



REGENERATION, CULTURE AND ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE

13 OCTOBER 2022

ANNUAL REVIEW OF WASTE CONTRACTS, CONTRACT YEAR OCTOBER 2021 – SEPTEMBER 2022

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Summary

This report provides a summary of performance on the Medway waste contracts and performance for the contract year October 2021 to September 2022:

Veolia Environmental Services – providing waste disposal services for residual and recycling waste.

Medway Norse – providing waste collection, street cleaning services and management of Medway's Household Waste Recycling Centres (HWRC).

The Overview and Scrutiny Committee requested that the Annual Service Reports were presented at the October Overview and Scrutiny meeting. To meet this request, data for July, August and September 2022 has been estimated.

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 relevant to the contract year 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. Medway Norse - 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 On 6 March 2018, Medway Council agreed (at Cabinet) to transfer the waste collection and street cleansing services to Medway Norse on 1 October 2019. The duration of the supplemental agreement with Medway Norse is currently until the existing 2013 Service Agreement with Medway Norse on 31 May 2023. Extension of this contract will be in line with the core agreement.
- 2.3 Medway Norse are required to provide an annual report detailing the operation of the waste collection and street cleansing managed service.
- 2.4 The annual report is attached at Appendix 2 (collection and cleansing).
- 2.5 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).
- 2.6 These are measured via:
- Monthly contract meetings
 - Annual report to Overview and Scrutiny Committee
 - Quarterly corporate monitoring via Pentana returns
 - Maintaining NI195 inspections despite this no longer being a formal reportable target to the Department for Environment, Food and Rural Affairs (DEFRA).
- 2.7 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.
- 2.8 The total number of individual refuse, recycling and food/garden waste collections carried out per contract year was approximately 17.1 million. The number of individual collections reported as missed from October 2021 – July

2022 was 5420. The pro rata estimate of individual missed collections for August and September 2022 is 1084. The total estimated missed collections is 6504 (0.04%) for 2021-2022 or 8 missed collections/service/day.

2.9 Key contract achievements: Contract Year 2021-22 (not including August & September 2021)

- All collection and cleansing services have been delivered to meet the Council's statutory duties.
- The severe weather in February 2022 had minimal impact on collections, street cleansing and bulky collections.
- The street cleansing and grounds maintenance teams continue the successful trial of shared costs and joint operations for traffic management (necessary to ensure the safety of operatives working on high-speed roads).
- Contract budgets remained within the scope for the services provided.
- I-Auditor package introduced standardise supervision of waste operatives health and safety practices and service delivery.
- In-cab radio system has improved communications between crews and Norse management, health and safety reporting, lone workers, and tracking vehicles during works activities.
- Street cleansing service using 2 quad bikes and backpacks to weed spray through the summer months.
- Street cleansing trial of compact street cleansing vehicle more suited to pedestrian areas has been well received in Medway town centres.
- Successful trial of an electric refuse collection vehicle verifying manufacturer claim that the vehicle was suitable for operational use in Medway.

2.10 The Christmas collection service in 2021-2022 was delivered slightly different from previous years. Medway Norse provided a single day collection service. Waste collections were delivered successfully through early planning and the provision of additional vehicles that were available due to suspended organic waste and bulky collections ensuring all collection rounds were complete.

Festive collection dates 2021/22

Collection day	Christmas week	New Year week
Monday	<i>Bank Holiday - No collection</i>	Tuesday, 4 January
Tuesday	<i>Bank Holiday - No collection</i>	Wednesday, 5 January
Wednesday	Wednesday, 29 December	Thursday, 6 January
Thursday	Thursday, 30 December	Friday, 7 January
Friday	Friday, 31 December	Saturday, 9 January

2.11 Key contract indicators: Contract Year 1 October 2021- September 2022
(estimates used for August and September)

Missed Collections/Year

	Year 1 Oct 19 – Sept 20	Year 2 Oct 20 – Sept 21	Year 3 ACTUAL Oct 21 – July 22	Year 3 ESTIMATE Aug 22 – Sep 22	Year 3 Summary Oct 21 – Sept 22
Total missed collections (source confirm ICT asset management system)	9,151	9,204	5,420	1,084	6,504
Total collections	17,095,728	17,095,728	14,246,440	2,849,288	17,095,728
% of missed collections	0.05%	0.05%	0.04%	0.04%	0.04%
Average missed collections/service/day	12	12	8	8	8

Key performance indicators (data source: Confirm ICT asset management)

Service	Year 1 Oct 19 – Sept 20	Year 2 Oct 20 – Sept 21	Year 3 ACTUAL Oct 21 – July 22	Year 3 ESTIMATE Aug 22 – Sep 22	Year 3 Summary Oct 22 – Sept 22
Street Cleansing					
Dead animal removal	728	731	539	108	647
Needles and syringe removal	80	90	22	5	27
Glass removal	242	261	190	38	228
Fly tip removal (incidents)	5,873	4,427	3,079	6,16	3695
Recycling containers					
Brown bin delivery, repair, or replacement (where bin is beyond repair)	3,992	4,267	3,517	703	4220
Reusable recycling bag delivery (single service request)	7,896	9,746	5,945	1,189	7134
Scheduled clear sack annual deliveries (4 rolls of 13 sacks/yr)	360,000	360,000	300,000	60,000	360,000

Service	Year 1	Year 2	Year 3	Year 3	Year 3
	Oct 19 – Sept 20	Oct 20 – Sept 21	ACTUAL Oct 21 – July 22	ESTIMATE Aug 22 – Sep 22	Summary Oct 22 – Sept 22
Additional clear sack delivery	1,680	1,672	1,003	200	1203
Bulk recycling					
Bulk recycling bins for flats	51	27	33	6	39
Bulky Collection					
Standard Bulky Collections	6,916	12,757	10,551	2,250	12,801
Express Collections	1,960	1,578	1,062	225	1,287

Tonnage by kerbside material stream

The table below shows the data trends for the previous eleven years of tonnage collected by the kerbside waste collection service.

Period	Contractor	Recycling	Organic	Bulky Waste	Refuse
Oct 2010 – Sept 2011	Veolia	21,404	15,703	762	56,371
Oct 2011 – Sept 2012	Veolia	18,342↓	16,313↑	781↑	56,731 ↑
Oct 2012 – Sept 2013	Veolia	17,406↓	16,224↓	824↑	56,778 ↑
Oct 2013 - Sept 2014 (DCLG 1st year)	Veolia	18,555↑	23,639↑	976↑	55,037 ↓
Oct 2014 – Sep 2015	Veolia	19,173↑	21,018↓	1,052↑	55,985↑
Oct 2015 – Sep 2016	Veolia	18,682↓	23,121↑	707↓	57,297↑
Oct 2016 – Sept 2017	Veolia	18,373↓	22,690↓	360↓	56,811↓
Oct 2017 – Sept 2018	Veolia	18,169↓	21,984↓	422↑	56,335↓
Oct 2018 – Sept 2019	Veolia	17,473↓	22,372↑	631↑	55,670↓
Oct 2019 – Sept 2020 (Covid impact from March 2020)	Medway Norse	19,238 ↑	23,469↑	959↑	60,425↑
Oct 2020 – Sept 2021	Medway Norse	21,125↑	24,506↑	1,166↑	62,903↑
<i>Oct 2021 – Jul 2022 ACTUAL</i>	<i>Medway Norse</i>	<i>15,760</i>	<i>17,348</i>	<i>682</i>	<i>48,680</i>
<i>Aug 2022 – Sep 2022 ESTIMATE</i>	<i>Medway Norse</i>	<i>3,200</i>	<i>4,565</i>	<i>292</i>	<i>10,906</i>
Oct 2021 – Sep 2022 TOTAL	Medway Norse	18,960↓	21,913↓	974↓	59,586↓

Tonnage by street cleansing activity material stream

The table below shows the data trends for the previous eleven years of tonnage collected by the Street Cleansing service.

Street cleansing tonnage	Contractor	Litter	Mechanical Arisings	Fly-tipping	Total tonnage
Oct 2011 – Sep 2012	Veolia	1,212	1,324	283	2,819
Oct 2012 – Sep 2013	Veolia	1,286 ↑	3,507 ↑	295 ↑	5,088 ↑
Oct 2013 – Sep 2014	Veolia	1,382 ↑	3,947 ↑	372 ↑	5,701 ↑
Oct 2014 – Sep 2015	Veolia	1,504 ↑	2,151 ↓	462 ↑	4,117 ↓
Oct 2015 – Sep 2016	Veolia	1,695 ↑	1,953 ↑	515 ↑	4,163 ↑
Oct 2016 – Sept 2017	Veolia	1,689 ↑	1,897 ↑	577 ↑	4,163 ↔
Oct 2017 – Sept 2018	Veolia	1,548 ↓	1,848 ↑	714 ↑	4,110 ↓
Oct 2018 – Sept 2019	Veolia	1,638 ↑	2,078 ↑	654 ↓	4,371 ↑
Oct 2019 – Sept 2020	Medway Norse	1,653 ↑	2,847 ↑	659 ↑	5,159 ↑
Oct 2020 – Sept 2021	Medway Norse	1,691 ↓	2,751 ↓	894 ↑	5,336 ↑
Oct 2021 – Jul 2022 <i>ACTUAL</i>	Medway Norse	1,364	1,665	608	3,637
Aug 2022 – Sep 2022 <i>ESTIMATE</i>	Medway Norse	202	292	129	623
Oct 2021 – Sep 2022 TOTAL	Medway Norse	1,566 ↓	1,957 ↓	736 ↓	4,259 ↓

3. Veolia - Waste Disposal Contracts

3.1 The Veolia waste disposal contract consists of two contracts:

- Residual waste disposal (Oct 2010 – Sept 2035 +5)
- Recycling waste disposal (Oct 2019 – Sept 2022)

3.2 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

3.3 These contracts have been delivered to meet our statutory duties and broadly consist of the following elements:

- Transfer of Medway's residual, recycling and organic waste through the Veolia owned transfer station at Whitewall Road, Strood
- Haulage and treatment of Medway's residual and recycling waste

3.4 The contract requires Veolia to provide an annual report detailing the operation of the contract, which is contained within Appendix 1 of this document.

3.5 This annual service report seeks to review the performance from the contract year October 2021 to September 2022.

Veolia key achievements for contract year October 2021 – September 20

3.6 Residual waste diversion

- 3.6.1 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.
- 3.6.2 For the period April 2021 to March 2022, Veolia guaranteed to divert 82% of residual waste from landfill.
- 3.6.3 Ensuring Veolia meets its guaranteed diversion rates and Medway reduces its landfill dependence means we rely upon a number of innovative residual waste recovery facilities.
- 3.6.4 The first of those facilities is Wheelabrator, Kemsley which opened to Medway's waste during May 2020. The sophisticated technology used by Wheelabrator turns Medway's non-recyclable residual waste into renewable energy for the National Grid.
- 3.6.5 During this contract year, Veolia continued with the popular mattress recycling service through Matt UK based in Chatham Docks. Mattresses are traditionally a difficult material stream to process with landfill being the most suitable solution in the past. This innovative scheme means that around 93% of the mattress is recycled with just 7% of the residual output going for energy recovery.
- 3.6.6 This contract year it is estimated that 451 tonnes of mattresses collected through kerbside bulky collections and at Medway's network of HWRC's were deconstructed to retrieve the valuable recyclable elements (up from 350 tonnes the previous reporting period).
- 3.6.7 In addition to this, all of Medway's mechanical street cleansing arising's are diverted from landfill by being sent for a reprocessing treatment at a Veolia Essex facility. Here, 95% of the separated material is recycled with the types of materials recovered including:

Output material	%	End use
Organic materials	46%	Sent for further processing at soil treatment facility then used in land reclamation
Recovered Sand & Stones	32%	Reused in cement
Litter	5%	Sent for energy recovery
Oil & concentrates	17%	Reused as reclaimed fuel

- 3.6.8 With the support of these residual waste disposal processes, we are pleased to report that Veolia exceeded their 82% residual waste diversion target for

the financial year 2021-22, achieving a 97% diversion rate (no change from 2020-21 97%) which equates to an additional 10,000 tonnes diverted from landfill.

