council Monitoring officers to ensure Veolia is complying with the collection contract and a high standard is being achieved.

- Dry recycling 228
- Organics 179
- Refuse 225

Missed Collections during the contract year

Veolia have collected over 339,000 collections per week totalling 17.6 million individual collections per year with the following numbers of missed collections reported:

- 2,664 missed refuse collections
- 2,088 missed organic collections
- 1,856 missed recycling collections

Making a total of 0.04 % missed collections annually.

Waste Disposal

The 25-year disposal contract at Veolia Medway transfer station covers:

- Kerbside residual waste
- Street arising's
- Fly tipping
- Bulky waste

The new 2-year recycling contract will cover the following:

- Kerbside mixed dry recyclables
- Mixed paper and card
- Glass
- Wood (bulky waste and fly tips)
- Soil and hard-core (fly tips)
- Scrap metal (bulky waste and fly tips)
- WEEE (transfer only)
- Organic waste (transfer only)

Disposal Contract destinations

As part of the disposal contract Veolia are responsible for sourcing disposal points for waste.

We understand that customers would like more transparency over where their waste ends up and Veolia have worked closely with Medway Council to supply a greater level of detail for the Annual Report of End Destinations.

Below are some highlights on Medway's waste disposal for this contract year:

Residual Waste

Veolia have committed to reducing the amount of residual waste that is sent to landfill each year through the contracted guaranteed diversion target.

For the financial year 2018/19 Veolia guaranteed to divert 79% of residual waste away from landfill. I am pleased to report Veolia exceeded this target by 0.2%.

This contract year residual waste has predominantly been sent to South East London Combined Heat and Power (SELCHP) for energy recovery. The plant located in South Bermondsey, London is designed to generate both heat and electricity by incinerating up to 420,000 tonnes per year of municipal solid waste, supplying enough electricity back to the National Grid.

Ferrous metals are removed from the bottom ash and sent for recycling with the remaining ash sent for reprocessing into recycled material for road building or construction use.

Any particulate matter dust is removed from the process through a series of filters before the cleaned steam is released to air. The resultant material known as Air Pollution Control Residue (APC residue) is sent for disposal at a licensed hazardous waste site.

Bulky waste

Once recyclable elements such as metal and wood are removed from bulky waste, the residual element is predominantly sent to Veolia's East Kent Refuse Derived Fuel (RDF) facility.

Veolia East Kent RDF plant near Canterbury can accept up to 25,000 tonnes of waste per annum from the Medway contract and provides an additional facility for Veolia to reduce waste to landfill and the use of third party facilities. Here waste goes through a pre-treatment process where metals and other recyclable elements are further recovered. Waste is then shredded and baled ready for export to RDF markets in Holland.

In addition to this bulky waste is also sent to SSSI Ltd, London where the material goes through a similar pre-treatment to recover any recyclable elements before producing a feedstock fuel for power stations.

Mixed paper

Medway's kerbside and bring bank mixed paper and card is sent for processing through Palm Recycling based in Kings Lyn. Here Medway's paper and card is recycled back into newsprint and other paper products

Recyclate

Medway's kerbside mixed recyclate is sent to Veolia Southwark Materials Recovery Facility (MRF) where material goes through an extensive separation process.

The Southwark MRF is one of the most advanced recycling facilities in Europe and is designed to separate materials collected for recycling such as glass, paper and cardboard, steel and aluminium cans, plastic and tetra paks.

The separation processes uses state-of-the-art machinery and some manual labour to sort the different materials into the highest quality possible. The separated materials are then sent to reprocessors all over the world who recycle it into something new.

Glass

Medway's bring bank glass is recycled through URM (UK) Limited where glass is remelted to for new bottles and jars.

The energy saved from recycling one bottle will power a 100 watt light bulb for almost an hour or a computer for 20 minutes. In 2017, the UK recycled 1,622,000 tonnes of used bottles and jars.

Mattresses

Veolia managed to secure a deal with a local mattress recycling company, Matt UK Ltd meaning mattresses from kerbside and HWRCs are now recycled.

The facility based in Chatham docks deconstruct the mattresses by hand, while this is laborious and can be a time consuming task it produces a higher rate and quality of recyclable materials recovered, compared to shredding mattresses mechanically.

In some higher quality mattresses there are 17 different materials that can be obtained from the recycling process, ranging from the obvious steel and cotton, which have an established recycling route, through to horse and coconut hair which have no current market but can be used as a biomass application.

