



# **Regeneration, Culture and Environment Overview and Scrutiny Committee**

**15 November 2023**

## **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 2022 to September 2023:

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).

### 1. Recommendations

1.1 The Committee is asked to note the content of this report including the Annual Service Reports and other briefings set out in Appendices 1 through 5.

### 2. Budget and policy framework

2.1. 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.

2.2. 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.

2.3. 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.

### 3. Medway Norse - Waste and Recycling Collection, Street Cleansing Services

- 3.1. 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).
- 3.2. 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.
- 3.3. Medway Norse are required to provide an annual report detailing the operation of the waste collection and street cleansing managed service.
- 3.4. The annual report is attached at Appendix 2 (collection and cleansing).
- 3.5. 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).
- 3.6. 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).
- 3.7. 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.
- 3.8. The total number of individual refuse, recycling and food/garden waste collections carried out per contract year was approximately 17.3 million. The number of individual collections reported as missed from October 2022 – July 2023 was 44500. The pro rata estimate of individual missed collections for

August and September 2023 is 890. The total estimated missed collections is 5340 (0.03%) for 2022-2023 or 7 missed collections/service/day.

3.9. Key contract achievements: Contract Year 2022-23 (not including August & September 2023)

- All collection and cleansing services have been delivered to meet the Council's statutory duties.
- Contract budgets remained within the scope for the services provided.
- Street cleansing investment of a new compact street cleansing vehicle more suited to pedestrian areas has been well received in Medway town centres.
- The severe weather in December 2022 impacted collections, street cleansing and bulky collections.
- The waste collection service was suspended on 26 September 2022 to observe the State Funeral on the Bank Holiday for the State Funeral for Queen Elizabeth II.
- The waste collection service operated as usual on Monday 8 May 2023 the Bank Holiday for the coronation of King Charles III.
- Street cleansings operatives increased referrals of commercial waste or fly tipped waste evidence sent to Enforcement for investigation leading to possible prosecutions.

3.10. The Christmas collection service in 2022-23 was delivered following the same principles as the previous year. Waste collections were delivered successfully through early planning and the redeployment of additional vehicles that were available due to suspended organic waste and bulky collections ensuring all collection rounds were complete.

Festive collection dates 2022/23

<b>Collection day</b>	<b>Christmas week</b>	<b>New Year week</b>
Monday	<i>Bank Holiday - No collection</i>	Tuesday, 3 January
Tuesday	<i>Bank Holiday - No collection</i>	Wednesday, 4 January
Wednesday	Wednesday, 28 December	Thursday, 5 January
Thursday	Thursday, 29 December	Friday, 6 January
Friday	Friday, 30 December	Saturday, 7 January

3.11. Key contract indicators: Contract Year 1 October 2022- September 2023 (estimates used for August and September)

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

	<b>Year 1</b> Oct 19 - Sept 20	<b>Year 2</b> Oct 20 - Sept 21	<b>Year 3</b> Oct 21 - Sept 22	<b>Year 4 ACTUAL</b> Oct 22 - Jul 23	<b>Year 4 ESTIMATE</b> Aug 23 - Sept 23	<b>Year 4 Summary</b> Oct 22 - Sept 23
Total missed collections	9,151	9,204	6,406	4,450	890	5,340
Total collections	17,095,728	17,095,728	17,095,728	14,439,748	2,887,950	17,327,698
% of missed collections	0.05%	0.05%	0.04%	0.03%	0.03%	0.03%

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

<b>Service</b>	<b>Year 1</b> Oct 19 - Sept 20	<b>Year 2</b> Oct 20 - Sept 21	<b>Year 3</b> Oct 21 - Sept 22	<b>Year 4 ACTUAL</b> Oct 22 - Jul 23	<b>Year 4 ESTIMATE</b> Aug 23 - Sept 23	<b>Year 4 Summary</b> Oct 22 - Sept 23
<b>Street Cleansing</b>						
Dead animal removal	728	731	668	480	96	576
Needles and syringe removal	80	90	36	32	6	38
Glass removal	242	261	230	106	6	112
Fly tip removal (incidents)	5,873	4,427	3810	3643	729	4372
<b>Recycling containers</b>						
Brown bin delivery, repair, or replacement	3,992	4,267	4265	1770	354	2124
Reusable recycling bag delivery (single service request)	7,896	9,746	6764	4531	906	5437
Annual clear sack deliveries	360,000	360,000	360,000	300,000	60,000	360,000
Additional clear sack delivery	1,680	1,672	1104	633	127	760
<b>Bulk recycling</b>						
Bulk recycling bins for flats	51	27	50	44	8	52
<b>Bulky Collection</b>						
Standard Bulky Collections	6,916	12,757	12,238	10,155	2,200	12,355
Express Collections	1,960	1,578	1,210	996	220	1,216

## 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↑
Oct 2021 – Sept 2022	Medway Norse	18,889↓	22,430↓	837↓	58,794↓
<i>Oct 2022 – Aug 2023 ACTUAL</i>	<i>Medway Norse</i>	<i>16,663</i>	<i>19,526</i>	<i>742</i>	<i>53,135</i>
<i>Sep 2023 ESTIMATE</i>	<i>Medway Norse</i>	<i>1,505</i>	<i>1,778</i>	<i>94</i>	<i>4,701</i>
Oct 2022 – Sep 2023 TOTAL	Medway Norse	18,168↓	21,304↓	836↓	57,836↓

## 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↑
<i>Oct 2020 – Sept 2021</i>	<i>Medway Norse</i>	<i>1,691 ↓</i>	<i>2,751 ↓</i>	<i>894↑</i>	<i>5,336↑</i>
<i>Oct 2021 – Sept 2022</i>	<i>Medway Norse</i>	<i>1,620↓</i>	<i>1,953↓</i>	<i>712↓</i>	<i>4,284↓</i>

<i>Oct 2022 – Aug 2023 ACTUAL</i>	<i>Medway Norse</i>	<i>1,384</i>	<i>2,069</i>	<i>588</i>	<i>4,041</i>
<i>Sep 2023 ESTIMATE</i>	<i>Medway Norse</i>	<i>130</i>	<i>121</i>	<i>62</i>	<i>314</i>
<b>Oct 2022 – Sep 2023 TOTAL</b>	<b>Medway Norse</b>	<b>1,514↓</b>	<b>2,190↑</b>	<b>651↓</b>	<b>4,355↑</b>

#### 4. Veolia - Waste Disposal Contracts

- 4.1. The Veolia waste disposal contract consists of two contracts:
- 4.1.1 Residual waste disposal (Oct 2022 – Sept 2024 +2)
  - 4.1.2 Recycling waste disposal (Oct 2010 – Sept 2035 +5)
- 4.2. The success of this contract has been measured via:
- 3.2.1 Monthly contract meetings.
  - 3.2.2 Performance against KPI's.
  - 3.2.3 Annual report to Overview and Scrutiny Committee.
  - 3.2.4 Monthly corporate monitoring via Pentana returns.
  - 3.2.5 National Waste Dataflow returns.
- 4.3. These contracts have been delivered to meet our statutory duties and consist of the following elements:
- 4.3.1 Transfer of Medway's residual, recycling and organic waste through the Veolia owned transfer station at Whitewall Road, Strood.
  - 4.3.2 Haulage and treatment of Medway's residual and recycling waste.
- 4.4. The contract requires Veolia to provide an annual report detailing the operation of the contract, which is contained within Appendix 1 of this document.
- 4.5. This annual service report seeks to review the performance of the Contract Year (CY) October 2022 to September 2023.

#### **Veolia key achievements for contract year October 2021 – September 2022**

- 4.6. Residual waste diversion
- 4.7. The residual waste treatment contract runs until 2035 (+5) and includes:
- 4.7.1 Transfer and disposal kerbside collected black sacks, bulky collections and street arisings.
  - 4.7.2 A guarantee to divert a percentage of contract waste away from landfill each year. (Target of 82.4% for the Financial Year (FY) 2022/23)

- 4.8. As detailed in table 1 below, its estimated that 63,202 tonnes of residual waste will be processed during this reporting period. This represents a decrease of 1.5% (1K tonnes) compared to the previous year.

<b>Table 1 - Residual contract waste (CY)</b>				
<b>Residual waste</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23*</b>
Black sack waste	60,425	62,903	58,794	57,836
Bulky waste	959	1,166	837	836
Street sweepings	4,500	4,442	3,572	3,704
Flytipping	659	894	712	651
Mattresses	258	244	270	174
<b>TOTAL</b>	<b>66,801</b>	<b>69,649</b>	<b>64,186</b>	<b>63,202</b>

- 4.9. Veolia's ongoing commitment to divert residual waste from landfill includes a target of 82.4% for FY 2022/23. We are happy to announce that Veolia achieved a 100% actual diversion rate for FY 2022/23, meaning no residual waste was sent to landfill (see table 2). This in turn, supported the Council in achieving its lowest ever NI193 landfill rate to date (see appendix 4 and 5).