3.6.9 Alongside the obvious environmental benefits, this has also saved the Council £123k in disposal costs whilst also helping Medway achieve the lowest NI193 landfill rate to date (See Appendix 5 – Summary of waste performance 2020-21 – NI193 – 1.5%).

3.7 Recycling disposal

3.7.1 The continuation of Medway's long-standing partnership with Veolia saw the new recycle processing contract awarded in October 2019 for a term of three years until September 2022.

3.7.2 This contract year it is estimated Medway will send 14,479 tonnes of kerbside comingled recycling materials to the Southwark MRF and Bywaters MRF (Materials Recycling Facility) where it is sorted into its valuable material streams before being sent to reprocessing facilities.

3.7.3 We have experienced a number of challenges in recent years with the quality of our kerbside recycling and contamination levels. We will continue to address this in partnership with our disposal contractors through robust communications messages and interventions to ensure we are supplying high-quality recycling material back to the resource recovery industry.

3.7.4 The types of contamination we frequently see in comingled recycling include:

- Sanitary products (such as nappies)
- Food waste
- Small electrical items and batteries
- Textiles
- Non-target materials of a similar nature to target recycling (such as glass cooking dishes or metal saucepans)

3.7.5 For this contract year we are predicting our kerbside recycling contamination level will be 18% (a 3% increase from 15% for the previous reporting period) meaning just 2,660 tonnes will be rejected to alternative processing or energy recovery.

3.7.6 Medway's 4,268 tonnes of kerbside paper and cardboard is delivered to Palm Paper, Kings Lynne where it is recycled back into newsprint and packaging grade papers.

3.7.7 As with kerbside comingled recycling, we have experienced a number of challenges this year with paper recycling quality.

3.7.8 The types of contamination we frequently see in paper recycling include:

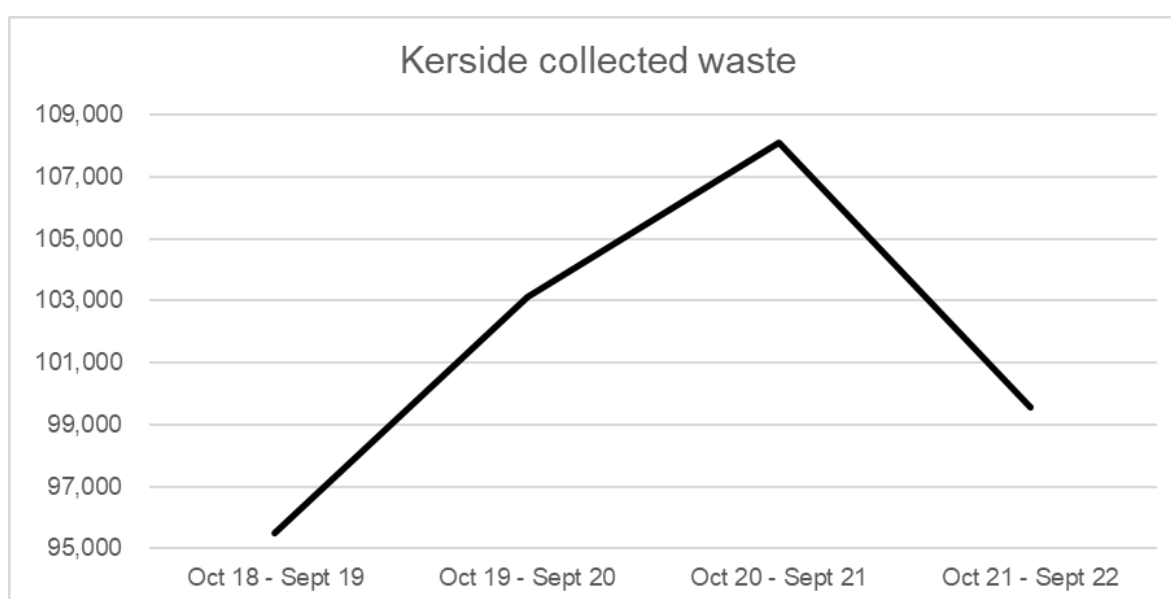
- Plastic bags
- Food waste

- Small electrical items and batteries
- Textiles

3.8 Covid-19 secure disposal services

3.8.1 Service continuity alongside staff safety since the Covid-19 pandemic has been critical for Medway's essential waste disposal services.

3.8.2 With lockdown restrictions now fully removed, Medway's kerbside waste data shows a decreasing trend towards pre-pandemic levels as can be seen in the below table:



Total kerbside collected waste trend Oct 2018 to Sept 2022

3.8.3 For this reporting period we are predicting a decrease in all kerbside collected waste of 8% when compared to the previous reporting period.

Material stream	Oct 18 - Sept 19	Oct 19 - Sept 20	Oct 20 - Sept 21	Oct 21 - Sept 22	% Change (20-21 compared to 21-22)
Black sacks	55,670	60,425	62,908	59,586	-5%
Co-mingled recycling	12,774	14,492	15,858	13,807	-13%
Paper/card recycling	4,699	4,746	4,901	4,268	-13%
Organic waste	22,372	23,469	24,425	21,913	-10%
Total	95,515	103,132	108,092	99,575	-8%

Covid waste impact - Kerbside collected waste four-year comparison

4. Medway Norse - Household Waste Recycling Centre (HWRC) contract management

- 4.1 The provision, and hence management, of HWRC's is a statutory duty imposed by section 51 Environmental Protection Act 1990 for the waste disposal authority, of which Medway as a unitary authority holds this duty.
- 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 and 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.
 - A 50/50 risk share on all materials sold.
 - Achievement of 60% recycling rate in Year 1, 61% recycling rate at Year 2 and 62% recycling rate for Year 3 onwards.
- 4.4 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).
- 4.5 The contract requires Medway Norse to provide an annual report detailing the operation of the contract, which is contained within Appendix 3 of this document.
- 4.6 This annual service report seeks to review the performance from the contract year October 2021 to September 2022.

Medway Norse key achievements for contract year October 2021 – September 2022

4.7 HWRC operation

- 4.7.1 Throughout this contract year the HWRC's have continued to operate under a booking system and we estimate that 176K visits will be made to the three recycling centres.
- 4.7.2 The table below details actual visits under booking system alongside the number of slots offered compared to the previous reporting period.

HWRC	2019/20 actual customer visits*	2020/21 actual customer visits	2021/22 actual customer visits
Capstone	80,342	58,291	56,550
Hoath Way	78,635	52,011	54,546
Cuxton	67,663	62,821	65,803
Total	226,640	173,123	176,899
Slots offered		275,732	360,020
Available capacity		37%	51%

**HWRC customer visit data for 2019/20 includes 5 months under booking system from March 2020.*

4.7.3 Highlights from the booking system during this reporting period include:

- Slots offered increased by 31% from 275K to 360K slots per year
- Same day booking now available at all sites.
- Its estimated we will offer 360K bookings to customers during this reporting period.
- Of the 360K bookings offered we are estimating that 176K bookings will be fulfilled by customers.

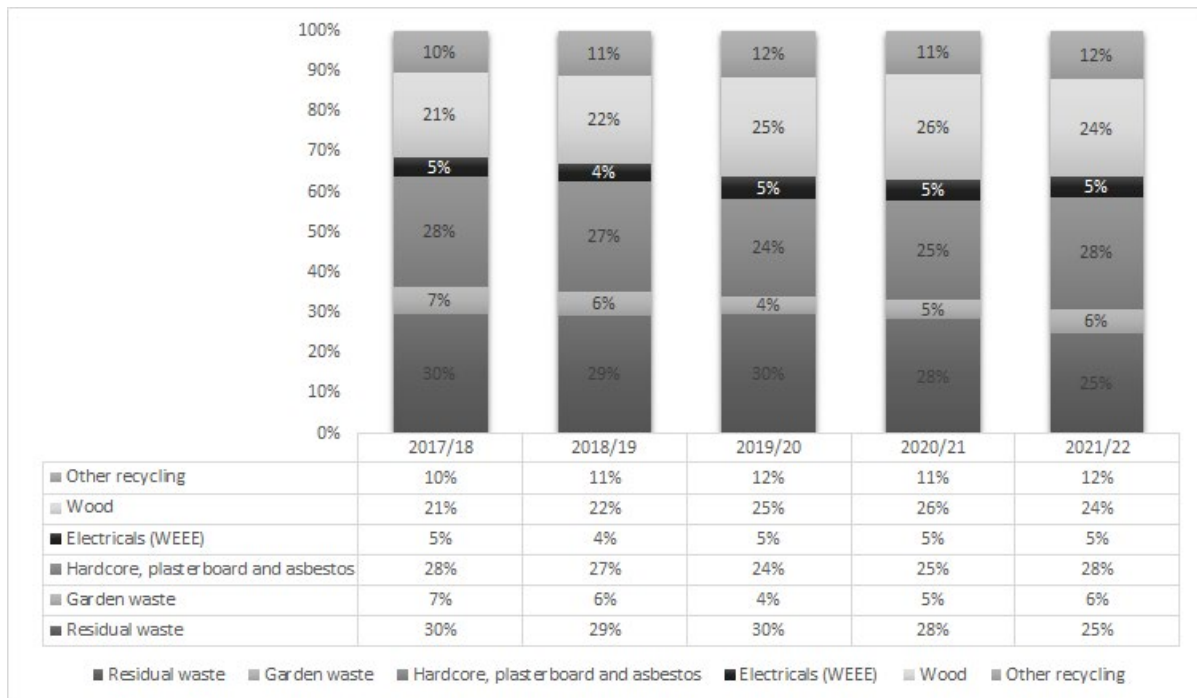
4.8 Site performance

4.8.1 Total waste tonnages disposed of through the HWRC's continue on the same trend as with the previous year. The table below details performance against recycling targets over this 5-year contract.

Contract year	Total waste tonnes	Recycled tonnes	Recycling %	Target %
Year 1 - Oct 2017-Sept 2018	21,996	12,996	59%	60%
Year 2 - Oct 2018-Sept 2019	20,402	12,189	60%	61%
Year 3 - Oct 2019-Sept 2020	12,211	7,428	61%	63%
Year 4 - Oct 2020-Sept 2021	12,993	8,128	63%	63%
Year 5 - Oct 2021-Sept 2022	12,530	8,199	65%	63%

Five yearly tonnage comparison against targets (excluding rubble, hardcore as per NI192 calculation)

4.8.2 The material composition of waste disposed of through HWRCs remains broadly similar to previous years as can be seen in table below:



HWRC composition over five-year period

4.8.3 Medway Norse secured an outlet for rigid plastics which went live during October 2021 at Capstone and Cuxton site only.

4.8.4 This new scheme replaces the rigid plastics outlet that was lost due to market conditions in 2017 and means customers can now take unwanted garden furniture, children's plastic toys, plastic storage containers and more to be recycled.

4.8.5 Over the last year, we estimate that 265 tonnes of rigid plastic will be diverted from residual waste through this service which represents a saving of £9K to the Council.

4.8.6 In addition, and following customer feedback, a CD/DVD recycling trial begun at all three recycling centres during March 2022.

4.8.7 We estimate that 1KG of discs will be diverted for recycling this year. This modest tonnage represents around 600 CD/DVD's being diverted from residual waste disposal to be recycled.

4.9 Customer satisfaction

4.9.1 During this reporting period we have carried out customer satisfaction surveys via direct email to customers that have visited the site.

