

Appendix 2 - Medway Norse Waste Collection and Street Cleansing Report

Medway Norse Waste Annual Report (Oct 202 – Sept 20254)

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
Residual collections	124,435	6,470,620
Recycling collections	120,353	6,258,356
Organic collections	94,663	4,733,150
TOTAL	339,451	17,462,126

Key contract indicators: Contract Year 1 October 2024 – 30 September 2025

Missed Collections per Year	Oct 19 - Sep 20	Oct 20 - Sep 21	Oct 21 - Sep 22	Oct 22 - Sep 23	Oct 23 - Sep 24	Oct 24 - Sep 25
Total missed collections	9,151	9,204	6,406	6,012	5,423	5,202
Total collections	17,095,728	17,095,728	17,095,728	17,327,698	17,462,126	17,834,371
% of missed collections	0.05%	0.05%	0.04%	0.03%	0.03%	0.03%

Bulky Collection by service	Oct 19 - Sep 20	Oct 20 - Sep 21	Oct 21 - Sep 22	Oct 22 - Sep 23	Oct 23 - Sep 24	Oct 24 - Sep 25
Standard Bulky Collections	6,916	12,757	12,238	12,351	12,448	12,299
Express Collections	1,960	1,578	1,210	1,245	1,246	1,230

Street Cleansing	Year Oct 19 - Sep 20	Year Oct 20 - Sep 21	Year Oct 21 - Sep 22	Year Oct 22 - Sep 23	Year Oct 23 - Sep 24	Year Oct 24 - Sep 25
Fly tip removal (incidents)	5,873	4,427	3,810	3,643	4,739	6,602

Recycling containers	Year Oct 19 - Sep 20	Year Oct 20 - Sep 21	Year Oct 21 - Sep 22	Year Oct 22 - Sep 23	Year Oct 23 - Sep 24	Year Oct 24 - Sep 25
Bulk recycling bins for flats	51	27	50	44	28	41

Waste Collection Tonnages

The tables below show the tonnages collected over the past five years (October to September) by the Medway Norse waste collection and street cleansing teams.

Weekly Kerbside Collections	Year Oct 19 - Sep 20	Year Oct 20 - Sep 21	Year Oct 21 - Sep 22	Year Oct 22 - Sep 23	Year Oct 23 - Sep 24	Year Oct 24 - Sep 25
Refuse (black sacks)	60,425	62,822	58,286	57,719	58,188	58,760
Garden and food (brown bins)	23,469	24,506	20,780	21,336	20,981	19,207
Comingled recycling (white/blue/clear bags)	19,645	21,006	18,842	18,061	17,898	17,828
Bulky collections	1,064	967	889	1,041	1,223	828
Total:	104,602	109,301	98,797	98,157	98,291	96,622

Street Cleansing Collections	Year Oct 19 - Sep 20	Year Oct 20 - Sep 21	Year Oct 21 - Sep 22	Year Oct 22 - Sep 23	Year Oct 23 - Sep 24	Year Oct 24 - Sep 25
Litter	1,653	1,691	1,624	1,505	1,503	1,457
Roadsweepings	2,847	2,758	1,898	2,207	2,370	1,938
Fly tipping	659	727	747	628	467	8,71
Total	5,159	5,176	4,268	4,340	4,340	4,266

Key contract achievements: Contract Year October 2024 – September 2025

- Christmas 2024 collection services went smoothly with no problems.
- This year has seen no improvement with the issues Medway Norse waste team are having with commercial properties that are converted to domestic dwellings, due to these properties not being subject to the same planning scrutiny as new builds this results in unsuitable and at times dangerous bin stores and collection point arrangements.
- Graffiti has seen a further year of higher demand than budgetary provision.

- Recruitment stabilised for a period throughout 24-25, however, long term sick continues to be high, this is typical of a service with a higher age profile.
- June 2024 saw the manual street cleaners being removed from their base at the Pentagon Centre. They are currently temporarily situated at the RAFA Club, but this is not a suitable long-term solution, Medway Norse have still not been provided with a permanent suitable location
- Medway Norse have completed numbering all refuse and recycling communal bins across Medway. All information will be stored by Medway Norse which will enable any complaints or requests for information to be provided much easier.

