

## **REGENERATION, COMMUNITY AND CULTURE OVERVIEW AND SCRUTINY**

**13 DECEMBER 2011**

### **ANNUAL REVIEW OF WASTE CONTRACTS: YEAR 1**

Report from: Robin Cooper, Regeneration, Community and Culture

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#### **Summary**

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

- Countrystyle - providing processing of organic (kitchen and garden) waste
- Veolia Environmental Services - providing waste and recycling collection, waste disposal and street cleansing services
- Waste Recycling Group (WRG) – providing management of the three household waste recycling centres.

#### **1. Budget and Policy Framework**

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

## **2. Countrystyle - processing of organic (kitchen and garden) waste**

- 2.1 This contract is for the processing for collected garden and food waste (i.e. materials collected and delivered to their site at Ridham Docks, Sittingbourne, under the waste collection contract) with the aim of diverting biodegradable waste from landfill and producing a compost style product suitable for use on local agricultural land
- 2.2 The contract started on 1st October 2010 for duration of 15 years (2010- 2025) with the possibility of extension by five years with mutual agreement.
- 2.3 The contract requires Countrystyle to provide an annual report detailing the operation of the contract.
- 2.4 Representatives from the Council's Frontline Taskforce will be present at the meeting to provide any additional information or clarification that is required. The annual report attached at Appendix 1.

## **3. Countrystyle - key contract achievements**

### **3.1 Ensure compliance with statutory duties**

- 3.1.1 Medway Council has a statutory duty to divert organic waste from landfill under the Landfill Allowance Trading Scheme (LATS). The nature of this contract, processing garden and food waste to make a compost type material suitable for use on land, and hence diverting this waste away from landfill, will greatly assist Medway Council to ensure they meet their statutory duties.

### **3.2 Meet statutory performance targets**

- 3.2.1 During 2010/11 our statutory allowance for biodegradable waste sent to landfill under the LATS scheme was 46,826 tonnes. By increasing the amount of organic materials (18,900 tonnes from Oct 2010-Sept 2011) we collect separately and hence send to Countrystyle for processing, Medway Council has lowered the amount of residual waste collected and sent to landfill. This contract has directly contributed to Medway Council having a surplus of landfill allowances as reported in the GW 4 report on waste collection/disposal.

### **3.3 Ensure continuity of a front line service**

- 3.3.1 Service continuity has been maintained; despite a change in contractor from Veolia processing waste at their open windrow site in Essex to Countrystyle processing via in-vessel (with the ability to take food waste) at their facility at Ridham Docks just outside of Sittingbourne. This was undertaken with no effect on the frontline service delivery.

### **3.4 Provide services within agreed budgets**

- 3.4.1 This contract is operating within the agreed budget.
- 3.4.2 This contract is subject to RPI (retail price index) indices uplifts each year.

### 3.5 Meet requirements to achieve efficiency gains

3.5.1 Discussions are underway with Countrystyle regarding the possibility of taking up the 5-year contract extension and hence achieving efficiency gains.

### 3.6 Provide environmentally sustainable services

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

## 4. **Veolia - waste and recycling collection, waste disposal and street cleansing services**

4.1 These contracts cover:

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

4.2 Both contracts started on 4 October 2010. The collection contract has a duration of seven years with the possibility of extension by two years with mutual agreement and the disposal contract is for a duration of 25 years.

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

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

## 5. **Veolia - key contract achievements**

### 5.1 Ensure compliance with statutory duties

Statutory duty is:

- Collection of household waste from all properties (as defined under EPA 1990) and
- At least 2 materials for recycling from all households via kerbside collections by 2010 (Waste Recycling Act)
- Cleaning of streets as defined under the Clean Neighbourhoods Act

All collection and disposal services have been delivered to meet our statutory duties.

## 5.2 Meet statutory performance targets

### 5.2.1 Waste Disposal Contract:

Statutory targets exist for waste disposal only, LATS (landfill allowance trading scheme). During 2010/11 our statutory allowance for biodegradable waste sent to landfill was 46,826 tonnes. This contract only delivered 40,315 tonnes to landfill in 2010/11, hence we had surplus of 6,511 tonnes of allowances at the end of the year. Our allowances for 2011/12 are 40,961 tonnes and by the end of Q1 2011/12 we sent 9,004 tonnes of biodegradable waste to landfill so are on target.