- 4.9.2 The survey gained views from 2,956 customers (a 21% increase in responses from the last survey round) over a 6-week period. Customers were asked for views on:
- Satisfaction with cleanliness of the sites
 - Satisfaction with recycling facilities available on sites
 - Satisfaction with site staff
- 4.9.3 We are pleased to report that overall satisfaction was rated at 94% (a 1% increase from the previous survey round).
- 4.9.4 As part of this survey, customers were also asked how they felt about the HWRC booking system. Highlights from this include:
- 96% of customers found the booking system easy to use
 - An average of 94% of customers were able to book a slot on their preferred date/time
 - 95% of customers were either very satisfied or satisfied with their booking experience
- 4.9.5 Customers were also asked to tell us how much they agree or disagree with the statement '*I feel the council should keep the booking system to access HWRC's in the future*'. (It should be noted that this question was included as part of the survey to gain **views only** and would not replace the governance decision or public consultation that a change of this scale would require). Of the 2,956 respondents:
- 78% either strongly agreed or agreed with the statement (up from 71%)
 - 10% neither agreed nor disagreed with the statement (down from 14%)
 - 11% either strongly disagreed or disagreed with the statement (down from 15%)

5. Risk management

Risk	Description	Action to avoid or mitigate risk	Risk rating
Contractual Delivery	Default by Contractor needing emergency action	Contractor to provide and/or pay for alternative action.	D II
Contractual Delivery	Termination of Contract due to default by Contractor	Adequate contract provision to enable the Council to take effective action when necessary. Clause in contract to enable Medway to reclaim losses	D II
Contractual Delivery	Volume of waste less than or greater than anticipated	Allowance made for this in contract conditions.	C III
Service Delivery	Closure of plant or inability to provide Service due to Force Majeure or relief events	Shared responsibility under contract conditions.	E II
Service Delivery	Failure of waste management services contractor to meet contract standards for service delivery to the Council	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	D II
Service Delivery	Interruption of availability of some facilities.	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.	D II
Service Delivery	Non-household waste entering MSW waste stream or waste incorrectly dealt with according to its category	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.	C III

Risk	Description	Action to avoid or mitigate risk	Risk rating
Health & Safety	Serious injury/death of staff or public while services are in operation	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.	D I
Legal	Changes in Government regulations/law	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.	C II
Financial	Budgeted net expenditure exceeded	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.	B II
Financial	Overpayment to contractor	Robust contract procedures for checking contracts, validating invoices and recovering any overpayments. Staff training. Regular internal audit inspections.	B II
Financial	Contractor/employee fraud or corruption	Robust contract provisions for controlling payments and assets. Adequate supervision and transparency for contract management and negotiations. Staff training. Regular internal inspections.	E II

6. Financial implications

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

7. Climate change implications

7.1 Waste management and climate change have a direct link. The principle of the waste disposal contract is to limit waste to landfill, one of the most damaging and wasteful options for waste treatment. By adhering to the waste hierarchy and trying to move our treatment options up the hierarchy we are contributing to reduction in carbon emissions.

7.2 Scope 3 emissions (from disposal and collection services) are included in the wider Medway Climate Change Action plan. Work has not yet commenced, but is planned as part of the action plan, to quantify the carbon impacts of our disposal and collection services, to help inform future decisions on service delivery.

8. Legal implications

8.1 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.

9. Recommendation

9.1 The Committee is asked to note the content of this report including the Annual Service Reports set out at Appendices 1, 2 and 3 to the report.

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Appendices

Appendix 1 - Veolia Annual Service Report
Appendix 2 - Medway Norse Waste Collection and Street Cleansing Report
Appendix 3 - Norse Annual HWRC Service Report
Appendix 4 - National Indicator calculation methodology
Appendix 5 - Summary of performance against National Indicators

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 and	20 February 2007
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?IId=3321	14 Jul 2009
Contracts for the Collection and Disposal of Waste Update	http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=3351	22 Sep 2009
Gateway1 Options Appraisal: Management of Household Waste Recycling Centres	http://democracy.medway.gov.uk/mg/IssueHistoryHome.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/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/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
Gateway 5 Report: Household Waste Recycling Centres Contract (item 6)	https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&MId=3368&Ver=4	9 August 2016
Gateway 5 Report: Street Cleansing, Waste Collection and Disposal Contracts (item 17)	https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&MId=3368&Ver=4	9 August 2016
Gateway 1 Procurement Commencement: Household Waste Recycling Centres	https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&MId=3370&Ver=4	27 September 2016
Gateway 5 Report: Street Cleansing, Waste Collection and Disposal Contracts	https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&MId=3376	7 March 2017
Waste Collection and Cleansing Contract 2019	https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=40813	6 March 2018
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
Annual Review Of Waste Contracts Contract Year: October 2019 To September 2020	https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=57383	23 March 2021
Annual Review Of Waste Contracts Contract Year: October 2020 To September 2021	https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=60064	14 October 2021

Appendix 1 - Veolia Annual Service Report

ANNUAL SERVICE REPORT

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

A new recycling contract was agreed between Veolia and Medway Council for management of recycling at Medway Transfer Station. This contract will run for an initial 2-year term 1st October 2019 to 30th September 2022. The award of this contract builds upon the already strong relationship between the two organisations.

This 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's performance management framework.

Disposal Contract destinations

Residual Waste

Residual waste is usually split into 2 waste streams on arrival at the transfer station, due to acceptance criteria at the end destinations. Black Bag Waste that can be sent to an Energy from Waste Plant and Bulky Waste (predominantly from bulky collections and fly tips) that has to go to a Refuse Derived fuel or landfill facility. Black bag is predominantly currently sent to Wheelabrator Kemsley (K3CHP) facility.

Wheelabrator Kemsley - Wheelabrator Technologies is the second largest US waste-to-energy business and is an industry leader in the conversion of everyday residential and business waste into renewable baseload energy. Wheelabrator currently has a platform of 24 strategically located assets across the US and UK — 19 waste-to-energy facilities (one under construction), one waste fuel facility as well as four ash monofills. We also recover metals for recycling at two advanced metals recovery systems and one central upgrade facility.

Wheelabrator currently has an annual waste processing capacity of over 8.3M tonnes (9.2M tons), and a total combined electric generating capacity of 619MW (gross) — creating enough energy to power 700,000 US homes. Wheelabrator also recovers metals for recycling into commercial products. The company's vision to develop, deliver and realize the potential of clean energy speaks to Wheelabrator's ongoing commitment to the development of clean energy solutions for its customers and local communities.

Wheelabrator UK is the fourth largest UK waste-to-energy business and currently has an annual waste processing capacity of over 2.2M tonnes (2.4M tons), and a total combined electric generating capacity of 245MW (gross) — enough energy to power more than 500,000 UK homes. Wheelabrator is owned by Macquarie Infrastructure and Real Assets, a business within the Macquarie Asset Management division of Macquarie Group and a global alternative asset manager focused on real estate, infrastructure, and agriculture and energy assets.

Veolia SELCHP (South East London Central Heating Programme), is a major [energy from waste](#) incineration plant located in [South Bermondsey, London](#). It was designed to generate both heat and electricity. The plant can generate up to 35 MW of power using a steam turbine in electricity only mode. It can incinerate up to 420,000 tonnes per year of [municipal solid waste](#) and recover energy from the waste, supplying enough electricity to power around 48,000 homes. SELCHP is Medway transfer stations main outlet for disposing of black bag waste which diverts the waste being disposed of to landfill.

South East London Combined Heat and Power (SELCHP) receives waste from households and some businesses. Waste is tipped into a bunker, where a crane grabs it and places it into the feed hopper. It then drops down a feed chute onto a sloped grate, where it is constantly turned to allow all combustion phases (such as drying, ignition and combustion itself) to happen simultaneously and a constant high temperature to be maintained. Ash from the burning process is transferred by an ash discharger and residue handling system to the ash pit. During the transfer, ferrous metals are removed for recycling and the remaining ash is sent for reprocessing into recycled material for road building or construction use. Hot gases produced in the combustion process pass through a water tube boiler where they are cooled; the heated water is transformed into steam. A turbogenerator uses the steam to produce electricity for export to the National Grid. The gases from the boiler go through a complex flue gas cleaning process, involving the injection of dilute ammonia solution to reduce nitrogen oxides to nitrogen and water; lime milk to neutralise acid gases and activated carbon to absorb heavy metals and any remaining dioxins. Finally, the particulate matter dust is removed from the gas stream by a bag filter before the cleaned gas 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.

How the power is generated?

Steam leaves the boilers at a temperature of 395°C and pressure of 46 bar and is fed directly into a single 35 MW steam turbine generator. The turbine rotates the generator to produce electricity. Steam from the turbine is also used to pre-heat the combustion air for the waste burning process. Finally, through some bleed lines on the turbine, hot steam is extracted and used to provide heat to the District Heating System. A bank of air-cooled condensers condenses the exhaust steam from the turbine and recycle the water back into the process. Electricity is generated at 11kV and transformed up to 132kV for export to the London Electricity system which passes very close to the SELCHP facility.

No supplementary fuel is required to maintain combustion, just refuse and controlled addition of air.

Bulky waste

Bulky waste is predominantly sent to our Greenwich facility, in the event of unavailability then third-party Refuse Derived Fuel (RDF) facilities are used or as a last resort Veolia's landfill sites.

Greenwich RDF, Veolia have an RDF plant in Greenwich this is scheduled to accept up to 16,000 tonnes of waste per annum from the Medway contract, providing an additional facility for Veolia to reduce waste to landfill and the use of third-party

facilities. This is an addition to the SELCHP facility in South London. The waste received from Medway transfer station is shredded, baled and sent to an Energy From Waste (EFW) facility.

SSSI Ltd, the production of Refuse Derived Fuels involves the mechanical processing of household waste using screens, shredders and separators to recover recyclable materials and to produce a combustible product. Systems involve the removal of inert and compostable materials followed by pulverisation to produce a feedstock which can be incinerated in power stations, pyrolysis and gasification systems, or co-incinerated in other industrial combustion processes' RDF source product can be used by power generation companies, such as Fibre Fuel, Cement companies such as Cemex as a fossil fuel replacement, and also used to substitute coal, gas and oil and can produce lower CO₂ emissions than fossil fuels as well as reducing reliance on them.

SSSI Ltd is Medway transfer stations main outlet for disposing of black bag waste which diverts the waste being disposed of to landfill.

RDF is not generally used at 100% but blended with fossil fuels with a substitution rate in the region of 30-40%. However, this level of substitution is increasing all the time as and when the Environment Agency permit such increases.

RDF consists mostly of paper, cardboard, low grade polyolefins such as LDPE (Low Density Polythene) film and other light fraction materials which would normally go to landfill as MRF residue. The 'light fraction' material is so called as the bulk density of material which we take out of the wind sifter to go for shredding is 150kg/m³ and less.

Materials which cannot be present in the RDF are metals, inert fractions (sand, glass, stone etc) and some rigid plastics are removed. The aggregate content is sent to our associated company [Recycled in Orsett Ltd](#) for grading and recycling. Other materials are sent for recycling wherever possible.

As mixed materials can be processed to produce RDF in our system, HTL can advocate co-mingled bins rather than separating out all waste streams our clients have an easier task in preparing waste for collection.

Some of the main benefits of the process are:

1. Integrated system which offers front end recycling activity, with energy recovery of balance
2. The organic fraction can be recycled aerobically (composting) or anaerobically
3. If densified, RDF can be stored for extended periods (coarse RDF is more suited for direct on-site use and cannot be stored)
4. RDF can be processed to half the calorific value of coal
5. Lower level of heavy metals in the RDF
6. RDF can be co-fired with other fuels in a variety of industrial boilers

Mixed paper

Palm Recycling, specialises in sourcing recycled fibre for all 5 Palm production sites across Europe. A total of 2.1 million tonnes of paper is manufactured from 100% recycled fibre. Palm Recycling obtains its recycled fibre from municipal and commercial waste management sites as well as from trade, business and industry. Palm can therefore ensure its mills always has sufficient raw materials available for the production of the high-quality grades it manufactures. With economies of scale Palm is able to optimise logistical routes. For more than 25 years, Palm Recycling Limited has carried out collection and recycling services for the public sector and for commercial clients. Our experience and our high-quality standards have led us to become an important partner to many local authorities in Great Britain. Palm Recycling supplies Palm Paper in King's Lynn, Norfolk, with the required wastepaper. The recycling process creates a closed-circuit comprising collection, preparation and recycling. This ensures that the collected fibre can be re-circulated within a very short period as newsprint.