<b>Table 2 - Residual waste diversion against target</b>				
	<b>2019-20</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>
Target	81%	82%	82%	82%
Actual	93%	97%	98%	100%

- 4.10. Veolia utilised several innovative residual waste recovery facilities to achieve the 100% diversion target for the year.
- 4.11. The first of those facilities is Enfinium, Kemsley which opened to Medway's waste during 2020. The sophisticated technology used by Enfinium turns Medway's non-recyclable residual waste into renewable energy for the National Grid.
- 4.12. Mattresses collected through kerbside bulky collections and recycling centres are treated 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.
- 4.13. In addition to this, all of Medway's mechanical street cleansing arising's are diverted from landfill and are reprocessed at a Veolia, Essex facility. Here, 95% of the street arisings are recovered as detailed in table 3.

<b>Table 3 – Street arisings recovery</b>		
<b>Output material</b>	<b>%</b>	<b>End use</b>
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

- 4.14. During this contract year, the Environment Agency (EA) instructed local authorities on the proper management of Waste Upholstered Seating (WUDs) containing Persistent Organic Pollutants (POPs). POPs, which are used as a flame retardant, can pose a significant risk to humans, wildlife, and the environment if they are not properly disposed of. I'm pleased to report that from January 2023, Medway council introduced a fully compliant disposal route for WUDs in partnership with Veolia. This waste stream is now sent for incineration, which is the only current treatment process known to destroy POPs.
- 4.15. Recycling disposal
- 4.16. Following a competitive procurement process, Veolia were re-awarded the recycling contract for a further 2-years (with the option to extend for 2 years) in October 2022.
- 4.17. As detailed in table 4 below, it is estimated that 39,959 tonnes of recyclable waste was processed during this reporting period. This represents a decrease of 4.5% (2K tonnes) compared to the previous reporting period.

<b>Table 4 - Recycling contract waste (CY)</b>				
<b>Recycling</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23*</b>
Kerbside recycling**	19,238	21,125	18,889	18,168
Garden & food	23,469	24,506	22,430	21,304
Glass (bring bank)	369	299	307	260
WEEE	203	211	197	191
Wood	3	7	9	11
Rubble/hardcore	12	6	14	5
Metal	10	40	16	19
<b>TOTAL</b>	<b>43,304</b>	<b>46,194</b>	<b>41,863</b>	<b>39,959</b>

\*Data for 2022/23 is estimated based on actuals for Oct 2022 to Aug 2022.

\*\*Kerbside recycling includes mixed containers (white bag/clear sack) and paper/card (blue bag)

- 4.18. Kerbside recycling, which includes mixed containers (white bag/clear sack) and separated paper and card (blue bag), is processed at Veolia's Southwark Materials Recycling Facility and Palm Papers Norfolk facility. Here, materials are separated into valuable material streams before being sent for further reprocessing.



- 4.19. We continue to experience 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.
- 4.20. The types of contamination we frequently see in comingled recycling include:
- 4.20.1 Sanitary products (such as nappies)
  - 4.20.2 Food waste
  - 4.20.3 Small electrical items and batteries
  - 4.20.4 Textiles
  - 4.20.5 Non-target materials of a similar nature to target recycling (such as glass cooking dishes or metal saucepans)
- 4.21. For this reporting period, we are predicting our kerbside recycling contamination level will be 20% (no change from the previous reporting period) meaning 3K tonnes will be rejected to alternative processing or energy recovery.

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

- 5.1. 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.
- 5.2. The success of this contract has been measured via:
- 5.2.1 Monthly contract meetings.
  - 5.2.2 Annual report to Overview and Scrutiny Committee.
  - 5.2.3 Monthly corporate monitoring via Pentana returns.
  - 5.2.4 National Waste Dataflow returns.
- 5.3. This contract has been delivered to meet our statutory duties and broadly consists of the following elements:
- 5.3.1 The management of three HWRC's.
  - 5.3.2 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).
  - 5.3.3 The marketing and sale of materials arising at the sites with the exception of residual waste, wood waste, and those detailed above.
  - 5.3.4 A 50/50 risk share on all materials sold.
  - 5.3.5 Achievement of 60% recycling rate in Year 1, 61% recycling rate at Year 2 and 62% recycling rate for Year 3 onwards.
- 5.4. 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).

5.5. 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.

5.6. This annual service report seeks to review the performance from the Contract Year (CY) October 2022 to September 2023.

### Medway Norse key achievements for contract year October 2022 September 2023

5.7. HWRC operation

5.8. Throughout this contract year the HWRC's have operated under a booking system, and we estimate that 194,547 visits will be made to the three recycling centres, an 8% increase on the previous report period.

5.9 Table 5 below details actual visits under booking system alongside the number of slots offered compared to previous reporting periods.

<b>Table 5 – HWRC booking system data CY</b>				
<b>HWRC</b>	<b>2019/20 actual customer visits*</b>	<b>2020/21 actual customer visits</b>	<b>2021/22 actual customer visits</b>	<b>2022/23 estimated customer visits</b>
Capstone	80,342	58,291	56,550	61,826
Hoath Way	78,635	52,011	54,546	67,121
Cuxton	67,663	62,821	65,803	65,600
<b>Total</b>	<b>226,640</b>	<b>173,123</b>	<b>176,899</b>	<b>194,547</b>
<i>Visits change (%)</i>	-	<i>Up 2.2%</i>	<i>Up 1.5%</i>	<i>Up 8.3%</i>
<b>Slots offered</b>		<b>275,732</b>	<b>360,020</b>	<b>363,208</b>
<b>Available capacity</b>		<b>37%</b>	<b>51%</b>	<b>46%</b>

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

5.10. Highlights from the booking system during this reporting period include:

5.10.1 363K bookable slots offered which remained consistent with the previous reporting period (within a range of +/- 1%).

5.10.2 Of the 363K bookings offered, we are estimating that 195K bookings will be fulfilled by customers, an 8.3% increase on the previous reporting period.

5.10.3 Same day booking available at all sites.

5.10.4 Medway residents only scheme implemented from 1 April 2023.

5.11. Site performance

5.12. A total of 15,048 tonnes of waste were processed through Medway’s three HWRCs during this reporting period. Of this, 7,108 tonnes was sent for recycling and Norse achieved a recycling rate of 63.8%. Table 6 below details Norse recycling performance for the duration of the contract.

<b>Table 6 – Norse recycling rate contract performance</b>				
<b>Contract year</b>	<b>Total waste*</b>	<b>Recycled</b>	<b>Recycling %</b>	<b>Target %</b>
Year 1 - Oct 2017-Sept 2018	21,996	12,996	59.1%	60%
Year 2 - Oct 2018-Sept 2019	20,402	12,189	59.7%	61%
Year 3 - Oct 2019-Sept 2020	12,211	7,428	60.8%	63%
Year 4 - Oct 2020-Sept 2021	12,993	8,128	62.6%	63%
Year 5 - Oct 2021-Sept 2022	12,530	8,199	65.4%	63%
Year 6 - Oct 2022-Sept 2023	11,146	7,108	63.8%	63%

\*Total waste excludes rubble and hardcore in line with NI192 calculation methodology.

5.13. Despite the number of visits made increasing during this reporting period, the total tonnage processed through the sites has decreased by 13%. This decrease could be partially attributed to the loss of cross border waste from April 2023. Despite this waste decrease, material composition of waste disposed of through HWRCs remains broadly similar to previous years (within a range of +/- 2%) as detailed in figure 1 below.