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.
- Medway Norse continue to provide bins to the temporary site at the commuter park at the request of the housing team.
- Medway Norse have carried on providing equipment for community litter picks

Staff

New starters	60
Staff leavers	66

Recruitment continues be a challenge. Many agency staff, frequently fail to attend following their inductions, and the success rate of these staff continuing their employment past the first few days/weeks is low.

Some of the training and opportunities Medway Norse provide.

- All staff receive a comprehensive minimum half day workplace induction prior to starting work
- Regular Training
- Free CPC (Certificate of Professional Competence) training for all drivers
- Apprenticeship scheme

During this reporting period, Medway Norse have delivered many sessions of training and toolbox talks designed to support and develop our staff including new vehicle training for the 2025 fleet. In October 2025 we introduced Norse Group's 'One Safe Way' training package specifically for the waste industry which covers all aspects of safety applicable to industry and will continue to deliver this training as 25-26 progresses. We utilise Safety Culture online training features to deliver short training and important messages to our staff, there is a 'heads up' feature that is useful and well used by our staff.

Training & Tool Box Talks

CPC (Certificate of Professional Competence) Training	Reversing Vehicles
New 2025 - Terberg OmniDEL Auto Bin Lift	Personal Protective Equipment
New 2025 Dennis Eagle Vehicle Training	Drugs & Alcohol Policy
Manual Handling Inductions	Working In Snowy / Icy Conditions
Driving assessments	Working in Hot Weather
Bulky Waste – POPS	Asbestos Awareness
PA1 Weed Spraying	Entering & Exiting Vehicles
Bartec	Spillage Response

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 Personal Protective Equipment
- Access to trained Mental Health First Aiders on site
- Occupational Health referrals
- On Site Blood Pressure Checks
- 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 24 - Sept 25, there were 26 reported accidents/incidents resulting in injury. The highest number being both slips trips and falls and contact with a sharp object, usually within a black sack, these are typical of the industry. We had 5 RIDDORs within the period, all attributed to slips, trips and falls, however after review, there were no patterns within this as all circumstances were different.

Medway Norse have trained Mental Health First Aiders and advertise this via posters at our sites, our 'Your Voice' forum and our now established Engage App 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 are proud to have been awarded the Gold in Medway Council's Health & Wellbeing in the Workplace scheme and continue to work towards our platinum.

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 and is evident in the relationships displayed by our supervisors and teammates.

Vehicles

All the new vehicle fleet has been delivered, there have been problems with some of the vehicles, fortunately, there have been no service cancellations due to vehicle issues, thanks to the dedication and hard work of the Medway Norse Operational Team using a combination of the 2013 fleet and hire vehicles.

Vehicle Incidents

During this period, we have experienced a total of 99 road traffic incidents, many of which were due to the challenging conditions across Medway's road network.

Driving assessments are conducted to evaluate driver's skills both during recruitment and on a regular basis. Training programs cover driving skills, risk management, and awareness of other road users.

Traffic incidents are investigated to identify route causes, and necessary changes are implemented. Telematics are used to monitor driver performance and identify areas for improvement. Driver policies are clearly communicated, and regular training sessions and toolbox talks are provided.

Number of Incidents (Month)	Streets	Waste
Oct-24	4	11
Nov-24	3	6
Dec-24	2	5
Jan-25	1	6
Feb-25	0	8
Mar-25	0	4
Apr-25	1	11
May-25	2	7
Jun-25	0	2
Jul-25	3	8
Aug-25	1	2
Sep-25	1	11
Totals	18	81

Other Medway Norse Collaborations / Initiatives including Charity, Community and CSR (Corporate Social Responsibility)

As well as recognising and fund raising for important national charities such as MacMillan, Breast Cancer Awareness etc, Medway Norse also mark national awareness days/weeks/months such as Mental Health Awareness, ADHD Awareness, Cancer Research UK, Dementia Awareness.

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. We also do collections of donations for Caring Hands who work with Medway's homeless, in particular around Christmas. We have a Key Performance Indicator target of 1 day of CSR per member of staff.