Recyclate

Veolia Southwark, as part of its 25-year waste management contract with Southwark Council, Veolia has constructed an Integrated Waste Management Facility, off Old Kent Road. The facility includes a Materials Recovery Facility and a Mechanical Biological Treatment facility, a public Reuse and Recycling Centre and an Education and Visitor Centre. The Materials Recovery Facility (MRF) is one of the most advanced recycling facilities in Europe. The MRF 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 use 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 who recycle it into something new. Veolia Southwark have an analysis hub where they sample all recyclate material.

Recyclables are collected from residents and brought to our tipping hall. The material is then loaded into a bag splitter before the sorting process begins. The materials are then passed through disc screens which begin to sort paper, cardboard and glass from the other materials. Material is then passed below an overband magnet which attracts all ferrous metals, such as steel cans and separates them from the process. Near Infrared beams are used to detect plastic items and air jets blow them off the conveyer belt. Eddy current produces a magnetic field which repels the aluminium from the rest of the material. The material left then goes through a hand sorting process and anything that shouldn't be there will be removed.

All the separated materials are then ready to be recycled and are baled up ready to be sent to reprocessors.

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

Glass

Day Group Limited, Glass containers such as wine bottles and jam jars equate to approximately 10% of the volume and 25% of the weight of the average household's rubbish. This glass can readily be recycled by Day Aggregates in our reprocessing facilities. Due to the nature of our end products, we do not require glass to be separated by colour. Allowing glass to be collected in single compartment vehicles simplifies collection and maximises vehicle time on the road. Ultimately this reduces collection costs and makes for easier householder participation. We have invested over £4 million in the latest air separation and washing equipment, allowing us to sort, screen and wash varying degrees of contaminated material, from "MRF" glass to commercially collected containers from licensed premises, restaurants and clubs.

There are substantial ecological footprint savings when reprocessing glass cullet into aggregate (706 gha, based on 40,000 tonne of glass per year processed). This can be calculated into CO2 emission savings of 50kg of CO2 per tonne of glass reprocessed into aggregate. * There are substantial CO2 reductions when using recycled aggregates versus quarried virgin materials. Eco Sand, a recycled glass product, is used as a paving sand under block paving and concrete slabs. It offers an effective use for waste material and addresses issues of sustainability. Once used as an aggregate, Eco Sand can be recycled endless times. Eco Sand is the ideal local use for recycled glass.

Mattresses

Matt UK Ltd, 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 alternative than shredding mattresses mechanically, or other types of un-proven machinery. So far, we have established than in some higher quality mattresses there are 17 different materials than can be obtained from the recycling process, ranging from the obvious steel and cotton, which have established recycling route, through to horse and coconut hair which have no current market but can be used as a biomass application. (There are very few or/RDF Refuse derived fuels). Medway transfer station have been disposing of mattresses into Matt UK since early 2018 which stops mattresses being sent to landfill for disposal.

The Recycling Procedure

1. Mattress Arrives in various forms – (weighed on and off counted – Ticket produced
2. Visual inspection into Good, or poor-quality material – Documentation checked and confirmed
3. Mattresses will be de-constructed to retrieve valuable commodities, such as PU Foams and Polyesters
4. The components are then baled and reprocessed into the material markets,
5. <7 % will be direct into RDF due to high contamination

WEEE

SWEEEP Kuusakoski, is recognised as one of the UK's leading WEEE processors. Our processing facilities are among the most sophisticated and environmentally friendly in Europe. Rapid advances in technology mean the UK faces an ever-growing tide of excess, obsolete or end-of-life commercial and consumer electrical and electronic equipment. Our role at SWEEEP Kuusakoski is to provide industry and government with environmentally safe processing of this equipment. Our customers include compliance scheme operators, OEMs and general businesses. If you are in these categories, we can offer you a cost-effective, responsible and environmentally friendly service that fully meets the requirements of the WEEE Directive. Our services include:

1. Collection & processing of all business WEEE
2. Processing of Municipal WEEE
3. Data wiping of computers
4. Brand protection in a secure dedicated environment
5. Disintegration to base materials
6. Remarketing of sorted base materials
7. CRT and LCD recycling

Research and development is an integral part of our business, so we are continually developing new facilities and services to meet the needs of our customers. In 2010, for example, we invested in a bespoke plant to recover and recycle the hazardous substances contained in cathode ray tubes (CRTs) from televisions and computer monitors. As a result, we can now safely separate unleaded from hazardous leaded glass. Also, with Liquid Crystal Displays (LCD) rapidly replacing CRTs, we now have a purpose-built mercury stripping facility that can safely process LCDs.

All SDA (small domestic appliances), LDA (large domestic appliances) and CRT/LCD are sent to SWEEEP KUUSAKOSKI for recycling.

Road sweepings

Veolia Essex, all mechanical street cleansing arisings are sent for processing rather than landfill with 95% being recycled.

1. Black filter cake (compressed by-product of street cleansing) – treated and used in land reclamation and restoration
2. Recovered sand – rewashed for use in concrete.
3. Organic waste – treated and used in land reclamation and restoration.
4. Screened litter – hand sorted and 100% diverted from landfill.
5. Oil & concentrates from separation – reprocessed for use in production of heavy oils.
6. Grey water – used as aggregate wash on site in addition to the production of aggregate for re-use.

Tonnage by material stream

Recycling tonnages	Total tonnage
Oct 2010 – Sept 2011	21,404
Oct 2011 – Sept 2012	18,342
Oct 2012 – Sept 2013	17,406
Oct 2013 - Sept 2014 (DCLG 1st year)	18,555
Oct 2014 – Sep 2015	19,173
Oct 2015 – Sep 2016	18,682
Oct 2016 – Sept 2017	18,373
Oct 2017 – Sept 2018	18,169
Oct 2018 – Sept 2019	17,473
Oct 2019 – Sept 2020	19,238
Oct 2020 - Sept 2021	21,125
Oct 2021 - Sept 2022 * (Estimated July - Sept)	18,960

Refuse	Total tonnage
Oct 2010 – Sept 2011	56,371
Oct 2011 – Sept 2012	56,731
Oct 2012 – Sept 2013	56,778
Oct 2013 – Sept 2014 (DCLG 1st year)	55,037
Oct 2014 – Sept 2015	55,985
Oct 2015 – Sept 2016	57,297
Oct 2016 – Sept 2017	56,811
Oct 2017 – Sept 2018	56,335
Oct 2018 – Sept 2019	55,670
Oct 2019 – Sept 2020	60,425
Oct 2020 - Sept 2021	62,903
Oct 2021 - Sept 2022 * (Estimated July - Sept)	59,586

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	1,052
Oct 2015 – Sept 2016 (bulky charging introduced)	707
Oct 2016 – Sept 2017	360
Oct 2017 – Sept 2018	422
Oct 2018 – Sept 2019	631
Oct 2019 – Sept 2020	959
Oct 2020 - Sept 2021	1,166
Oct 2021 - Sept 2022 * (Estimated July - Sept)	833

Garden & food waste	Total tonnage
Oct 2010 – Sept 2011	15,703
Oct 2011 – Sept 2012	16,313
Oct 2012 – Sept 2013	16,224
Oct 2013 – Sept 2014 (DCLG 1st year)	23,639
Oct 2014 – Sep 2015	21,018
Oct 2015 – Sept 2016	23,121
Oct 2016 – Sept 2017	22,690
Oct 2017 – Sept 2018	21,984
Oct 2018 – Sept 2019	22,372
Oct 2019 – Sept 2020	23,469
Oct 2020 - Sept 2021	24,506
Oct 2021 - Sept 2022 * (Estimated July - Sept)	21,913

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 – Sep 2015	301	268	569
Oct 2015 – Sept 2016	202	281	483
Oct 2016 – Sept 2017	150	280	430
Oct 2017 – Sept 2018	-	423	423
Oct 2018 – Sept 2019	-	369	369
Oct 2019 – Sept 2020	-	369	369
Oct 2020 - Sept 2021	-	299	299
Oct 2021 - Sept 2022 * (Estimated July - Sept)	-	285	285

Street cleansing tonnage	Litter	Mechanica l Arisings	Fly- tipping	Total tonnage
Oct 2011 – Sep 2012	1,212	1,324	283	2,819
Oct 2012 – Sep 2013	1,286	3,507	295	5,088
Oct 2013 – Sep 2014	1,382	3,947	372	5,701
Oct 2014 – Sep 2015	1,504	2,151	462	4,117
Oct 2015 – Sep 2016	1,695	1,953	515	4,163
Oct 2016 – Sept 2017	1,689	1,897	577	4,163
Oct 2017 – Sept 2018	1,548	1,848	714	4,110
Oct 2018 – Sept 2019	1,638	2,078	654	4,371
Oct 2019 – Sept 2020	1,653	2,847	659	5,159
Oct 2020 - Sept 2021	1,691	2,751	894	5,336
Oct 2021 - Sept 2022 * (Estimated July - Sept)	1,566	2,099	889	4,554

Future developments

Veolia have signed a 25-year 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 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.

COVID-19

Service continuity and the safety of our employees are our two most important priorities. The services we provide are essential, which is why we bear an even greater responsibility toward communities. We must maintain our public service and the quality we offer customers and communities. Veolia is doing everything it can to safeguard the safety of its employees, especially those in the field who are currently the most at risk. We are focusing even more actively on health and safety during these unprecedented times. We all have a role to play in stopping the spread of the pandemic by strictly complying with the preventive measures. Veolia can count on the engagement and mobilization of its teams, the men and women working each day on the ground to provide essential services to communities.

Fire suppression system

The transfer station now has a fully commissioned fire suppression system in place as further protection in the event of a fire. An agreement was made between Veolia and Medway Council in which Medway Council agreed to contribute towards the cost of the suppression system being installed.

Road sweepings

At present the road sweepings are being disposed of at our site at George Summers Close. The transfer station is looking to get the road sweepings moved round to the transfer station, so all waste disposal is kept on one site. The transfer station has taken water samples and sent off for testing and now awaiting discharge consent before any works commence. (completed)

MRF

Planning permission has been submitted for construction of a container MRF at the George Summers Close site. Awaiting decision.

Haulage

Veolia has a 2-year contract in place with a haulage contractor ensuring continuous waste movements. We have recently acquired two of our own Veolia vehicles based at the Rochester depot to haul waste to different end destinations with a further 4 Veolia vehicles based at our other site at George Summers Close.

Partnership working

Veolia continue to induct new Medway council staff so that they can safely access and utilise the Whitewall Road Transfer Station.

Veolia continue to use 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 2022, and as a result of our Employee Engagement Survey we have focused on Teamwork and Building relationships within our team to provide a better service.

As we continue to work closely with the Client, we hold monthly meetings to discuss disposal and continue developing the excellent working relationship.

We continue to use a Skills Gap Analysis for all our staff and have recognised training needs and introduced improved training programmes.

Health & Safety & Staff Welfare

1. Simply Health - provides benefits to staff for dental, medical and optical insurance
2. Back in Action physiotherapy services – weekly clinic with on-site Physiotherapist
3. Optima Health – occupational health.
4. Employee Assistance Programme – free-phone confidential service on all aspects of life from Debt, Health, Bereavement, Divorce etc.
5. Online Health Matters portal for all staff.
6. Mental Health First aider.

ACCIDENT TOTAL	Days since a Lost Time Accident
0	0

Zero Riddors reportable injuries in the last Contract year.

Staff development

Veolia continues to provide our staff with any training and development needs to encourage promotion within the contract/company and increase the staff skills including environmental awareness and IOSH.

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.

We have continued to use a Skills Gap Analysis for all our staff and have recognised training needs and introduced improved training programmes.