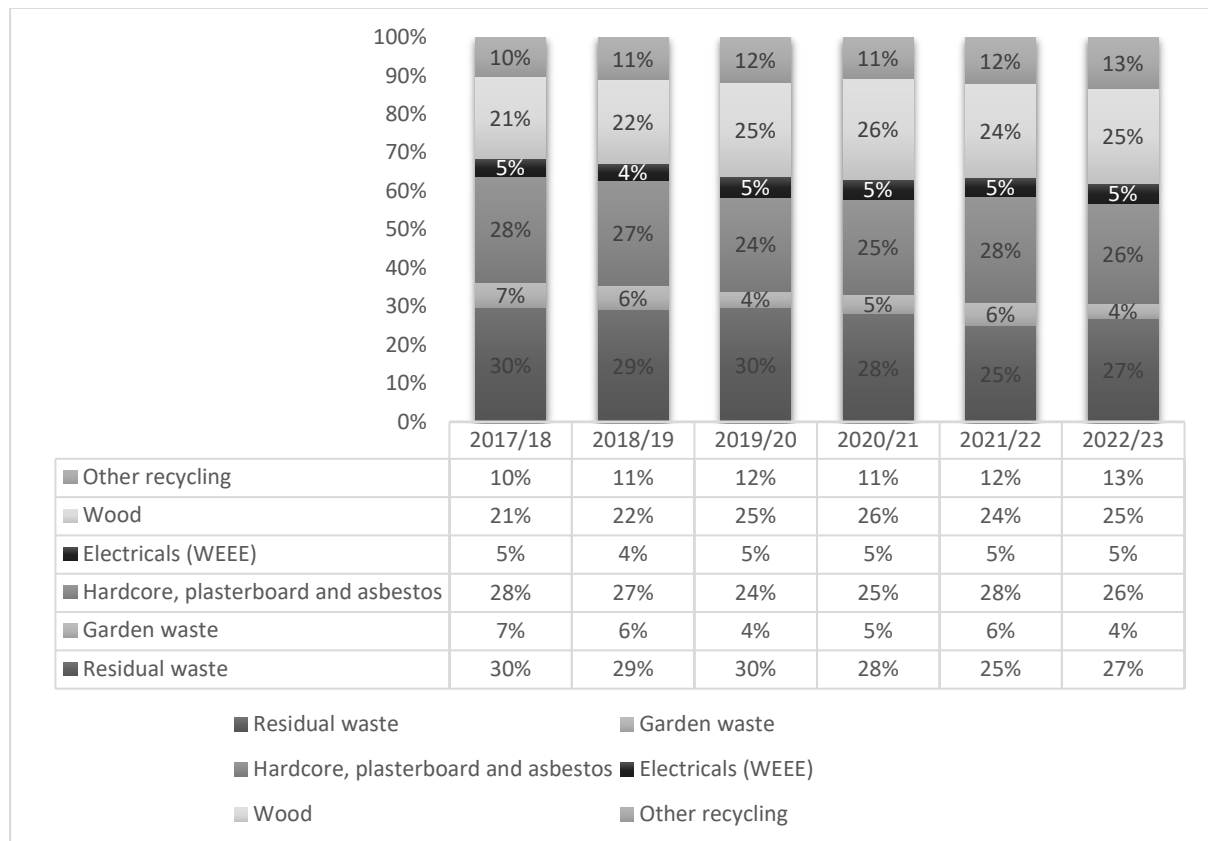


Figure 1 - HWRC waste composition

- 5.14. Medway Norse secured an outlet for rigid plastics which went live during October 2021 at Capstone and Cuxton site only. This service has continued to operate well this year and saw 268 tonnes of rigid plastics, such as garden furniture and children's toys, diverted from residual waste to a recycling outlet. Options to include this at the Hoath Way site were explored but have been unsuccessful due to space limitations.
- 5.15. Medway Norse and the Waste Disposal team worked in partnership to find a reuse solution which went live early 2023 with Gillingham Street Angels (GSA). Customers bringing items to the sites that still have a use are now segregated for donation to GSA. This reporting period has seen 33 tonnes of reusable goods diverted to GSA (a 1500% increase on the previous reporting period).
- 5.16. This socially aware organisation collects the items for resale in their shop based in Chatham providing significant environmental and social value for Medway by:
- 4.16.1 Keeping items in use for longer and avoiding waste.
  - 4.16.2 Providing quality items of furniture, electricals and bric-a-brac at affordable prices.
  - 4.16.3 Funding supports GSA's wider work supporting Medway's most vulnerable residents through food banks, school uniform banks and more.
  - 4.16.4 Providing upskilling and reskilling through the GSA 'Angels in Shed's' furniture upcycling scheme.
- 5.17. During this contract year, the Environment Agency (EA) instructed local authorities on the proper management of Waste Upholstered Seating (WUDs) containing Persistent Organic Pollutants (POPs). POPs, which are often used as a flame retardant, can pose a significant risk to humans, wildlife, and the environment if they are not properly disposed of. Following consultation with the disposal chain, WUDS are now compliantly segregated at all three sites ready for onward compliant treatment with the disposal contractor (see also section 3.6.8).
- 5.18. Customer satisfaction
- 5.19 During this reporting period we have carried out customer satisfaction surveys via direct email to customers through the booking system. The survey gained views from 2,441 customers (a 17% decrease in responses from the last survey round) over a 6-week period. Customers were asked for views on:
- 4.19.1 Satisfaction with cleanliness of the sites
  - 4.19.2 Satisfaction with recycling facilities available on sites
  - 4.19.3 Satisfaction with site staff
- 5.20. We are pleased to report that overall satisfaction was rated at 94% (no change from the previous survey round).

- 5.21. As part of this survey, customers were also asked how they felt about the HWRC booking system. Highlights from this include:
- 5.21.1 96% of customers found the booking system easy to use (no change from last survey)
  - 5.21.2 An average of 96% of customers were able to book a slot on their preferred date/time (a 2% percentage point increase from last survey)
  - 5.21.3 80% of customers strongly agreed/agreed with keeping the booking system in the future (a 2% percentage point increase from last survey)

## 6. 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

## 7. Financial implications

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

## 8. Climate change implications

8.1. 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.

8.2. 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.

## 9. Legal implications

9.1. 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.

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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	<a href="http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=742">http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=742</a>  and	20 February 2007
Options Appraisal for Waste Collection Services	<a href="http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=932">http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=932</a>	5 August 2008
Waste Collection Services and Waste Disposal Services: Award of Contracts	<a href="http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=3321">http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=3321</a>	14 Jul 2009
Contracts for the Collection and Disposal of Waste Update	<a href="http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=3351">http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=3351</a>	22 Sep 2009
Gateway1 Options Appraisal: Management of Household Waste Recycling Centres	<a href="http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=4078">http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=4078</a>	26 January 2010
Gateway 3 Contract Award: Household Waste Collection and Disposal Contracts	<a href="http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=1818">http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=1818</a>	30 March 2010
Gateway 3 Contract Award: Household Waste Recycling Centres	<a href="http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=4954">http://democracy.medway.gov.uk/mg/IssueHistoryHome.aspx?IId=4954</a>	20 July 2010
Recycling Clear Bags report	<a href="http://democracy.medway.gov.uk/mg/Convert2PDF.aspx?ID=8523">http://democracy.medway.gov.uk/mg/Convert2PDF.aspx?ID=8523</a>	4 October 2011
Annual Review of Waste Contracts: Year 1	<a href="http://democracy.medway.gov.uk/mg/Convert2pdf.aspx?id=9016">http://democracy.medway.gov.uk/mg/Convert2pdf.aspx?id=9016</a>	13 December 2011
Gateway 4 Procurement Post Project Completion Review: Household Waste Recycling Centres	<a href="http://democracy.medway.gov.uk/mg/Convert2pdf.aspx?id=9264">http://democracy.medway.gov.uk/mg/Convert2pdf.aspx?id=9264</a>	17 January 2012
Gateway 4 Procurement Post Project Completion Review: Waste Collection And Disposal Contracts	<a href="http://democracy.medway.gov.uk/mg/Convert2pdf.aspx?id=9262">http://democracy.medway.gov.uk/mg/Convert2pdf.aspx?id=9262</a>	17 January 2012
Gateway 4 Procurement Post Project Completion Review: Organic Waste (Garden And Kitchen) Processing	<a href="http://democracy.medway.gov.uk/mg/Convert2pdf.aspx?id=9260">http://democracy.medway.gov.uk/mg/Convert2pdf.aspx?id=9260</a>	17 January 2012

DCLG Weekly Collection Support Fund – Medway's Bid	<a href="http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=16104">http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=16104</a>	28 June 2012
Gateway 5 Procurement Contract Management Report: DCLG Weekly Collections Support Fund (Medway Weekly Bid)	<a href="http://democracy.medway.gov.uk/mgConvert2PDF.aspx?id=18307">http://democracy.medway.gov.uk/mgConvert2PDF.aspx?id=18307</a>	27 November 2012
Gateway 5 Procurement Contract Management Report: Waste Collection and Disposal, Household Waste Recycling Centres, Tree Maintenance and Highways Minor Works	<a href="http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=22113">http://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=22113</a>	17 December 2013
Gateway 5 Report: Household Waste Recycling Centres Contract (item 6)	<a href="https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&amp;MId=3368&amp;Ver=4">https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&amp;MId=3368&amp;Ver=4</a>	9 August 2016
Gateway 5 Report: Street Cleansing, Waste Collection and Disposal Contracts (item 17)	<a href="https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&amp;MId=3368&amp;Ver=4">https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&amp;MId=3368&amp;Ver=4</a>	9 August 2016
Gateway 1 Procurement Commencement: Household Waste Recycling Centres	<a href="https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&amp;MId=3370&amp;Ver=4">https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&amp;MId=3370&amp;Ver=4</a>	27 September 2016
Gateway 5 Report: Street Cleansing, Waste Collection and Disposal Contracts	<a href="https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&amp;MId=3376">https://democracy.medway.gov.uk/ieListDocuments.aspx?CId=115&amp;MId=3376</a>	7 March 2017
Waste Collection and Cleansing Contract 2019	<a href="https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=40813">https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=40813</a>	6 March 2018
Annual Review Of Waste Contracts Contract Year: October 2016 To September 2017	<a href="https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=41164">https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=41164</a>	28 March 2018
Gateway 5 Report: Annual Review Of Waste Contracts Contract Year: October 2017 To September 2018	<a href="https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=46901">https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=46901</a>	28 March 2019
Annual Review Of Waste Contracts Contract Year: October 2019 To September 2020	<a href="https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=57383">https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=57383</a>	23 March 2021
Annual Review Of Waste Contracts Contract Year: October 2020 To September 2021	<a href="https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=60064">https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=60064</a>	14 October 2021
Annual Review Of Waste Contracts Contract Year:	<a href="https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=65474">https://democracy.medway.gov.uk/mgconvert2pdf.aspx?id=65474</a>	13 October 2022

October 2021 To September 2022		
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## **Appendix 1 - Veolia Annual Service Report**

### **VEOLIA 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 2022 to 30th September 2024 with the option of a 2-year extension by mutual agreement. 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 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 (EFW) and bulky waste (predominantly from bulky collections and fly tips) that has to go to a Refuse Derived Fuel (RDF) or landfill. To ensure service continuity, Veolia utilise several residual waste facilities as detailed below.