Road sweepings

All road sweepings from mechanical sweepers are sent for reprocessing at the Veolia Essex, sweepings facility.

The material goes through a separation process with a 95% recovery rate further reducing our reliance on landfill.

Sweepings are separated into:

- Black filter cake (compressed byproduct of street cleansing) – 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 to energy recovery.
- Oil & concentrates from separation – reprocessed for use in production of heavy oils.
- Grey water – used as aggregate wash on site in addition to the production of aggregate for re-use.

Future developments

A new recycling contract has been agreed between Veolia and Medway Council for disposal at Medway Transfer Station. This contract will run for an initial 2-year term

commencing on the 1st October 2019 until 30th September 2021, with an option for an extension beyond the initial term.

The award of this contract builds upon the already strong relationship between the two organisations.

As part of the new recycling contract Veolia Medway Transfer Station are implementing a new Materials Analysis Hub.

This new facility will carry out sampling on waste materials from collection rounds, which will compile data on the recycling quality enabling Medway Council to better inform their communications campaigns.

Veolia have signed a contract with Wheelabrator Technologies to send black bag waste into their newly built EFW facility in Kemsley.

Commissioning will start at the end of November 2019 enabling Veolia to send all black bag waste received at the transfer station to be sent to Kemsley which is a potential carbon savings in travel and travel time.

The Wheelabrator Kemsley facility will be able to process 550,000 tonnes of local residential and business waste fuel each year generating up to 50 MW (gross) of clean, renewable energy to power UK homes and businesses. This is waste that would otherwise have been sent to a landfill or been pre-treated to be then exported to European waste-to-energy plants.

The electricity will be exported to the National Grid transmission network with renewable steam supplied directly to the local DS Smith paper mill. This will help to reduce the mill's reliance on fossil fuels, as DS Smith looks to decarbonize the production of recyclable packaging for the retail industry.

Partnership working

Veolia continue to work with the Safer Communities team to increase the response time for the investigation and removal of fly tipped waste.

Veolia continue to induct new Medway Council staff so that they can safely access and utilise the Whitewall Road Transfer Station. Enforcement officers can investigate fly tips and remove the waste for local disposal.

Veolia have changed the method in which they employ staff; in the past Veolia has used employment agencies. A change from agency staff to direct employment has meant job security, long term prospects and the opportunity to build other relationships with staff. Another benefit seen by permanent employees is higher levels of commitment from staff, fewer lost sick days and a more motivated workforce delivering an improved service.

Veolia have seen numerous changes in 2018/19 and as winners of the global Award for Engagement in 2018 have improved and focused even more on building excellent relationships within the workforce. Some of these include:

- Recognising our heroes - Veolia have recognised our local Heroes from the compliments received from the residents of Medway, Management also recognise Employees that go above and beyond for the contract and have hosted an awards event to commend these employees for their hard work and commitment to the Medway contract.
- Veolia held a Hog Roast in September as a thank you to all employees for their dedication to the contract since the start.
- Veolia completed a Skills Gap Analysis for all their staff which resulted in recognising training needs and introducing an improved training programme.
- Veolia have also recently introduced a CMI Leadership programme with two of their staff completing level three.
- Veolia are still promoting the Expect Respect at Work Programme. The programme focuses on dealing with front line service employees being subjected to unacceptable behaviour in the form of verbal abuse, physical assault and racial assault when carrying out their jobs. The programme raises awareness that abuse should not be tolerated as part of someone's job. Veolia have implemented a reporting method and have a strong commitment to training customer facing employees to manage potentially aggressive situations. Veolia are actively working with the police, Medway Council and other Local Authorities to tackle the problem on a wider scale.
- Trained a First Line Manager to become a Mental Health First Aider.
- Implemented a staff suggestion box to enable all employees to put forward innovative ideas, these are regularly reviewed and discussed at team meetings

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, a free phone call confidential service on debt advice, health issues, bereavement and family matters
- Online Health Matters portal for all staff
- Smoking cessation materials

| ACCIDENT TOTAL | Days since a Lost Time Accident |
|-----------------------|--|
| 44 | 428 Days (without an accident) |

RIDDOR reportable injuries in the last Contract year, an increase of 10 accidents this contract can be contributed to a new reporting system which includes minor accidents not previously reported.

Staff Development

Veolia continue to provide our HGV driver scheme to encourage promotion within the contract/company and increase the staff skills. Eight members of staff assigned to the Medway Contract have completed and passed HGV drivers test.