Veolia Company Information

Our values for all staff

1. Customer Focus
2. Responsibility
3. Respect
4. Innovation

Veolia UK is part of a worldwide Group of companies, with over 163 000 employees worldwide, the Group designs and provides water, waste and energy management solutions that contribute to the sustainable development of communities and industries. 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.

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 the Trust with contributions totalling over £89 million, which has enabled over 2,490 community projects to go ahead.

The LCF is a tax credit scheme that allows Veolia to claim a credit against their landfill tax liability for 90% of the contributions they make. ENTRUST regulate the scheme and set how the Trust can spend the funds it receives.

Charities

Charities supported this year include:

Introducing Groundwork, our UK and Ireland charity partner

A charity all about mobilising community action to eradicate poverty and protect the environment.

The Groundwork team is passionate about creating a future where every neighbourhood is vibrant and green; every community is strong and able to shape its

own destiny; and no one is held back by their background or circumstances. To us, that sounds like a pretty amazing ambition – and one that echoes our own Resourcing the World mission.

Groundwork has been managing local community projects for almost 40 years now, helping to improve the lives of people all across the UK and Ireland. From the team of [Green Doctors](#), who visit vulnerable households and offer energy efficiency advice to help keep homes warm, to the [Community Enablers](#), who give people the skills, tools and confidence to run projects in their own community – Groundwork really is the expert in making local change happen.

Appendix 2 - Medway Norse Waste Collection and Street Cleansing Report

Medway Norse Waste Annual Report (Oct 2021 – Sept 2022)

The Annual Service Report is an opportunity for Medway Norse to report on contract service performance and partnership working and with Medway Council (as the waste collection/disposal authority and client) and to a lesser extent with Veolia who operate the waste transfer station and waste disposal contracts.

Waste Collection and Street Cleansing Service performance

Waste Services continue to consistently receive one of the highest levels of corporate compliments, showcasing the excellent service delivered by the teams. The Norse Reward & Recognition scheme has been used to thank staff who have gone the extra mile to ensure the Contract standards are maintained.

Collections/Year (Property count)

Service Area	Per week	Per year
Organic collections (not flats)	95,000	4,940,000
Recycling collections	116,792	6,073,184
Residual collections	116,792	6,073,184
TOTAL	328,584	17,086,368

Missed Collections / Year (data source: Confirm ICT asset management)

	Year 1 Oct 19 – Sept 20	Year 2 Oct 20 – Sept 21	Year 3 ACTUAL Oct 21 – July 22	Year 3 ESTIMATE Aug 22 – Sep 22	Year 3 Summary Oct 21 – Sept 22
Total missed collections (source confirm ICT asset management system)	9,151	9,204	5,420	1,084	6,504
Total collections	17,095,728	17,095,728	14,246,440	2,849,288	17,095,728
% of missed collections	0.05%	0.05%	0.04%	0.04%	0.04%
Average missed collections/service/day	12	12	8	8	8

Key performance indicators (data source: Confirm ICT asset management)

Service	Year 1 Oct 19 – Sept 20	Year 2 Oct 20 – Sept 21	Year 3 ACTUAL Oct 21 – July 22	Year 3 ESTIMATE Aug 22 – Sep 22	Year 3 Summary Oct 21 – Sept 22
Street Cleansing					
Dead animal removal	728	731	539	108	647
Needles and syringe removal	80	90	22	5	27
Glass removal	242	261	190	38	228
Fly tip removal (incidents)	7484	5379	4053	6,16	3695
Recycling containers					
Brown bin delivery, repair, or replacement (where bin is beyond repair)	4175	5003	4073	703	4220
Reusable recycling bag delivery (single service request)	1226	9756	5,945	1,189	7134
Scheduled clear sack annual deliveries (4 rolls of 13 sacks/yr)	360,000	360,000	300,000	60,000	360,000
Additional clear sack delivery	1,680	1,672	1,003	200	1203
Bulk recycling					
Bulk recycling bins for flats	51	27	33	6	39
Bulky Collection					
Standard Bulky Collections	6,916	12757	10,551	2,250	12,801
Express Collections	1,960	1578	1,062	225	1,287

Tonnage by kerbside material stream

The table below shows the data trends for the previous eleven years of tonnage collected by the kerbside waste collection service.

Period	Contractor	Recycling	Organic	Bulky Waste	Refuse
Oct 2010 – Sept 2011	Veolia	21,404	15,703	762	56,371
Oct 2011 – Sept 2012	Veolia	18,342↓	16,313↑	781↑	56,731 ↑
Oct 2012 – Sept 2013	Veolia	17,406↓	16,224↓	824↑	56,778 ↑
Oct 2013 - Sept 2014 (DCLG 1st year)	Veolia	18,555↑	23,639↑	976↑	55,037 ↓
Oct 2014 – Sep 2015	Veolia	19,173↑	21,018↓	1,052↑	55,985↑
Oct 2015 – Sep 2016	Veolia	18,682↓	23,121↑	707↓	57,297↑
Oct 2016 – Sept 2017	Veolia	18,373↓	22,690↓	360↓	56,811↓

Period	Contractor	Recycling	Organic	Bulky Waste	Refuse
Oct 2017 – Sept 2018	Veolia	18,169↓	21,984↓	422↑	56,335↓
Oct 2018 – Sept 2019	Veolia	17,473↓	22,372↑	631↑	55,670↓
Oct 2019 – Sept 2020 (Covid impact from March 2020)	Medway Norse	19,238 ↑	23,469↑	959↑	60,425↑
Oct 2020 – Sept 2021	Medway Norse	21,125↑	24,506↑	1,166↑	62,903↑
Oct 2021 – Jul 2022 ACTUAL	Medway Norse	15,760	17,348	682	48,680
Aug 2022 – Sep 2022 ESTIMATE	Medway Norse	3,200	4,565	292	10,906
Oct 2021 – Sep 2022 TOTAL	Medway Norse	18,960↓	21,913↓	974↓	59,586↓

Tonnage by street cleansing activity material stream

The table below shows the data trends for the previous eleven years of tonnage collected by the Street Cleansing service

Street cleansing tonnage	Contractor	Litter	Mechanical Arisings	Fly-tipping	Total tonnage
Oct 2011 – Sep 2012	Veolia	1,212	1,324	283	2,819
Oct 2012 – Sep 2013	Veolia	1,286 ↑	3,507 ↑	295 ↑	5,088 ↑
Oct 2013 – Sep 2014	Veolia	1,382 ↑	3,947 ↑	372 ↑	5,701 ↑
Oct 2014 – Sep 2015	Veolia	1,504 ↑	2,151 ↓	462 ↑	4,117 ↓
Oct 2015 – Sep 2016	Veolia	1,695 ↑	1,953 ↑	515 ↑	4,163 ↑
Oct 2016 – Sept 2017	Veolia	1,689 ↑	1,897 ↑	577 ↑	4,163 ↔
Oct 2017 – Sept 2018	Veolia	1,548 ↓	1,848 ↑	714 ↑	4,110 ↓
Oct 2018 – Sept 2019	Veolia	1,638 ↑	2,078 ↑	654 ↓	4,371 ↑
Oct 2019 – Sept 2020	Medway Norse	1,653 ↑	2,847 ↑	659↑	5,159↑
Oct 2020 – Sept 2021	Medway Norse	1,691 ↓	2,751 ↓	894↑	5,336↑
Oct 2021 – Jul 2022 ACTUAL	Medway Norse	1,364	1,665	608	3,637
Aug 2022 – Sep 2022 ESTIMATE	Medway Norse	202	292	129	623
Oct 2021 – Sep 2022 TOTAL	Medway Norse	1,566 ↓	1,957 ↓	736 ↓	4,259 ↓

Key contract achievements: Contract Year October 2021 – September 2022

- The service has been maintained for all services throughout the year, thanks to the determination and excellent work ethic of our staff.
- Recruitment and retention of staff is an issue that continues to impact on virtually all services at Medway Norse. Servicing of Bring sites has at times been suspended. Agencies are being used but they are also struggling to fulfil our requirements. However, the driver situation has improved for Waste with manager and supervisors not having to drive as often.
- Christmas 2021 saw the fall of statutory holidays impacting the collection pattern, however all collections remained unaffected.

- The storms in February 2022, although making things more difficult, did not impact waste services, Medway Norse Services all worked together to ensure the road ways were kept clear and our residents safe. The Waste Team carried on with their collections paying attention to health & safety and managed to complete their rounds as normal.
- In February 2022 the street cleansing service worked in partnership with Volker Highways to respond to a large-scale diesel spillage which had closed all access to M2 and Hoath Way outside normal service hours responding quickly to the incident arranging staff at very short notice and kept resources on standby.
- Waste services have had to continually work around disruption due to major highways roadworks across Medway especially City Fibre and SGN. This has impacted collections with roads being temporarily inaccessible requiring multiple visits to gain access, limited ability to complete street cleansing rounds and delays tipping waste at the transfer station, staff regularly having to do additional walk backs and return journeys to compensate.
- In November 2021 Medway successfully trialled an electric refuse collection vehicle, it was used on the heaviest refuse and garden rounds returning significantly charged for further use to positive feedback from the crew, verifying manufacturer claim that the vehicle was suitable for operational use in Medway.
- In Summer 2022 street cleansing successfully trialled a compact street cleansing vehicle more suited to pedestrian areas. The vehicle is particularly effective at cleansing very small items of litter such as cigarette butts which are very time-consuming to remove manually with a broom especially around tree bases.
- Application errors with 'in cab' systems have delayed the planned review of all resources and schedules on the street cleansing service to identify any further efficiencies. Technical teams at Norse and Bartec are working hard to resolve the issue.
- Fly-tipping continues to be a problem with some clearances taking staff all day, especially when certain items i.e. gas bottles, tyres must be taken to HWRC for disposal as these cannot be accepted at the Veolia Transfer Station.

Medway Norse Green Spaces partnership working

The Street Cleansing and Grounds Maintenance teams continue the successful trial of shared costs for traffic management (necessary to ensure the safety of operatives working on high-speed roads).

The 2 services also have been working jointly on assisting and equipping litter picks, providing equipment and collecting the bags. Also working together on alley clean ups when required skill sets need both teams.

Staff

New starters	52
Staff leavers	54
Agency staff temp to perm	49
Total agency used	130

Recruitment is still proving to be a challenge. Agency staff, frequently fail to attend following their inductions, and the success rate of these staff continuing their employment past the first few days is low

Medway Norse were delighted to acknowledge several extremely 'long service' members of staff, that have worked the last 30-45 years in various forms within the local authority.

We were saddened to say goodbye to several of our committed team members. We ensured that their families, friends and work colleagues were supported throughout this difficult time.

Following the driver shortage in 2021 which did affect Medway Norse, the driver's rate of pay was increased in September 2021, since that point, the recruitment and retention of driver's has built back up to pre pandemic levels, with pay being the only barrier to successful recruitment and retention at that time.

The Client Manager position has now been successfully filled, with an initial focus on improving communications, reporting and looking at the Bartec implementation and the issues surrounding the roll out, which have now mostly been resolved with a 95% roll out now achieved.