#### **Enfinium, Kemsley (formally Wheelabrator)**

Enfinium 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. Through the combustion process, high pressure steam is created to power the turbine engine producing electricity for homes and businesses across the UK. As part of the process, metals and bottom ash are extracted for recycling and gas pollutants are treated.

#### **Veolia South East London Central Heating Programme (SELCHP)**

SELCHP is a major energy from waste incineration plant located in South Bermondsey, London 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. As part of the process, metals and bottom ash are extracted for recycling and gas pollutants are treated.

#### **Bulky waste**

Bulky waste is predominantly sent to Veolia's Greenwich Refuse Derived Fuel (RDF) facility that can accept up to 16,000 tonnes of waste per annum from the Medway contract. Through the RDF process, recyclable materials are extracted such as metal, electrical items and paper/card before the material is shredded and baled. The resulting RDF bales are then used as fuel at EFW facilities in the UK and Europe.

In addition to this, SSSI Ltd based in London are utilised as a contingency bulky waste processing facility. Similarly, to Greenwich, material is sent through a pre-sort where recyclables are extracted before being shredded and used as a fuel for EFW facilities in Europe.

#### **Mattresses**

Mattresses collected as bulky waste and through recycling centres are processed by Matt UK based in Chatham Dockyard. The units are deconstructed into its constituent parts (such as, steel, cotton, foams and other fibres) before being sent for either recycling where a market exists or used as a fuel in EFW.

## **Road sweepings**

All mechanical street cleansing arisings are sent for processing at a Veolia site in Essex where they achieve a 95% recycling rate. The material is sent through various screening and sorting steps and broken down into six categories as below:

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

## **Waste containing Persistent Organic Pollutants (POPs)**

DEFRA and the Environment agency undertook investigations into the presence of Persistent Organic Pollutants (POPs) in waste streams which resulted in guidance being issued to manage the pollutants. This guidance impacted upholstered items only such as sofa's, sofa bed's, armchairs, dining chairs and desk chairs and led to a significant change in the way these items are collected and processed including:

- Segregated collections (flytipping, bulky waste and HWRC's).
- Separate bulking of waste at Veolia transfer station.
- Treatment through incineration which has been approved for complete destruction of POPs.

Veolia worked with Medway Council to provide a compliant waste bulking and incineration treatment solution for waste containing POPs that went live early 2023.

## **Recyclate Contract destinations**

### **Recyclable materials**

Recycling material is separated on arrival at the transfer station. Material is quality checked on arrival to ensure we are providing a high-quality commodity to onward processors and end markets as detailed below.

### **Mixed paper and card**

Separate paper and card collected at kerbside is sent to Palm Recycling, Norfolk for processing. Here, material is sorted and sent through the pulping process to be made back into paper and card products.

### **Recyclate**

Mixed containers collected at kerbside are sent to Veolia Southwarks Materials Recycling Facility (MRF). Through a state of the art mechanical and manual process, the material is separated into streams such as glass, paper and cardboard, steel and aluminium cans, plastic and cartons ready for onward processing.

### **Glass**

Glass deposited at bring sites such as jars and wine bottles is sent to Day Group Limited. The material is then made into glass cullet for bottle manufacturers providing a closed loop process.

### **Waste Electrical and Electronic Equipment (WEEE)**

WEEE collected through bulky collections or flytippings such as TV's, fridge/freezers, cookers and kettles is separated on arrival on site. The material is then sent to SWEEEP Kuusakoski, Sittingbourne and Light Brothers, East Sussex where it is processed in line with the WEEE Directive.

### **Metal**

Metal segregated by collection crews through bulky collections or flytippings is separated on arrival on site. The material is then sent to EMR, Rochester where it is processed into new metal products.

## Tonnage by material stream

Recycling tonnages	Total tonnage
Oct 2018 – Sept 2019	17,473
Oct 2019 – Sept 2020	19,238
Oct 2020 - Sept 2021	21,125
Oct 2021 - Sept 2022	18,889
<b>Oct 2022 - Sept 2023* (Estimated August - Sept)</b>	<b>18,168</b>

Refuse	Total tonnage
Oct 2018 – Sept 2019	55,670
Oct 2019 – Sept 2020	60,425
Oct 2020 - Sept 2021	62,903
Oct 2021 - Sept 2022	58,794
<b>Oct 2022 - Sept 2023* (Estimated August - Sept)</b>	<b>57,836</b>

Bulky Waste	Total tonnage
Oct 2018 – Sept 2019	631
Oct 2019 – Sept 2020	959
Oct 2020 - Sept 2021	1,166
Oct 2021 - Sept 2022	837
<b>Oct 2022 - Sept 2023* (Estimated August - Sept)</b>	<b>836</b>

Garden & food waste	Total tonnage
Oct 2018 – Sept 2019	22,372
Oct 2019 – Sept 2020	23,469
Oct 2020 - Sept 2021	24,506
Oct 2021 - Sept 2022	22,430
<b>Oct 2022 - Sept 2023* (Estimated August - Sept)</b>	<b>21,304</b>

Glass tonnages (Bring Sites)	Clear	Mixed	Total
Oct 2018 – Sept 2019	-	369	369
Oct 2019 – Sept 2020	-	369	369
Oct 2020 - Sept 2021	-	299	299
Oct 2021 - Sept 2022	-	307	307
<b>Oct 2022 - Sept 2023* (Estimated August - Sept)</b>	-	<b>260</b>	<b>260</b>

Street cleansing tonnage	Litter	Mechanical Arisings	Fly-tipping	Total tonnage
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	1,620	1,953	712	4,284
<b>Oct 2022 - Sept 2023* (Estimated August - Sept)</b>	<b>1,514</b>	<b>2,190</b>	<b>651</b>	<b>4,355</b>

## Future developments

### Energy audit

As part of the long-term contract between Veolia and Medway Council and the long lease on the site until 2041, Veolia are planning an energy audit on the site to look at ways of improving the site and its efficiency. This will be taking place in Q4 2023 with the view to have solar panels installed on the workshop and transfer station.

### MRF

Planning permission has been granted for construction of a container MRF at the George Summers Close site. Work will commence once guaranteed tonnages are obtained to make the building of the MRF viable.

## Haulage

Veolia signed a 2-year contract 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. The transfer station also has a close working relationship with Nicholls haulage who work with Veolia to haul waste into the Kemsley ERF.

## 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 2023, 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

At Veolia we place health and safety at the heart of our operations and work hard with staff to report near misses when they see them. During this contract year we have had zero RIDDORS, zero accidents and zero days lost time due to accidents.

ACCIDENT TOTAL	Days since a Lost Time Accident
0	0

Veolia also provide a number of benefits to improve staff health and wellbeing including:

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

## 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

- Customer Focus
- Responsibility
- Respect

- 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 contributes to many grant schemes across the UK. Alongside the work done by the Veolia Environmental Trust, we work with local authorities across the UK. These schemes offer grants to local people, involved in local projects, with the aim of improving their local community and environment.

### Plant Life - Ranscombe Farm

During 2023, the Veolia Environment Trust awarded Plant Life International £61,142 to help protect rare plant and animal species, increase biodiversity, and improve woodland conditions for wildlife and visitors at the Ranscombe Farm Reserve in Rochester. Aside from the social value this funding will provide, it will also go towards supporting Medway Councils climate change objectives to provide the local community with a clean, green future.



### Charities

Veolia have also supported The Groundwork Team this year, 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 Veolia this sounds like an 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 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.

#### Veolia Orchard inspiring future eco-warriors

Working with our charity partner, Groundwork, Veolia are proud to have launched our latest schools-focused campaign: Veolia Orchard. Following the call for schools across the country to sign up, this project will see 500 trees and 100 bird boxes donated to 100 primary and secondary schools across England. We all know that more trees are needed in the world - not only for mitigating climate change by creating more carbon sinks, but also for biodiversity. That's why we're passionate about developing this national network of orchards and bringing more green infrastructure to our urban areas.

At Veolia, we know the importance of youth and their role in adopting sustainable habits and behaviours for a healthy and happy future. By donating orchards to schools, we're placing the power of positive change in the hands of the future guardians of our planet. School children across the country will have the opportunity to plant their very own orchard and learn how to care for them until they bear fruit – providing them with healthy, locally sourced tasty food and supporting them to get one of their five-a-day. To add even more biodiversity to the mix, we're working with Tesco to donate bird boxes as part of the orchard. Made of recycled plastic from banana transport containers, these boxes will become a home for birds in the school orchards, where students can feel even more connected to nature.