### 5.2.2 Waste Collection Contract:

There are no statutory recycling or street cleaning standards, however we have set local targets for recycling, street cleaning standards and customer satisfaction as detailed below:

- a) Recycling
- |         |             |   |
|---------|-------------|---|
| 2010/11 | Target: 36% | Achieved: 36.8%   |
| 2011/12 | Target: 40% | Achieved: to be confirmed<br>(early indications are 39-40% achievement) |
- b) Street Cleansing Inspections (% of roads deemed satisfactory)
- Litter
- |         |             |                            |
|---------|-------------|----------------------------|
| 2010/11 | Target: 95% | Achieved: 97%              |
| 2011/12 | Target: 95% | Achieved: 97% at end of Q2 |
- Detritus
- |         |             |                            |
|---------|-------------|----------------------------|
| 2010/11 | Target: 92% | Achieved: 95%              |
| 2011/12 | Target: 92% | Achieved: 97% at end of Q2 |
- c) Measures of public satisfaction (taken via the Corporate quarterly tracker and annual Residents Opinion Poll)
- 2011/12
- Refuse collection
- |        |     |                                     |
|--------|-----|-------------------------------------|
| Target | 90% | Achievements (as of end of Q2): 92% |
|--------|-----|-------------------------------------|
- Recycling facilities
- |        |     |                                     |
|--------|-----|-------------------------------------|
| Target | 78% | Achievements (as of end of Q2): 85% |
|--------|-----|-------------------------------------|
- Street cleaning
- |        |     |                                     |
|--------|-----|-------------------------------------|
| Target | 75% | Achievements (as of end of Q2): 74% |
|--------|-----|-------------------------------------|

## 5.3 Ensure continuity of a front line service

- 5.3.1 Service continuity has been maintained at the start of these contracts as there were no major changes in contracts or contractor. There have only been two small breaks in service due to extreme weather over Christmas 2010 and the backlog was caught up within one week of each incidence.

- 5.3.2 The roll out of new recycling services has been phased to ensure deliverability and minimal disruption to residents.
- 5.3.3 From the start of October, 2010 residents have been to place food waste in the brown bins along with their garden waste. During May and June just fewer than 3000 additional properties have been brought onto the wheeled bin food/ garden waste services. From October 2011, Veolia have also been partners with us in implementing an EU funded food waste collection trial for properties not suitable for brown wheeled bins (food waste is collected in separate buckets).
- 5.3.4 In November 2010 the new 'twin stream' (paper and card collected separately from other recyclable materials) was introduced, with a light touch approach and alongside a promotions campaign. The decision was taken to continue with the issuing of clear bags and this has meant less paper/card than expected was collected separately, but the kerbside recycling rates continue to improve and participation has remained around 75%. Veolia are working with Medway Council to separate out the paper from any bags of mixed recycling left by residents.
- 5.4 Provide services within agreed budgets
- 5.4.1 The waste collection contracts are reporting a predicted overspend (as of end of Q2 2011/12) due to:
- continued use of clear sacks £246,000,
  - associated loss of income from lower tonnages of paper collected recycling £225,000,
  - additional recycling tonnages processed via MRF £208,000.
- 5.4.2 On the 4 October 2011 a report was presented to Cabinet regarding the continued use of clear recycling bags as part of the kerbside recycling service, which was agreed (decision 131/2011).
- 5.4.3 The two contracts are subject to RPI uplifts each year, which is placing additional pressure on the Waste Services budget. A meeting has been arranged before Christmas with Medway's Director of Regeneration Community and Culture and the Director of Veolia to discuss possible future options.
- 5.5 Meet requirements to achieve efficiency gains
- 5.5.1 During procurement, the collection contract realised saving in excess of £1.4 million via adoption of the variant bid solution. Efficiencies are continually being sought, such as the proposed extension of the contract to enable capex savings with annual revenue savings on our monthly bills and an extension of the use of 'old fleet' for the refuse and garden waste services, delaying implementation of new fleet until mid 2012 to enable costs saving.
- 5.6 Provide environmentally sustainable services
- 5.6.1 Undertaking recycling is a key feature of sustainable waste practices. Veolia have also purchased a new fleet to a higher environmental specification, with 2 electric vehicles for use in the town centres. Each year reports of energy and fuel usage are submitted to Medway Council as well as robust internal processes for auditing their energy usage.

## **6. Waste Recycling Group (WRG) - management of the three household waste recycling centres**

6.1 The HWRC contract broadly consists of the following elements:

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

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

6.3 The contract requires WRG to provide an annual report detailing the operation of the contract.

6.4 Representatives from WRG and the Council's Frontline Taskforce will be present at the meeting to provide any additional information or clarification that is required. The annual report attached at Appendix 3.

## **7. WRG - key contract achievements**

7.1 Ensure compliance with statutory duties.

7.1.1 The provision, and hence management, of the household waste recycling centres is a statutory duty for the waste disposal authority of an area, of which Medway as a unitary authority holds this duty.