Some of the training and opportunities Medway Norse provide;

- All staff receive a comprehensive minimum ½ day workplace induction prior to starting work
- Regular training and toolbox talks
- Free CPC training for all drivers
- Apprenticeship scheme

From October 2021 – September 2022, Medway Norse have delivered;

- CPC – 55 new drivers put through CPC
- T1 training given to 32 staff
- Bartec Training delivered to 233 staff (some repeats)
- Inductions given to 146 staff
- Vehicle specific training i.e. multi lift, scarab, AC1 – delivered to 15
- Weed spraying training – 4 staff (PA1 PA6)

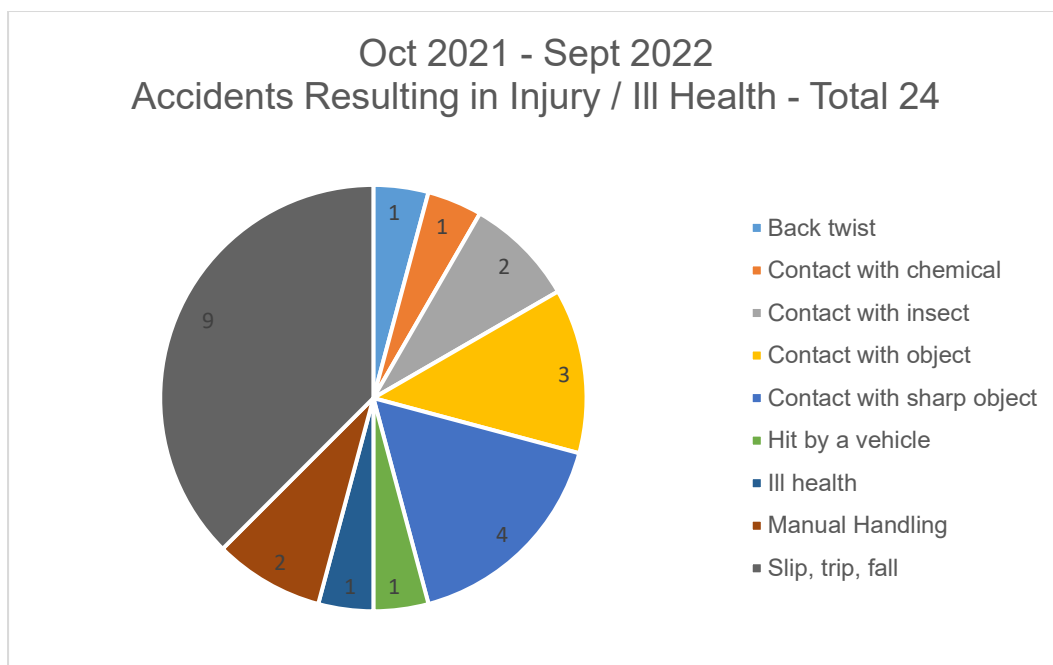
Training / TBT Name	Subject Count	Number of Attendees
TBT - Vehicle requirements when collecting from Wheatfields	1	9
TBT - Driving for Work: 3 Stage Disciplinary Framework Policy - Streets	1	85
Manual Handling Training - Streets	1	89
Manual Handling Training - Collections	1	44
TBT - Cold Weather Working - Collections	1	131
TBT - Cold Weather Working - Streets	1	114

TBT - Driving for Work: 3 Stage Disciplinary Framework Policy - Collections	1	4
TBT - Awareness of Surroundings - Slips, Trips & Falls	1	1
TBT - Contamination of black sacks in Sweeper at TS	1	11
Organic Waste Policy	1	3
TBT - Contaminated loads at TS - Collections	1	46
TBT - PPE, Working in the Sun, Seatbelt Safety & Spillages - Collections	3	160
TBT - PPE, Working in the Sun & Seatbelt Safety - Streets	3	104
TBT - Safety Concerns, Near Misses & Suggestions, Don't Walk By & Guess What Happened to me at Work Today? - Collections	1	137
TBT - Safety Concerns, Near Misses & Suggestions, Don't Walk By & Guess What Happened to me at Work Today? - Streets	1	82
Totals	19	1020

Health, Safety & Staff Welfare

The welfare and safety of all staff is the highest priority for Medway Norse and to support this, we provide:

- High quality PPE
- Access to trained Mental Health First Aiders on site
- Occupational Health referrals
- My Health Advantage app
- Access to free Employee Assistance Programme phone line (and online) 24/7 365 days per year



In January one of our barrow street cleaning crew was hit by a vehicle when he was crossing the road. Despite several injuries suffered including a fractured and dislocated ankle, he showed amazing commitment and following an operation, returned to work sooner than we expected and is doing well.

VEHICLES

In this time period, we have had a total of 53 road traffic accidents, although mostly were minor.

Oct-21	6
Nov-21	8
Dec-21	7
Jan-22	2
Feb-22	3
Mar-22	8
Apr-22	3
May-22	3
Jun-22	10
Jul-22	3
Aug-22	0
	53

Medway Norse's vehicular days lost figures in comparison to last year are up, with a very high October 21 figure, this was in part, due to supply chain issues, rather than more serious problems with the vehicles.

Vehicular Days lost			
Oct-20	82	Oct-21	239
Nov-20	84	Nov-21	135
Dec-20	63	Dec-21	115
Jan-21	109	Jan-22	106
Feb-21	123	Feb-22	98
Mar-21	114	Mar-22	139
Apr-21	123	Apr-22	137
May-21	90	May-22	122
Jun-21	133	Jun-22	88
Jul-21	101	Jul-22	57
Aug-21	131	Aug-22	99
	1153		1335

Other Medway Norse Collaborations / Initiatives inc Charity and Community

We mark Stress Awareness Day in November with an update to staff on steps we are taking to address workplace stress. Medway Norse have trained Mental Health First Aiders and advertise this through the Medway Norse newsletter to ensure staff know where they can turn, we also have a direct email for the Mental Health First Aiders in case people do not want to talk face to face.

We continue to provide support and assistance to staff who are dealing with various issues, from ill health to financial difficulties, our commitment to our team members wellbeing remains our top priority.

Medway Norse continue to assist local charities, some of the CSR work we have done in this contract period;

Community Litter Picks, we carry out multiple collections and provide equipment to the volunteer teams across Medway. For example in July 2022 we collected 59 bags.

Location	Total Bags Collected
Gillingham	1
Hoo	2
Walderslade	56
Grand Total	59

In addition to this, we are also doing;

- Collection of waste from Gillingham Street Angel's Charity (multiple visits per week)
- Great British Spring Clean

Appendix 3 – Norse Annual HWRC Service Report

Overview

The last 12 months has seen some normality and return to business as usual as we have progressed out of the lockdowns of Covid.

Continuing with the booking system has given benefits to Medway Council and the operation of the recycling centres. It reduces the daily fluctuations of visitor numbers and tonnage through the sites – whereas previously on a sunny day, sites would be busy full and queuing and on a day with rain staff would be waiting for the next visitor, this removes the lottery of forward planning for transport to remove full bins as with constant visitor numbers and tonnage we can predict accurately. It also appears to have reduced visits from traders, filling in an on-line booking has acted as a deterrent.

Likewise, the meet and greet service (manned by trained security staff) has proved invaluable in administering the booking in system, directing, calming and answering queries from our customers before they enter the recycling centre.

The current employment situation is causing a few recruitment issues both for attracting new staff and maintaining manning numbers through Agency staff.

Finance

As part of the contractual negotiation with Medway Council, Medway Norse took on a 50/50 risk/profit share arrangement on the NET position of all commodity income. Over the last 12 months we have seen a commodity income of **£269,276** against a cost of commodity disposal of **£281,249**. A nett commodity deficit of **-£11,973** we had budgeted for a loss of **-£42,156** but commodity income for steel and card performed well during January to May.

(see Item vii under Waste Input for a breakdown of Commodity income and costs)

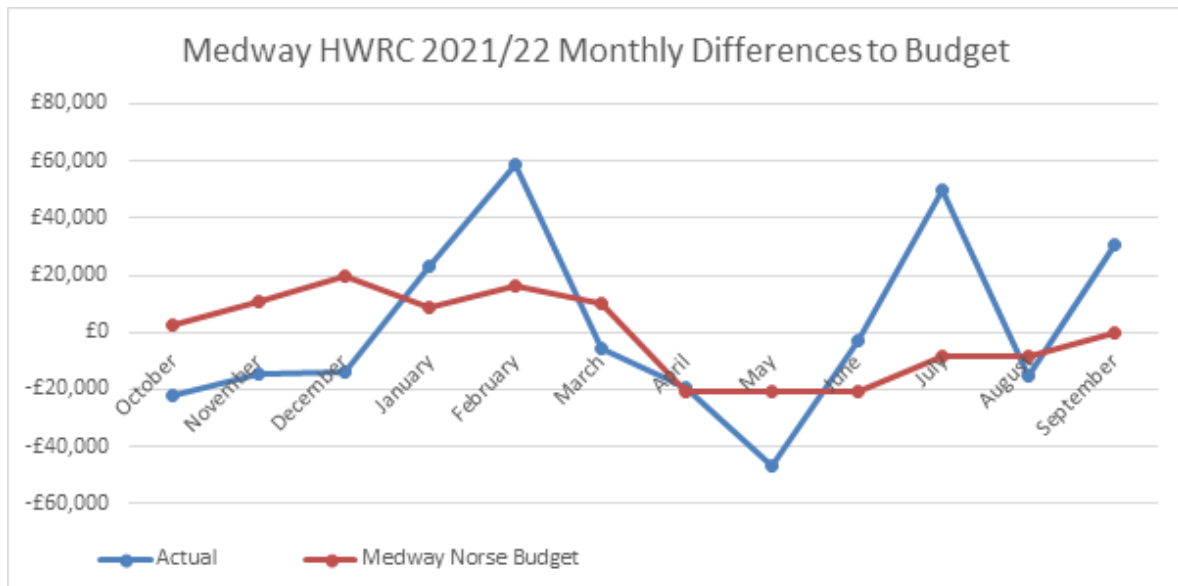
Overall Annual Costs to Medway Council for the HWRC contract were £1,485,536 a saving against budget of £124,039

Savings have been made in:

- Transport costs £192K (Following lower tonnage than budget)
- Disposal costs £33K (Following lower tonnage than budget)
- Commodity Income £55k (Better Steel rates)

Additional Costs occurred in

- Provision of external COTC cover to the sites -£52K. (New members of staff are undergoing training to provide this certificated cover an EA requirement)
- Higher Equipment R&M costs -£25K
- Higher Land and Buildings R&M costs - £25K



Overall Waste Input / Output analysis

- i. Analysis of individual site and overall recycling performance

Table below shows the recycling rate detailed in Schedule 7 of the contract.

Recycling (excluding rubble)	Capstone	Cuxton	Gillingham	Total
Year 4 Contract (Target)	63%	63%	63%	63%
Actual	65%	69%	60%	65%

The combined recycling rate during this 12-month period was 65% (excluding rubble and plasterboard as per NI192 calculation methodology) against a contract target figure of 63%.

Recycling percentages have risen across all 3 sites as a result of the customers using the booking in system being more recycling sensitive and selective of what they bring into site and staff having more time to ensure the correct waste goes into the correct container.

This year we have introduced Rigid Plastic recycling (estimated to divert 265 tonnes to recycling) and CD recycling (estimated to divert 600 CD's to recycling) to increase recycling rates.

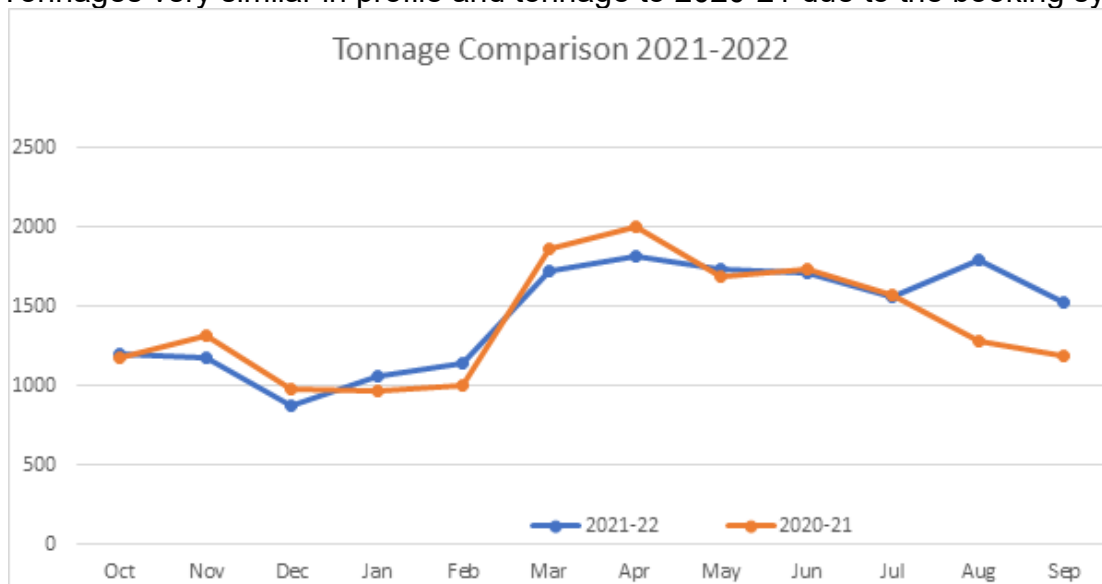
As can be seen above, the Gillingham site recycling figure lags behind the other sites but their figures are skewed by demographics and as can be seen in the "recycling by material type" chart they have less recyclable green waste through their site and do not have space for the Rigid Plastic and Plasterboard recycling bins.