Following the national call for schools, Veolia Medway randomly selected 8 local schools who will receive fruit trees and plants in the coming year as detailed below:

- Rochester Riverside CofE Primary School - 10 Strawberry Plants in Recycled Plastic Planters
- Wainscott primary school - 5 Fruit Trees
- St Helens C of E Primary School - 10 Strawberry Plants in Recycled Plastic Planters
- City of Rochester school - 10 Strawberry Plants in Recycled Plastic Planters
- The Academy of Woodlands - 5 Fruit Trees
- Delce Academy - 5 Fruit Trees
- Warren Wood Primary Academy - 5 Fruit Trees
- St Margaret's at Troy Town CofE Primary School - 10 Strawberry Plants in Recycled Plastic Planters

## Appendix 2 - Medway Norse Waste Collection and Street Cleansing Report

### **Medway Norse Waste Annual Report (Oct 2022 – Sept 2023)**

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)**

<b>Service Area</b>	<b>Per week</b>	<b>Per year</b>
Residual collections	123,503	6,422,156
Recycling collections	119,421	6,209,892
Organic collections	93,913	4,695,650
<b>TOTAL</b>	<b>336,837</b>	<b>17,327,698</b>

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

	<b>Year 1</b> Oct 19 - Sept 20	<b>Year 2</b> Oct 20 - Sept 21	<b>Year 3</b> Oct 21 - Sept 22	<b>Year 4</b> <b>ACTUAL</b> Oct 22 - Jul 23	<b>Year 4</b> <b>ESTIMATE</b> Aug 23 - Sept 23	<b>Year 4</b> <b>Summary</b> Oct 22 - Sept 23
Total missed collections	9,151	9,204	6,406	4,450	890	5,340
Total collections	17,095,728	17,095,728	17,095,728	14,439,748	2,887,950	17,327,698
% of missed collections	0.05%	0.05%	0.04%	0.03%	0.03%	0.03%

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

<b>Service</b>	<b>Year 1</b> Oct 19 - Sept 20	<b>Year 2</b> Oct 20 - Sept 21	<b>Year 3</b> Oct 21 - Sept 22	<b>Year 4</b> <b>ACTUAL</b> Oct 22 - Jul 23	<b>Year 4</b> <b>ESTIMATE</b> Aug 23 - Sept 23	<b>Year 4</b> <b>Summary</b> Oct 22 - Sept 23
<b>Street Cleansing</b>						
Dead animal removal	728	731	668	480	96	576
Needles and syringe removal	80	90	36	32	6	38
Glass removal	242	261	230	106	6	112
Fly tip removal (incidents)	5,873	4,427	3810	3643	729	4372

<b>Recycling containers</b>						
Brown bin delivery, repair, or replacement	3,992	4,267	4265	1770	354	2124
Reusable recycling bag delivery (single service request)	7,896	9,746	6764	4531	906	5437
Annual clear sack deliveries	360,000	360,000	360,000	300,000	60,000	360,000
Additional clear sack delivery	1,680	1,672	1104	633	127	760
<b>Bulk recycling</b>						
Bulk recycling bins for flats	51	27	50	44	8	52
<b>Bulky Collection</b>						
Standard Bulky Collections	6,916	12,757	12,238	10,155	2,200	12,355
Express Collections	1,960	1,578	1,210	996	220	1,216

### Key contract achievements: Contract Year October 2022 – September 2023

- December 2022's week of snow meant we needed to pause our garden waste collections for 1 week due to health & safety concerns. Other than that, all services have been maintained 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. At times, agencies are being used but they cannot always find the right standard of candidates to fulfil our requirements. Due to the nature of work, waste collection and cleansing has always had high turnover whilst the market is currently reasonably strong in provision of labour and we are hitting our staff numbers, quality and willingness to work proves to be a challenge.
- Christmas 2022 saw the fall of statutory holidays impacting the collection pattern. Working with Medway Council, adjustments to the service frequencies with good communication via Medway comms notifying households in advance. In the lead up to Christmas, a minor blip in service as a result of severe cold weather. Again this was well communicated via Medway Comms, the service was caught up within the week.
- This year has seen closer working between ERT and Medway Council's environmental enforcement team ensuring a swift response to fly tipping across Medway. We have also become host to the Council's 7.5tonne caged vehicle which now operates from Medway Norse's base at Pier Road.

### Teams Working In Partnership

- The Street Cleansing and Grounds Maintenance teams continue to successfully share costs and planning for traffic management, this includes teams from Medway Council's highways, necessary to ensure the safety of operatives working on high-speed roads.
- Traveller incursions this year meant Medway Norse responding rapidly to a higher number of incidents, joint working between our service teams to secure, repair and clear the park areas following what has been an increased level and more organised break ins.

- The 2 services also have been working jointly on assisting and equipping community 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	97
Staff leavers	127
Agency staff temp to perm	42
Total agency used	168

Recruitment continues to be a challenge. Many of our 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. We continue to work with agencies and seek recruitment through alternative projects with associations such as Forward Trust, helping to get people back into work.

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, including one Supervisor who retired after 47 years' service.

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.

### *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

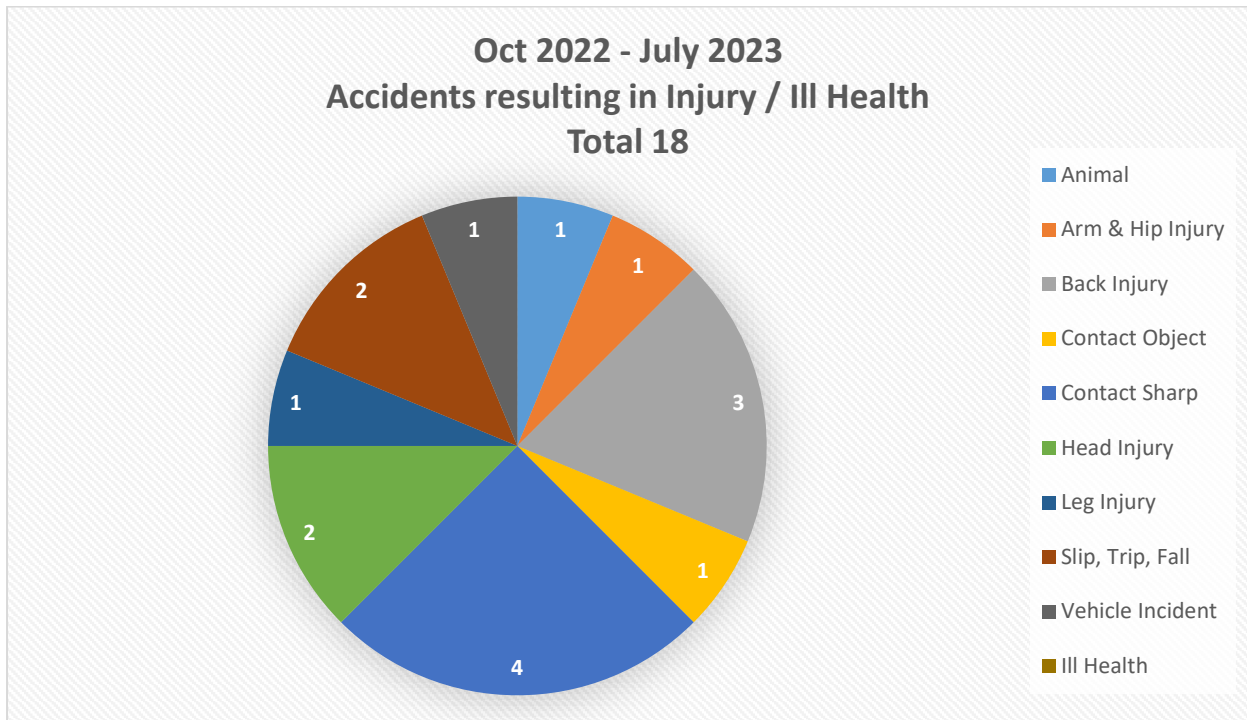
*During this reporting period, Medway Norse have delivered over 100 sessions of training and tool box talks designed to support and develop our staff. This included;*

Training	Tool Box Talks
CPC Training	Bulky Waste POPS
Scarab Merlin Training	Bulky Waste & Black Bags
Manual Handling	Emergency Spill Control & Protecting the Environment - Collections
Agency Inductions	Access to the side of 18 Grant Road, Wainscott
SHEQ Handbook Issue	Waste Services (Collections) Method Statement
Wellbeing in the Workplace Training	Street Cleansing Method Statement
Bartec R16 Training	
Counterbalance Lift Truck - Streets	

## 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 the reporting period of Oct 22 – July 23, there were a total of 18 accidents / incidents. The highest number being contact with sharp objects, which is typical of the industry and all were minor, followed by back injuries caused by slip and trips, again all were minor. We had 1 RIDDOR within the period, this was a cut lip, but became RIDDOR through time off work.

## VEHICLES

The replacement fleet spend has now been approved by cabinet and we look forward to continued work with the Council team on the procurement.

Vehicle availability has been maintained with acknowledgement that additional hire vehicles are having to supplement the fleet, creating unbudgeted financial challenges,

Positively, the year saw no cancellation of service due to vehicle availability.

In this time period, we have had a total of 76 road traffic accidents, our rear steer vehicles have found Medway a challenging area to manoeuvre, with high volumes of road works making access ever more difficult.