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

Veolia completed a Skills Gap Analysis for all their staff which resulted in recognising training needs and introducing an improved training programme.

Veolia have also recently introduced a CMI Leadership programme with two of their staff completing level three.

Veolia now have a trained Mental Health First Aider on site.

Dementia Training has been given to frontline employees.

Veolia Company Information

Our values for all staff

- Customers
- Truth
- Focus
- Deliver
- Teamwork
- Empowerment
- Measure
- Innovate

We are no longer just a waste management company, with the integration of Energy and Water and the constant drive for new technologies to turn waste into a resource. 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 brand continues to expand and we are part of the largest composting company within the UK and now offer an increased range of products, soil conditioner, multi-purpose compost, lawn conditioner, bark chips, wood chip mulch, top soil.

Other products now available are Pro Salt in handy 25kg bags and caddy liners and even a children's story book Munch and the Funny Tummy aimed at 5-7 year olds to teach the importance of recycling.

Veolia can deliver the benefits of district heating through the use of a centralised energy plant to provide heat and potentially electricity and cooling for groups of buildings - ranging from private developments, social housing, community, educational and commercial buildings, campuses or even

whole cities. Veolia can also manage the distribution network installation and scheme management through a dedicated Energy Services Company (ESCO) arrangement. Typical applications include housing, business parks, and hospital sites.

Veolia Environmental Trust

Veolia has supported this initiative by contributing over £69m since we were established, which to date has been used to award 2,155 grants to projects. One of these is:

Ranscombe Farm Reserve near Rochester:

- This rare and valuable chalk grassland habitat has been protected and restored through the establishment of a grazing regime on a large wildflower meadow. To make the site suitable for grazing, a water supply, fencing and a pen were installed as well as visitor signage. Local volunteers were trained in animal welfare and handling so they could look after the health and wellbeing of the livestock on a daily basis. The field is now a high-quality, species-rich grassland thanks to sheep eating the grass and making more room for flowers to grow and multiply.

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 are one of the largest employers 163,000 staff worldwide, this provides an ideal opportunity to provide local employment where we have contracts. Currently circa 285 staff 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. We use 22,000 litres of diesel every week.

Charities

Charities supported this year include:

Macmillan Coffee Morning – Raised £250

Wisdom Hospice – following the death of one of HGV drivers early last year.

Race for Life - Raised £300

Appendix 2 – Norse Annual HWRC Service Report

Overview

Medway Councils HWRC service novated across into Medway Norse on the 27th September 2017. This is the second year into our contract and operations on recycling centre sites are going well.

Overall Tonnage received through the sites was 28,113 tonnes with 19,697 tonnes recycled (including rubble and hard-core).

An overall contract recycling rate of 60% was achieved with no movement on the previous year's 60% rate.

Tonnage has decreased in the past 12 months due to decreases in KCC waste following the re-opening of the Pepperhill site.

Overall Waste Input / Output analysis

I. Overall recycling performance

Under the contract the target is to met:

- 60% recycling rate in Year 1
- 61% recycling rate in Year 2
- 62% recycling rate pa from Year 3 until the end of the contract

The HWRC recycling rate excludes rubble & hardcore waste in line with the NI192 methodology. The table below shows the overall recycling rate progress on this contract.

| Contract year | Total tonnes | Recycled tonnes | Recycling % |
|--------------------|--------------|-----------------|-------------|
| Oct 2017-Sept 2018 | 22,341 | 13,341 | 60% |
| Oct 2018-Sept 2019 | 20,774 | 12,418 | 60% |

The combined recycling rate during this 12-month period was 60.37% against a contract target figure of 61 %.

There is a difference in recycling rates across the three sites and investigations and assessments have been made on the composition of the general waste to find out why this has not met target.

Investigations are still ongoing and we are exploring options for a bag splitting operation prior to waste being deposited in the general waste bin to divert as much as possible towards recycling streams.

Further education of the public is planned to encourage recycling and to separate their waste prior to coming to the recycling centres.

Please see below the tonnages and recycling rates covering the 12 months of the contract (27/9/18 to 30/9/19)

| | Capstone | Cuxton | Gillingham |
|-----------------------------------|-----------------|------------------|-----------------|
| Total Tonnage | 9,422.10 | 10,827.42 | 7,778.19 |
| Tonnage Recycled | 4,136 | 4,957 | 3,325 |
| Tonnage Recycled (Incl' Rubble) | 6,710 | 7,695 | 5,293 |
| Recycling Rate (excluding Rubble) | 59.9% | 61.5% | 57.2% |
| Recycling Rate (Including Rubble) | 70.8% | 71.3% | 68.0% |

ii. Recycling performance by material type

Please see below the breakdown of the different materials collected and recycled.