The challenge to improve recycling rates at all sites is ongoing and we are reviewing objectives to explore new avenues of materials that can be recycled, how we can create more reuse of materials, and how we can encourage further education of the public 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 (01/10/21 to 30/9/22). Please note that the period August to September is estimated.

	Capstone	Cuxton	Gillingham	Total
Total Tonnage	6065	6303	4956	17323
Tonnage Recycled	2853	3182	2293	8327
Tonnage Recycled (Incl' Rubble & Plasterboard)	4552	4841	3430	12824
Waste Tonnage (Incl asbestos)	1513	1461	1525	4500
Recycling Rate (excluding Rubble & PB)	65%	69%	60%	65%
Recycling Rate (Including Rubble & PB)	75%	77%	69%	74%

Tonnages very similar in profile and tonnage to 2020-21 due to the booking system.



Recycling Performance by Material Type

The total tonnage received in the 12 months is estimated to be 17,323 Tonnes marginally up from last year (16,762 Tonnes).

The highest tonnages and the highest percentage of materials collected are General Waste, Rubble and Hardcore and Wood.

These waste streams all come at a cost for disposal and could be linked to DIY projects and /or trade waste which became more prevalent as waste streams during lockdown.

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

Material Type	Tonnage	Percentage
Asbestos	37.79	0.22%
Batteries Automotive	47.41	0.27%
Batteries Household	9.86	0.06%
Bric-a-Brac	2.21	0.01%
Chemicals	1.08	0.01%
Oil - Cooking	2.16	0.01%
Metals - Ferrous (Light Iron)	826.83	4.77%
Gas Bottles	26.61	0.15%
General Waste	4459.65	25.74%
Glass Mixed	14.00	0.08%
Green Waste	1099.80	6.35%
Metals - Non Ferrous	38.61	0.22%
Mattresses	248.05	1.43%
Paper	418.54	2.42%
Rigid Plastics	208.90	1.21%
Plasterboard	231.82	1.34%
Mixed Dry Recyclables	2.04	0.01%
Printer Cartridges	0.66	0.00%
Rubble and Hardcore	4264.64	24.62%
Textiles	148.95	0.86%
Tyres	30.58	0.18%
Oil - Waste/Motor	46.36	0.27%
WEEE A - LDA / Large Appliances	83.70	0.48%
WEEE B - Fridges / Cooling Appliances	137.77	0.80%
WEEE C - TV / Display Equipment with CRT	127.46	0.74%
WEEE D - Fluorescents / Gas Discharge Lamps	2.87	0.02%
WEEE E - SDA / Small Domestic Appliances	525.04	3.03%
Wood	4279.39	24.70%
CD's	0.45	0.00%
Grand Total	17323.22	100.00%

Please see below tonnages for each waste stream from individual sites

Material Type	Capstone	Cuxton	Gillingham	Grand Total
Asbestos	15.46	10.32	12.01	37.79
Batteries Automotive	15.53	18.26	13.63	47.41
Batteries Household	3.86	3.06	2.94	9.86
Bric-a-Brac		1.49	0.71	2.21
Chemicals		1.08		1.08
Oil - Cooking	1.44	0.36	0.36	2.16
Metals - Ferrous (Light Iron)	251.17	303.19	272.47	826.83

Material Type	Capstone	Cuxton	Gillingham	Grand Total
Gas Bottles	9.56	9.55	7.50	26.61
General Waste	1495.94	1450.68	1513.03	4459.65
Glass Mixed	4.16	4.82	5.02	14.00
Green Waste	308.99	608.49	182.32	1099.80
Metals - Non Ferrous	16.13	14.41	8.07	38.61
Mattresses	85.62	93.93	68.50	248.05
Paper	127.10	171.06	120.38	418.54
Rigid Plastics	105.10	103.80		208.90
Plasterboard	130.52	101.30		231.82
Mixed Dry Recyclables	2.04			2.04
Printer Cartridges	0.24	0.24	0.18	0.66
Rubble and Hardcore	1569.14	1558.10	1137.40	4264.64
Textiles	46.26	56.74	45.95	148.95
Tyres	30.58			30.58
Oil - Waste/Motor	21.11	14.26	10.99	46.36
WEEE A - LDA / Large Appliances	32.34	31.16	20.20	83.70
WEEE B - Fridges / Cooling Appliances	47.75	52.11	37.92	137.77
WEEE C - TV / Display Equipment with CRT	43.08	44.66	39.72	127.46
WEEE D - Fluorescents / Gas Discharge Lamps	0.71	1.21	0.95	2.87
WEEE E - SDA / Small Domestic Appliances	148.86	197.48	178.70	525.04
Wood	1551.89	1450.82	1276.67	4279.39
CD's	0.45			0.45
Grand Total	6065.04	6302.58	4955.61	17323.22

Report on performance of reuse scheme

During the last 12 months 2.21 tonnes of Bric a Brac – (household items that can be reused), were collected by site staff and stored for donation to the British Heart Foundation.

The British Heart Foundation have stores both in Gillingham and Chatham and are a nationally recognised charity funding vital research into the causes, prevention, diagnosis and treatment of heart and circulatory diseases.

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.

Material Type	Tonnage	Percentage
Asbestos	37.79	0.22%
Batteries Automotive	47.41	0.27%
Batteries Household	9.86	0.06%
Chemicals	1.08	0.01%
Gas Bottles	26.61	0.15%
Oil - Waste/Motor	46.36	0.27%
Plasterboard	231.82	1.34%
Printer Cartridges	0.66	0.00%
WEEE A - LDA / Large Appliances	83.70	0.48%
WEEE B - Fridges / Cooling Appliances	137.77	0.80%
WEEE C - TV / Display Equipment with CRT	127.46	0.74%
WEEE D - Fluorescents / Gas Discharge Lamps	2.87	0.02%
WEEE E - SDA / Small Domestic Appliances	525.04	3.03%
Total	1278.43	7.38%

Best Value review of material off takers

Norse has a contract with Countrystyle UK ltd to provide a gate fee and lifts for the following materials

- Green fixed
- Rubble fixed
- Plasterboard fixed
- Wood Fixed
- Rigid Plastic

Other materials where the markets are more variable were agreed by using monthly industry publications to provide the rates:

- Mixed Glass Bottles
- Ferrous Metals
- Non Ferrous Metals
- Paper/Card

Residual Waste is delivered Norse to Veolia under a gate fee contract agreed with Medway Council.

Other materials

- Engine Oil collected by Slicker Oil
- Asbestos collected by Pinden
- Household Batteries collected by WasteCare
- Gas Bottles collected by Synergy
- Printer Cartridges Collected by Take Back
- Florescent tubes collected by Recolight Ltd

- Fridges and Freezers collected by MDJ Light Brothers
- TVs and Large and Small domestic appliances collected by Sweeps
- Cooking Oil collected by Living Fuels
- Textiles collected by Wilcox
- Tyres collected by Pountney Tyres
- CDs and Cases delivered to Repro Plastics

The next table provides a summary of the costs and incomes from the material sales for the last 12 months.

Summary of costs and income from material sales.

Material Type	Tonnage	Rate	Total
Asbestos	37.79	-£376	-£14,209
Batteries Automotive	47.41	£339	£16,072
Batteries Household	9.86	-£17	-£165
Bric-a-Brac	2.21	£0	£0
Chemicals	1.08	-£1,615	-£1,744
Oil - Cooking	2.16	£111	£240
Metals - Ferrous (Light Iron)	826.83	£136	£112,201
Gas Bottles	26.61	-£913	-£24,295
General Waste	4,459.65	£0	£0
Glass Mixed	14.00	-£19	-£266
Green Waste	1,099.80	-£36	-£39,593
Metals - Non Ferrous	38.61	£2,196	£84,807
Mattresses	248.05	£0	£0
Paper	418.54	£108	£45,214
Rigid Plastics	208.90	-£24	-£5,014
Plasterboard	231.82	-£57	-£13,280
Mixed Dry Recyclables	2.04	-£45	-£92
Printer Cartridges	0.66	£0	£0
Rubble and Hardcore	4,264.64	-£14	-£59,705
Textiles	148.95	£105	£15,640
Tyres	30.58	-£518	-£15,855
Oil - Waste/Motor	46.36	-£79	-£3,647
WEEE A - LDA / Large Appliances	83.70	£0	£0
WEEE B - Fridges / Cooling Appliances	137.77	£0	£0
WEEE C - TV / Display Equipment with CRT	127.46	£0	£0
WEEE D - Fluorescents / Gas Discharge Lamps	2.87	£0	£0
WEEE E - SDA / Small Domestic Appliances	525.04	£0	£0
Wood	4,279.39	-£25	-£108,268
CD's	0.45	-£32	-£14
Grand Total	17,323.22		-£11,973

Environmental and Other Considerations

- **Health and Safety and Environmental Compliance**
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
- **Site Security and Related Issues**
Increase in aggressive behaviour from customers.
Incident with a member of public with a video camera trying to goad a reaction from the site team leader so the video could be posted on the internet.
- **Fire prevention plan**
Each of the 3 sites has an Environmental Management system including a Fire Prevention Plan

Aims for next contract year

In partnership with Medway Council, the challenges for the next contract year will include:

- Improving recycling rates at all sites
- Introduce Rigid Plastic Recycling
- Commencing customer satisfaction surveys
- Improve BricaBrac Reuse options

Appendix 4 – National Indicator calculation methodology

The following guidance has been included to provide an explanation on how National Indicators for waste are calculated. This indicator set is a nationally recognised method for calculating Local Authority waste performance.

All waste data is reported by Medway Council to Waste Data Flow (WDF), the statutory reporting instrument for reporting waste data, on a quarterly basis. The following are the deadlines for Local Authority WDF submissions:

Reporting period	Data available by
April to June	30th September
July to September	31st December
October to December	31st March
January to March	30th June

This data is then used to produce national performance reports which are released by Defra, usually in December each year.

NI191 – KG's of residual household waste per household

This is the amount of waste that is not sent for reuse, recycling or composting.

It is calculated by deduction, i.e. it is total household waste minus household waste sent for reuse, recycling or composting, as defined under NI192. Therefore, it is recommended that the definitions given under NI192 are considered first.

The size metric is the number of households in the local authority area, as given by the dwelling stock figures from the Valuation Office.

These figures are taken from the Council Tax base returns made by local authorities.

Numerator	Denominator
Total household waste as defined under NI192 denominator	Total households in the authority area
Minus	
Total household waste sent for reuse, recycling or composting as defined under NI192 denominator	

NI192 – Percentage of Household waste sent for reuse, recycling and composting

This indicator includes household waste as defined under EPA 1990 and the Controlled Waste Regulations 1992.

'Sent for' means delivered to and accepted for re-use, recycling or composting by a company, individual or organisation which will reprocess waste that is an acceptable form for inclusion in the re-use, recycling or composting process.

Any waste described as 'Sent for' will exclude any rejected material. For example, rejects from a material recycling facility (MRF).

DIY waste (Rubble & plasterboard) are both classed as non-household waste and are excluded from all parts of the calculation.