<b>SERVICE</b>	<b>Oct-Dec</b>	<b>Jan-Mar</b>	<b>Apr-Jun</b>	<b>Jul-Aug</b>	<b>Grand Total</b>
Streets	6	7	4	2	19
Waste	19	14	20	11	64
<b>Grand Total</b>	<b>25</b>	<b>21</b>	<b>24</b>	<b>13</b>	<b>83</b>

### **Other Medway Norse Collaborations / Initiatives inc Charity and Community**

We mark Stress Awareness Day in November as a reminder to staff on steps we are taking to address workplace stress. Medway Norse have trained Mental Health First Aiders and advertise this through the local 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 also benefit from the Medway Council Health Workplace scheme.

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.

This year Medway Norse had on site (and will continue to invite back) the 'A Better Medway' free blood pressure check service and we were very pleased with the up take, with some referrals to other health services and a chance for our staff to have a quick check up.

Medway Norse continue to assist local charities, and take pride in assisting the community where we can, for example, assisting with Community Litter Picks and the Great British Spring Clean initiative.

## Appendix 3 – Norse Annual HWRC Service Report

### Overview

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.

We set targets last year for

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

Unfortunately, due to a drop off in green waste tonnages a 2% drop in the overall percentage make up of tonnages the recycling rate was not improved. Cuxton saw a 53% drop in green waste tonnage which may be linked to the exclusion of Kent residents.

Rigid Plastic recycling was introduced at Capstone and Cuxton recycling centres (There is not enough room for an additional container at Hoath Way, Gillingham) and resulted in 268 Tonnes being recycled 1.78% of the total waste input.

Customer Satisfaction surveys have been undertaken by Medway Council of the HWRC service and shows an overall satisfaction rate of the service of 94%.

An agreement with Gillingham Street Angels was made this year to donate reusable items collected at the recycling centres to enable them to sell or donate to continue their good causes within Medway. This has resulted in a big increase of reuse tonnage 32.75 Tonnes of reusable items have been diverted from waste streams.

### Finance

Operational costs for the 12-month period were **£1,540,933** against a budget of **£1,527,916** an increase on budget of **£13,017**.

However, this was offset by the cost and sale of the commodities through the sites the total commodity pot was budgeted for a cost to Medway Council of **£201,002** but the actual costs for the period were a cost of **£80,007** a saving to budget of **£120,004**. (See Item vii under Waste Input for a breakdown of Commodity income and costs)

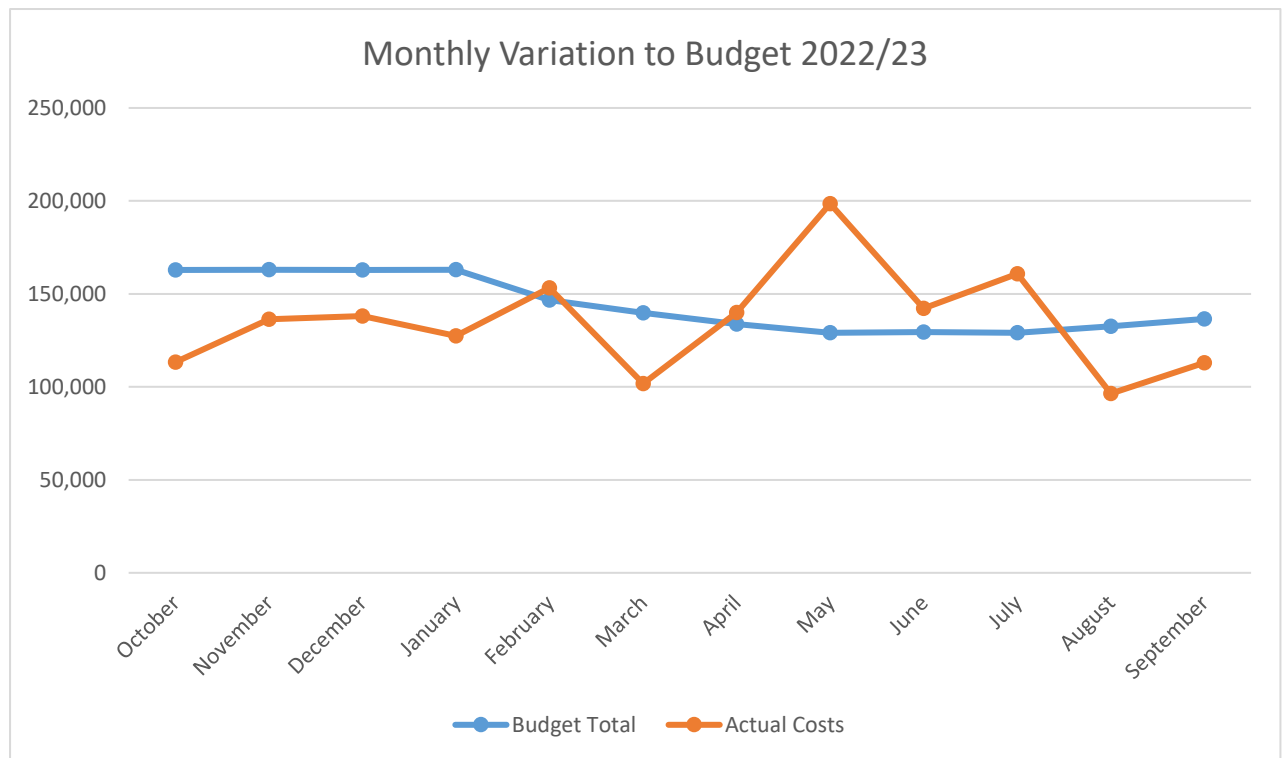
**Overall Annual Costs to Medway Council for the HWRC contract were £1,620,941 a saving against budget of £107,977.**

Savings have been made in:

- 3<sup>rd</sup> Party Transport costs £73K (Following lower tonnage than budget)
- Disposal costs £153K (Following lower tonnage than budget)
- Commodity Income £83K (Better rates than expected)

Additional Costs occurred in:

- Higher Vehicle Fuel Costs - £5K
- Higher Vehicle Repairs & Maintenance Costs - £10K
- Provision of external COTC cover to the sites - £37K. (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 - £17K
- Higher Electricity Costs - £14K





## 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.

<b>Recycling (excluding rubble)</b>	<b>Capstone</b>	<b>Cuxton</b>	<b>Gillingham</b>	<b>Total</b>
Contract (Target)	63%	63%	63%	63%
Actual	63.72%	68.24%	58.81%	63.53%

The combined recycling rate during this 12-month period was 63.53% (excluding rubble and plasterboard as per NI192 calculation methodology) against a contract target figure of 63%.

Recycling percentages have dropped from last year's overall 64.92% mainly due to a decrease in recyclable green waste tonnage and despite introductions of Rigid Plastic recycling (268 Tonnes) and CD recycling (1.30 Tonnes) and increase of Bric a Brac tonnage (33 tonnes) to increase recycling rates.

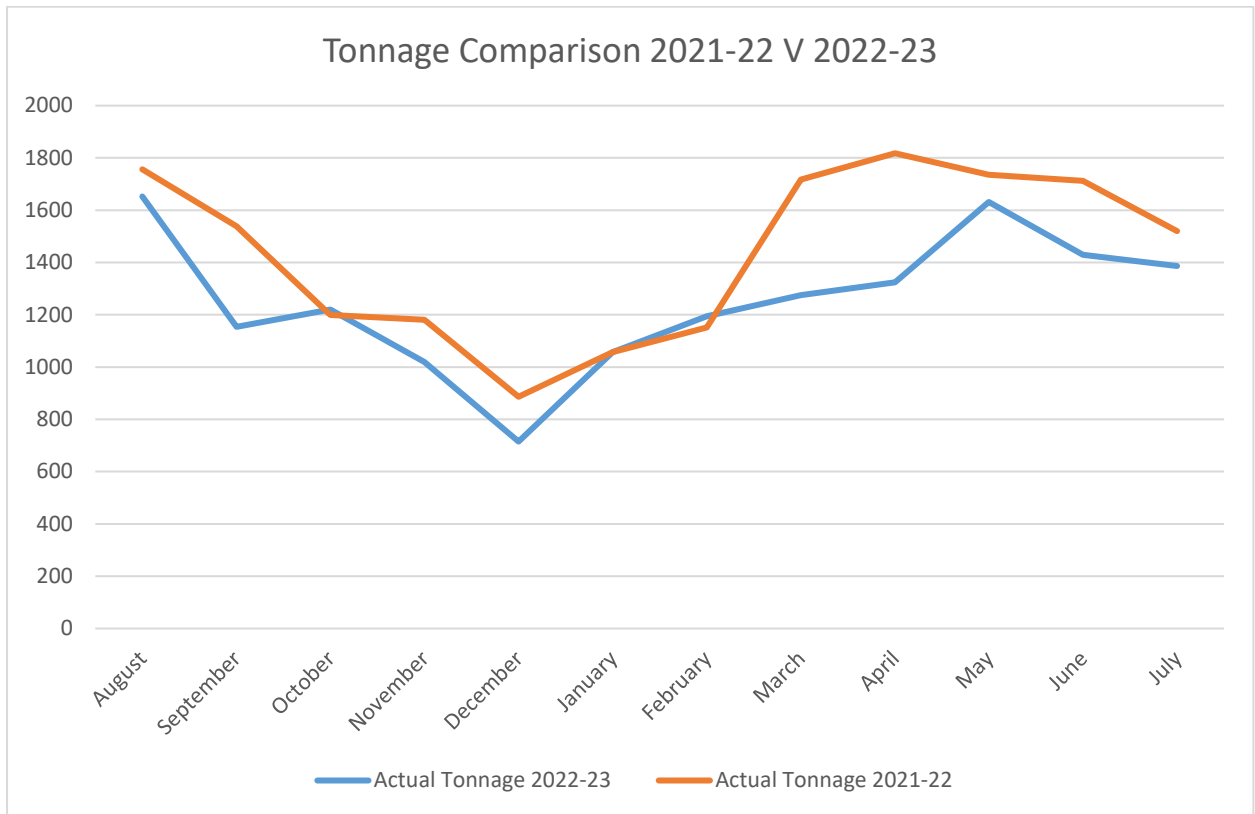
As can be seen above, the Gillingham site recycling figure lags behind the other sites but their figures are skewed by demographics and as can be seen in the "recycling by material type" chart they have less recyclable green waste through their site and do not have space for the Rigid Plastic and Plasterboard 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 (01/10/22 to 30/9/23)