The highest tonnages and the highest percentage of materials collected are General Waste, Rubble and Hard-core and Wood. These waste streams all come at a cost for disposal and could be linked to DIY projects and /or trade waste.

The recent addition of a “meet and greet” at the recycling centres and the collection of addresses could assist in collation of data and reporting through the ANPR system will identify regular users of the sites to deter traders depositing their waste.

| Materials | Tonnes | % |
|----------------------|--------|--------|
| Residual waste | 8356 | 29.72% |
| Hard-core | 7279 | 25.89% |
| Wood | 6135 | 21.82% |
| Garden Waste | 1707 | 6.07% |
| Metal (Ferrous) | 1424 | 5.06% |
| Paper & card | 794 | 2.82% |
| Small WEEE | 738 | 2.62% |
| Plasterboard | 378 | 1.34% |
| Textiles | 247 | 0.88% |
| Cooling WEEE | 218 | 0.77% |
| Screens WEEE | 161 | 0.57% |
| Large appliance WEEE | 95 | 0.34% |
| Glass | 92 | 0.33% |
| Mattresses | 89 | 0.32% |
| Car Batteries | 68 | 0.24% |
| Asbestos | 60 | 0.21% |
| Waste Oil | 58 | 0.21% |
| Gas Bottles | 55 | 0.20% |
| Metal (Non Ferrous) | 51 | 0.18% |
| Tyres | 45 | 0.16% |
| Co-mingled Recycling | 44 | 0.16% |
| Re-use | 9 | 0.03% |
| Cooking Oil | 4 | 0.02% |

| | | |
|-------------------------------|--------------|----------------|
| Household batteries | 3 | 0.01% |
| Fluro tubes and bulbs WEEE | 2 | 0.01% |
| Print cartridges | 0.5 | 0.00% |
| | 28113 | 100.00% |

iii. Report on performance of reuse scheme

During the last 12 months 8.67 tonnes of Bric a Brac – (household items that can be reused), were collected by site staff and stored for donation to Abacus Furniture Projects. This is considerably up from the 4.62 tonnes collected the previous year.

Abacus recycles unwanted, pre-used furniture and household items and bric-a-brac, preventing them from going into landfill and selling them on at low cost to families and people in need. Their aim is to help anyone to furnish their homes without incurring debt.

Abacus also collect donated furniture and electrical items free of charge. Ensuring soft furnishings comply with current fire regulations and electrical goods are safety tested before resale

The money raised is reinvested back into the projects to cover costs and to fund other community projects.

Abacus also take second hand bikes and have an arrangement with offenders at Youth Offending Institute and HM Prison Rochester, who are restoring old cycles that would otherwise be dumped in landfill sites and passing them back to Abacus to sell them at their stores. Refurbished bikes, are sold with one month's warranty and a safety check list.

This unique partnership is protecting the environment, supporting low-income families and giving prisoners new skills.

iv. Report on handling of hazardous wastes

The Materials below are reported as Hazardous Wastes. Please see on the table below tonnages for the last 12 months of the contract and their percentage of the total tonnage received at the sites.

All sites have to be registered annually with the Environment agency to receive Hazardous waste.

Tonnages of Hazardous waste received through our sites have to be reported to the Environment agency on a quarterly basis through Hazardous Waste returns. All Hazardous wastes removed from our sites have to be accompanied, by a hazardous waste consignment note.

Copies of the consignment notes and hazardous waste returns have to be kept for a minimum of 3 years

Environmental and Other Considerations

i. Health and Safety and Environmental Compliance

During the 12 month period we have had reported 22 near misses and 44 accidents and no RIDDORS.

All accidents are investigated and trends analysed for prevention, and all near misses and accidents are reported and are discussed individually at the Norse / Medway Council finance meeting

Aims for next contract year

There is a risk around commodity prices which will present a significant risk for budget forecasts over the coming year. Material markets are volatile and should the current downward trend continue it would result in a loss of income on the commodities.

The focus for the next year will be on increasing recycling rates at all sites through customer engagement and onsite initiatives.

We will continue to seek markets for more difficult materials such as rigid plastics and paint. There are difficulties in the market viability for both of these difficult material streams but we will monitor the situation.