Numerator	Denominator
<p>Total tonnage of waste <i>sent for</i> reuse, recycling and composting from:</p> <ul style="list-style-type: none"> • HWRC's (excluding DIY waste) • Kerbside collections • Bring banks • Third party recycling (recycling credits) 	<p>Total tonnage of waste <i>collected</i> for reuse, recycling and composting from:</p> <ul style="list-style-type: none"> • HWRC's (excluding DIY waste) • Kerbside collections • Bring banks • Third party recycling (recycling credits) <p>Total tonnage of residual household waste collected from:</p> <ul style="list-style-type: none"> • Kerbside black sack waste • Street litter • Bulky collections • HWRC's residual waste • Clinical waste • Asbestos

NI 193 – Percentage of municipal waste sent for landfill

The definition of municipal waste is as for the Landfill Allowance Trading Scheme.

'Sent to landfill' includes both collected residual waste sent directly to landfill, waste collected for recycling but subsequently rejected to landfill and residual waste sent to landfill after an intermediate treatment (e.g. MBT).

Numerator	Denominator
<p>Total tonnage of waste:</p> <ul style="list-style-type: none"> • Sent directly to landfill • Rejected from reuse or recycling to landfill 	<p>Total tonnage of waste collected:</p> <ul style="list-style-type: none"> • For reuse or recycling including: <ul style="list-style-type: none"> o Kerbside recycling o Kerbside organics o HWRC recycling o Recycling separated from bulky waste and flytipping o HWRC Reuse o Bring site recycling • For residual disposal including: <ul style="list-style-type: none"> o Kerbside black sack waste

	<ul style="list-style-type: none">o Street littero Bulky collectionso Flytipping residual wasteo HWRC's residual wasteo Clinical wasteo Asbestos
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Appendix 5 – Medway's collected and sent waste and recycling performance as reported to waste data flow

1. Background

National indicators (NI's) are the nationally recognised method for measuring waste performance, bringing together waste data from across all of Medway's waste collection and waste treatment services.

NI's follow a financial year reporting cycle April to March. (Full guidance on NI calculation methodology included in Appendix 4).

Under the Circular Economy Package (now enshrined in UK law), the UK is committed to:

- national recycling rates of:
 - o 50% by 2020
 - o 60% by 2030
 - o 65% by 2035
- no more than 10% of municipal waste to landfill by 2035.

It is important to note that these targets are based on the UK *as a whole*. Although there are *currently* no financial or legal consequences for their achievement or not, Medway is expected to do their part to help achieve these targets.

2. Medway Performance April 2021 to March 2022

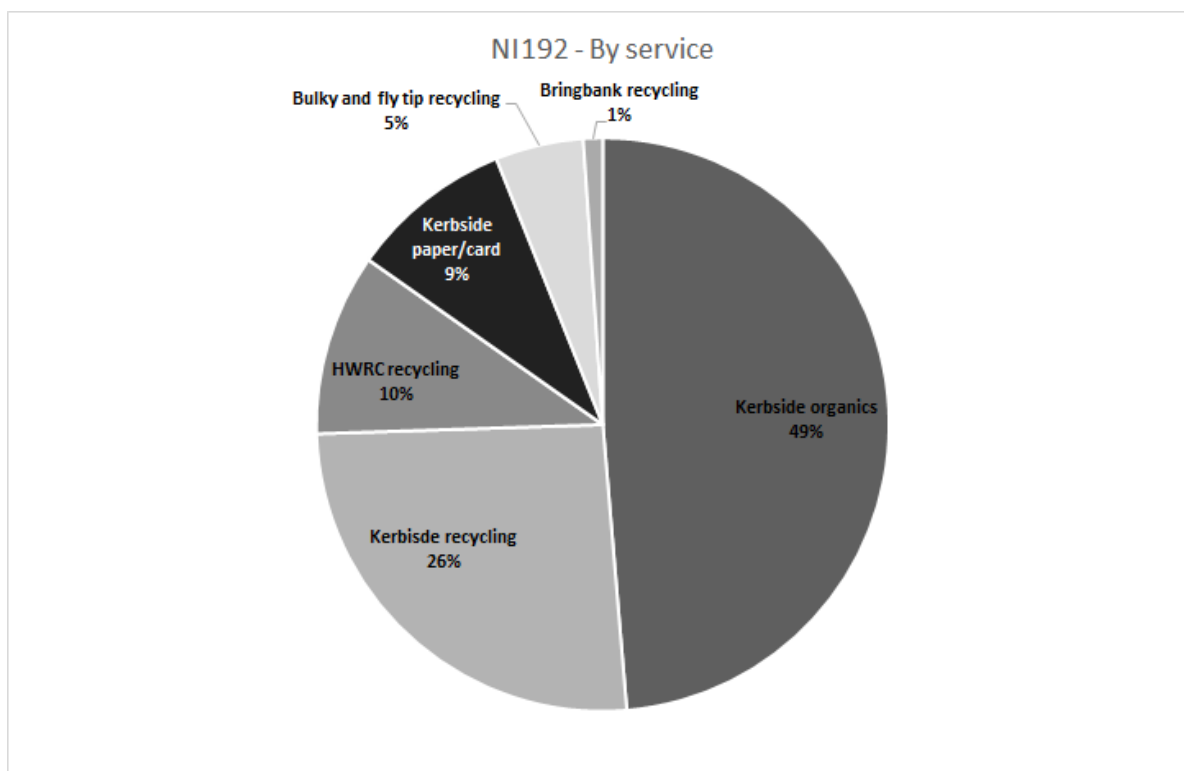
The audited performance rates for 2021/22 will not be released by Defra until Quarter 4 2022/23 but the expected results are as follows:

Performance indicator	Expected result	Movement on previous year
NI 191 - KGs of residual household waste per household.	624 KG'S	Down by 2 KG's
NI 192 - Percentage of household waste sent for reuse, recycling or composting.	40.5%	Down by 1.3%
NI 193 - Percentage of municipal waste sent to landfill.	1.5%	Down 0.2%

Predicted NI results 2021/22

3. Medway NI192 rate as a proportion across services

The pie chart below details the input to Medway's NI192 recycling rate by service for the financial year 2021/22:



NI192 input by service 2021/22

The table below details the input to Medway's NI192 recycling rate by service over a two-year comparison:

Service	% of NI192	
	2020/21	2021/22
Kerbside organics	19.3%	19.7%
Kerbside recycling	10.5%	10.5%
HWRC recycling	4.1%	4.2%
Kerbside paper/card	3.9%	3.7%
Bulky and fly tip recycling	3.4%	2.0%
Bring bank recycling	0.4%	0.4%
Total NI192 recycling rate 2021/22	41.7%	40.6%

4. Historic national indicators

The table below details performance across all three national indicators over 10 years against local targets:

Financial year	NI 191			NI192			NI193		
	Residual household waste per household (KG's)			Reuse, Recycling & composting (%)			Municipal waste landfilled (%)		
	Actual	Target	Diff	Actual	Target	Diff	Actual	Target	Diff
2012/13	624	792	168	41.00%	41.00%	0.00%	16.30%	19.00%	2.70%
2013/14	640	792	152	41.20%	42.00%	-0.80%	16.20%	19.00%	2.80%
2014/15*	588	650	62	46.10%	43.00%	3.10%	13.80%	19.00%	5.20%
2015/16	628	650	22	42.70%	44.00%	-1.30%	11.10%	19.00%	7.90%

2016/17	630	650	20	42.80%	45.00%	-2.20%	10.40%	19.00%	8.60%
2017/18	617	650	33	42.80%	46.00%	-3.20%	9.50%	11.90%	2.40%
2018/19* *	622	650	28	42.80%	38.00%	4.80%	10.80%	11.90%	1.10%
2019/20	567	650	83	46.00%	38.00%	8.00%	4.00%	11.90%	7.90%
2020/21	626	650	24	41.80%	38.00%	3.80%	1.70%	11.90%	10.20%
2021/22* **	624	650	26	40.50%	38.00%	2.50%	1.50%	11.90%	10.40%

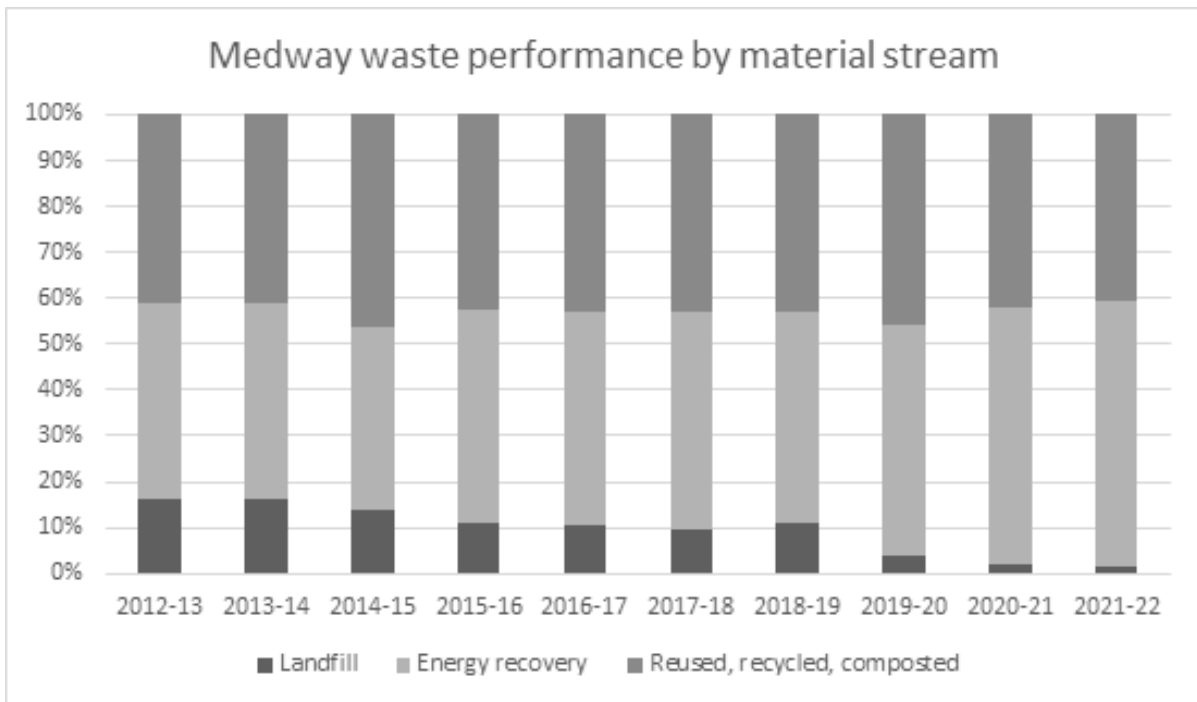
* DCLG year 1

**Adjusted NI192 target following a change in reporting

*** Data 2021/22 due for release Quarter 4 2022/23 and is therefore predicted

5. Performance by waste treatment

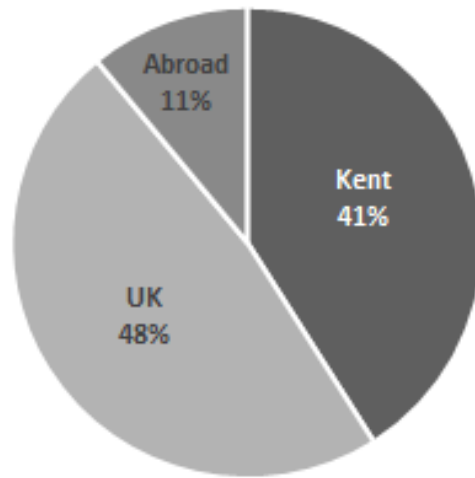
The graph below details Medway's performance across all waste services by waste treatment over a ten-year period.



6. Medway end destinations

The pie chart below details where Medway's waste is processed with 89% dealt with in the UK. This is a 4% decrease on the previous year (93% dealt with in the UK) as a result of changes to residual waste energy recovery treatment.

Medway end destinations 2021/22



Medway end destinations 2021/22