	<b>Capstone</b>	<b>Cuxton</b>	<b>Gillingham</b>	<b>Total</b>
<b>Total Tonnage</b>	<b>4,995</b>	<b>5,143</b>	<b>4,910</b>	<b>15,048</b>
Tonnage Recycled	2,312	2,515	2,254	7,080
<b>Tonnage Recycled (Including Rubble &amp; Plasterboard)</b>	<b>4,043</b>	<b>4,413</b>	<b>3,467</b>	<b>11,923</b>
Waste Tonnage (Incl asbestos)	1,316	1,170	1,579	4,065
Recycling Rate (excluding Rubble & Plasterboard)	63.72%	68.24%	58.81%	63.53%
<b>Recycling Rate (Including Rubble &amp; Plasterboard)</b>	<b>73.65%</b>	<b>77.25%</b>	<b>67.84%</b>	<b>72.99%</b>

### Tonnages similar in profile but lower tonnages than last year



## Recycling Performance by Material Type

The total tonnage received in the 12 months was 15,048 Tonnes down from last year (17,301 Tonnes) due to exclusion of Kent residents.

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.

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

Material Type	Grand Total	Percentage
Asbestos	27.02	0.18%
Batteries Automotive	39.23	0.26%
Batteries Household	9.56	0.06%
Books/Media Waste	2.98	0.02%
Bric-a-Brac	32.75	0.22%
Chemicals	1.62	0.01%
Oil - Cooking	2.69	0.02%
Metals - Ferrous (Light Iron)	751.27	4.99%
Gas Bottles	22.53	0.15%
General Waste	3,855.73	25.62%
Glass Mixed	14.86	0.10%
Green Waste	585.66	3.89%
Metals - Non Ferrous	29.41	0.20%
Mattresses	209.23	1.39%
Paper	399.39	2.65%
Rigid Plastics	267.97	1.78%
Plasterboard	238.06	1.58%
Printer Cartridges	0.43	0.00%
Rubble and Hardcore	3,664.66	24.35%
Textiles	139.73	0.93%
Tyres	28.62	0.19%
POPS Waste	182.50	1.21%
Oil - Waste/Motor	44.41	0.30%
WEEE LDA / Large Appliances	68.70	0.46%
WEEE Fridges / Cooling Appliances	125.52	0.83%
WEEE TV / Display Equipment with CRT	106.22	0.71%
WEEE Fluorescents / Gas Discharge Lamps	2.36	0.02%
WEEE SDA / Small Domestic Appliances	480.96	3.20%
Wood	3,713.11	24.67%
CD's	1.30	0.01%
<b>Grand Total</b>	<b>15,048.47</b>	<b>100.00%</b>

Please see below tonnages for each waste stream from individual sites

<b>Material Type</b>	<b>Capstone</b>	<b>Cuxton</b>	<b>Gillingham</b>	<b>Grand Total</b>
Asbestos	8.44	10.26	8.32	<b>27.02</b>
Batteries Automotive	11.86	13.15	14.22	<b>39.23</b>
Batteries Household	2.71	1.94	4.92	<b>9.56</b>
Books/Media Waste	0.85	1.08	1.05	<b>2.98</b>
Bric-a-Brac	10.14	15.11	7.50	<b>32.75</b>
Chemicals		1.62		<b>1.62</b>
Oil - Cooking	0.45	0.72	1.52	<b>2.69</b>
Metals - Ferrous (Light Iron)	209.24	258.90	283.13	<b>751.27</b>
Gas Bottles	8.32	6.87	7.34	<b>22.53</b>
General Waste	1,258.10	1,095.57	1,502.06	<b>3,855.73</b>
Glass Mixed	4.56	5.62	4.68	<b>14.86</b>
Green Waste	188.24	258.86	138.56	<b>585.66</b>
Metals - Non Ferrous	10.92	9.30	9.20	<b>29.41</b>
Mattresses	68.06	73.43	67.74	<b>209.23</b>
Paper	116.01	150.78	132.60	<b>399.39</b>
Rigid Plastics	119.66	148.31		<b>267.97</b>
Plasterboard	130.30	107.76		<b>238.06</b>
Printer Cartridges	0.22	0.10	0.10	<b>0.43</b>
Rubble and Hardcore	1,237.14	1,350.31	1,077.21	<b>3,664.66</b>
Textiles	39.37	53.42	46.93	<b>139.73</b>
Tyres	28.62			<b>28.62</b>
POPS Waste	49.64	64.54	68.32	<b>182.50</b>
Oil - Waste/Motor	18.16	12.73	13.53	<b>44.41</b>
WEEE LDA / Large Appliances	22.56	22.88	23.26	<b>68.70</b>
WEEE Fridges / Cooling Appliances	41.14	44.98	39.40	<b>125.52</b>
WEEE TV / Display Equipment with CRT	33.04	34.40	38.78	<b>106.22</b>
WEEE Fluorescents / Gas Discharge Lamps	0.93	0.73	0.70	<b>2.36</b>
WEEE SDA / Small Domestic Appliances	134.24	165.76	180.96	<b>480.96</b>
Wood	1,242.55	1,234.31	1,236.25	<b>3,713.11</b>
CD's			1.30	<b>1.30</b>
<b>Grand Total</b>	<b>4,995.46</b>	<b>5,143.43</b>	<b>4,909.58</b>	<b>15,048.47</b>

## **Report on performance of reuse scheme**

During the last 12 months 32.75 tonnes of Bric a Brac – (household items that can be reused), were collected by site staff and stored for donation to the Gillingham Street Angels.

The partnership between Medway Norse, Medway Council and Gillingham Street Angels has increased HWRC reuse diversion of furniture, bric-a-brac and electricals by 1800% during the first 6 months of the contract, saving over £3,000 in disposal costs whilst providing significant social value through Gillingham Street Angels charity providing sustainable furniture/electrical resales with the money raised supporting food banks, school uniform banks and reskilling for vulnerable members of Medway's community.

## **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.

<b>Hazardous Material Type</b>	<b>Grand Total</b>	<b>Percentage</b>
Asbestos	27.02	0.18%
Batteries Automotive	39.23	0.26%
Batteries Household	9.56	0.06%
Chemicals	1.62	0.01%
Gas Bottles	22.53	0.15%
Oil - Waste/Motor	44.41	0.30%
Plasterboard	238.06	1.58%
Printer Cartridges	0.43	0.00%
WEEE LDA / Large Appliances	68.70	0.46%
WEEE Fridges / Cooling Appliances	125.52	0.83%
WEEE TV / Display Equipment with CRT	106.22	0.71%
WEEE Fluorescents / Gas Discharge Lamps	2.36	0.02%
WEEE SDA / Small Domestic Appliances	480.96	3.20%
<b>Grand Total</b>	<b>1,166.61</b>	<b>7.75%</b>

## **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	27.02	-£386	-£10,438
Batteries Automotive	39.23	£464	£18,189
Batteries Household	9.56	-£17	-£163
Books/Media Waste	2.98		£0
Bric-a-Brac	32.75	£0	£0
Chemicals	1.62	-£1,615	-£2,616
Oil - Cooking	2.69	£111	£300
Metals - Ferrous (Light Iron)	751.27	£170	£127,941
Gas Bottles	22.53	-£1,293	-£29,129
General Waste	3,855.73	£0	£0
Glass Mixed	14.86	-£19	-£282
Green Waste	585.66	-£41	-£24,059
Metals - Non Ferrous	29.41	£2,067	£60,790
Mattresses	209.23	£0	£0
Paper	399.39	£67	£26,603
Rigid Plastics	267.97	-£71	-£19,117
Plasterboard	238.06	-£64	-£15,264
Printer Cartridges	0.43	-£45	-£19
Rubble and Hardcore	3,664.66	-£15	-£53,187
Textiles	139.73	£125	£17,466
Tyres	28.62	-£518	-£14,825
POPS Waste	182.5	£0	£0
Oil - Waste/Motor	44.41	-£79	-£3,508
WEEE A - LDA / Large Appliances	68.7	£0	£0
WEEE B - Fridges / Cooling Appliances	125.52	£0	£0
WEEE C - TV / Display Equipment with CRT	106.22	£0	£0
WEEE D - Fluorescents / Gas Discharge Lamps	2.36	£0	£0
WEEE E - SDA / Small Domestic Appliances	480.96	£0	£0
Wood	3,713.11	-£34.38	-£127,657
CD's	1.3	-£32	-£42
<b>Grand Total</b>	<b>15,048.48</b>		<b>-£49,017</b>

## 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.

## Performance against Key Performance indicators

	12 Months Target	Actual 2022-23
<b>Efficiency Factors</b>		
Total Service cost	£1,728,918	£1,620,941
Residual Waste Disposal cost	£961,200	£439,046
Service cost per tonne	£45.00	£107.72
Annual tonnage throughput ( <i>tonnes</i> )	30,150	15,048
Haulage: Cost per lift (Our Transport)	£89.28	£158.74
<b>Effectiveness Factors</b>		
Recycling Rate	63.00%	63.53%
Recycling Centre Rate (incl rubble)	70.00%	72.99%
Tonnage Recycled ( <i>tonnes</i> )	13,250	10,983
Residual Waste ( <i>tonnes</i> )	8,900	4,065
Nett Commodity Pot	-£42,141	-£80,007
<b>Health &amp; Safety</b>		
Near Misses	36	32
Accidents	24	16
RIDDORs	0	0
<b>Other</b>		
Performance Failures	0	0
Compliments	12	20
Complaints	12	17



## **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
- Increasing the amount of waste diverted for reuse

#### **Appendix 4 – National Indicator calculation methodology**

The following guidance has been included to provide an explanation on how National Indicators (NI) 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:

<b>Reporting period</b>	<b>Data available by</b>
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 by Q4 of the following financial 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.

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

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

	<ul style="list-style-type: none"><li>o HWRC's residual waste</li><li>o Clinical waste</li><li>o Asbestos</li></ul>
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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).

### **Circular Economy Package**

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

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

It is important to note that the above 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.

### **Environmental Targets (Residual Waste) (England) Regulations 2023**

Under the Environmental Targets (Residual Waste) (England) Regulations 2023 the UK is legally committed to halve the waste per person that is sent to residual treatment by 2042 (287 kilograms per head of population in England).

### **Net Zero, Building Back Greener Policy**

The UK Government is currently consulting on the near elimination of biodegradable waste disposal in landfills from 2028. The Environmental Targets and National Recycling Rates are expected to be met through the realisation of the three waste policies enshrined in the Environment Act:

- Extended Producer Responsibility - a levy charged to producers of packaging covering the costs of disposal and passed to Local Authorities to invest in waste services.
- Deposit Return Scheme (on the go drinks containers) – a deposit charged at point of sale to the consumer and redeemed upon the disposal of the item at a reverse vending machine.
- Simpler Recycling (Formally Consistency in Recycling) – reforms to ensure all households are able to recycle the same set of materials (but not necessarily in the same way).

### **2. Medway Performance April 2022 to March 2023**

The audited performance rates for 2022/23 will not be released by Defra until Quarter 4 2023/24 but the expected results are detailed in table 1 below.

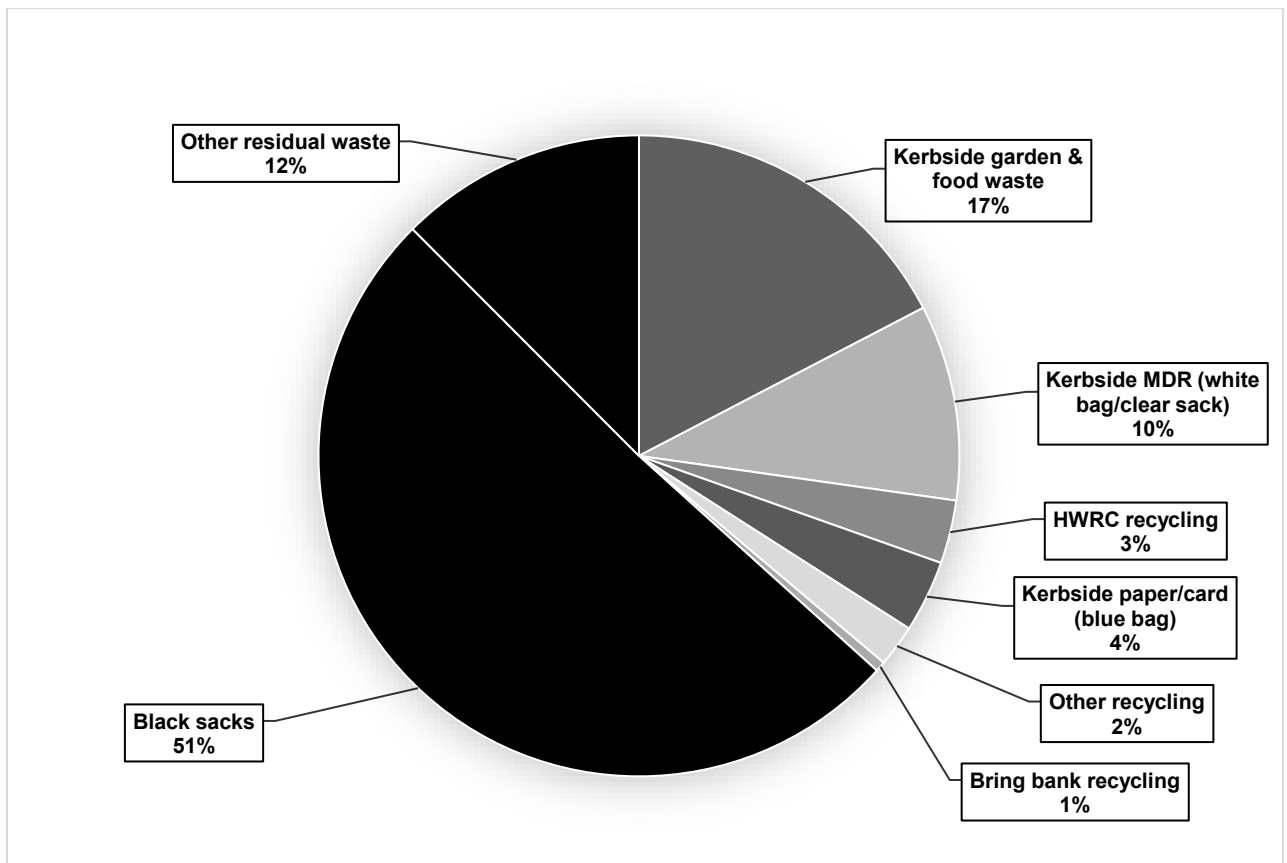
Table 1 – Expected 2022/23 NI results		
Performance indicator	Expected result	Movement on previous year
NI 191 - KGs of residual household waste per household.	604 KG'S	Down by 20 KG's
NI 192 - Percentage of household waste sent for reuse, recycling or composting.	36.6%	Down 3.9% percentage points
NI 193 - Percentage of municipal waste sent to landfill.	0.1%	Down 1.4% percentage points

### 3. Medway NI192 rate as a proportion across services

Table 2 below details the input to Medway's NI192 recycling rate by service for the FY 2022/23 compared to the previous FY.

Table 2 - NI192 by reuse, recycling and composting service		
Service	2021-22	2022-23
Kerbside garden & food waste	19.7%	17.4%
Kerbside MDR (white bag/clear sack)	10.4%	9.9%
HWRC recycling	4.1%	3.2%
Kerbside paper/card (blue bag)	3.7%	3.6%
Other recycling	2.0%	2.1%
Bring bank recycling	0.4%	0.5%
	<b>40.4%</b>	<b>36.7%</b>

The pie chart below is a visual representation of Medway's waste streams FY 2022-23.



#### 4. Historic national indicators

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

Table 3 - Medway NI performance against targets						
Financial year	NI 191		NI192		NI193	
	Residual household waste per household (KG's)		Reuse, Recycling & composting (%)		Municipal waste landfilled (%)	
	Actual	Target	Actual	Target	Actual	Target
2013/14	640	792	41.20%	42.00%	16.20%	19.00%
2014/15*	588	650	46.10%	43.00%	13.80%	19.00%
2015/16	628	650	42.70%	44.00%	11.10%	19.00%
2016/17	630	650	42.80%	45.00%	10.40%	19.00%
2017/18	617	650	42.80%	46.00%	9.50%	11.90%
2018/19**	622	650	42.80%	38.00%	10.80%	11.90%
2019/20	567	650	46.00%	38.00%	4.00%	11.90%
2020/21	626	650	41.80%	38.00%	1.70%	11.90%
2021/22	624	650	40.50%	38.00%	1.50%	11.90%
<b>2022/23 ***</b>	<b>604</b>	<b>650</b>	<b>36.60%</b>	<b>38.00%</b>	<b>0.10%</b>	<b>11.90%</b>

\* DCLG year 1

\*\*Adjusted NI192 target following a change in reporting

\*\*\* Data 2022/23 due for release Quarter 4 2023/24 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.