7.2 Meet statutory performance targets.

7.2.1 Statutory targets exist for waste disposal only, Landfill Allowance Trading Scheme (LATS). During 2010/11 our statutory allowance for biodegradable waste sent to landfill was 46826 tonnes. By increasing the recycling rate the sites have managed to lower the amount of residual waste collected and hence have contributed to Medway diverting less waste to landfill and the surplus of landfill allowances as reported in the GW 4 report on waste collection/disposal.

7.2.2 During the first year of this contract (October 2010 – Sept 2011) a recycling target of 50% was set. This represented a significant challenge for in coming contractor as it meant a rise from circa 30% to 50% within 12 months. Medway is pleased to report WRG achieved this target at all three sites achieving a contract recycling rate of:

Site	Total Tonnage	Recycled (T) <sup>1</sup>	% Recycled
Capstone	6,967.12	3578.80	51.37
Cuxton	8,157.26	4,133.18	50.67
Hoath Way	5,936.22	3,307.48	55.72
Overall			<b>52.23</b>

7.2.3 Measures of public satisfaction were also taken via surveys at the three sites in December 2010 and April 2011, showing 97% of residents using the site were satisfied with the facilities offered.

### 7.3 Ensure continuity of a front line service

7.3.1 Service continuity has been maintained, despite a change in contractor. There have only been 2 small breaks in service due to extreme weather over Christmas 2010 and the backlog was caught up within one week of each incidence. Additionally Cuxton site was forced to close for one day in the springtime due to overflowing banks. This resulted in default being imposed on the contract and transport for off taking the materials has been thoroughly reviewed to ensure this does not happen again.

### 7.4 Provide services within agreed budgets.

7.4.1 This contract is operating within the agreed budget.

7.4.2 The contact is subject to RPI/Baxter indices uplifts each year.

7.4.3 An income is derived from KCC for allowing access by their residents to our sites. This has generated an income and offset the running costs for these sites.

### 7.5 Meet requirements to achieve efficiency gains.

7.5.1 The tendering of this contract realised saving in excess of £600k pa. Discussions are underway with WRG regarding the possibility of taking up the 2-year contract extension and hence achieving efficiency gains and a further Gateway report will be presented as/when these negotiations are completed.

### 7.6 Provide environmentally sustainable services

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

## 8. Risk management

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



	Non-household waste entering MSW waste stream or waste incorrectly dealt with according to its category.	C	III	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) Health & Safety	Serious injury/death of staff or public while services are in operation	D	I	Robust health and safety monitoring procedures in place; the waste services contracts in Medway is due to be audited by the HSE in 2011/12 as part of their routine inspections.
d) Legal	Changes in Government regulations/law	C	II	Incorporated into the contract that which is likely to be a known change. Clear ground rules have been incorporated into the contract conditions for negotiating future changes in law. However waste industry is likely to be affected substantially in future. Especially for the 25 year waste disposal contract. The impact of these would be subject to review at the time of establishing whether the financial implications are the responsibility of the Council or shared.
e) Financial	Budgeted net expenditure exceeded	B	II	Prudent budgeting. Robust arrangements for management within budget. Prompt and accurate assessment of unbudgeted proposals and developments. Early negotiations undertaken with contractor when impacts of budget pressures are apparent.
	Overpayment to contractor	E	III	Robust contract procedures for checking contracts, validating invoices and recovering any overpayments. Staff training. Regular internal audit inspections.
	Contractor/employee fraud or corruption	E	II	Robust contract provisions for controlling payments and assets. Adequate supervision and transparency for contract management and negotiations. Staff training. Regular Internal audit inspections.

## 9. Consultation

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

## 10. Financial and legal implications

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

10.2 There is no financial implications to this report.

## 11. Recommendations

11.1 The committee is requested to note the content of this report including the annual service updates provided by these three contractors in Appendices 1-3.

### Lead officer contact

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### Background papers

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

Description of document	Location	Date
Options Appraisal for Waste Collection Services	<a href="http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=742">http://democracy.medway.gov.uk/ie/DecisionDetails.aspx?ID=742</a>	20 February 2007
	and	
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/m/qlssueHistoryHome.aspx?lId=3321">http://democracy.medway.gov.uk/m/qlssueHistoryHome.aspx?lId=3321</a>	14 Jul 2009
Contracts for the Collection and Disposal of Waste Update	<a href="http://democracy.medway.gov.uk/m/qlssueHistoryHome.aspx?lId=3351">http://democracy.medway.gov.uk/m/qlssueHistoryHome.aspx?lId=3351</a>	22 Sep 2009

Gateway1 Options Appraisal: Management of Household Waste Recycling Centres	<a href="http://democracy.medway.gov.uk/mgIssueHistoryHome.aspx?IId=4078">http://democracy.medway.gov.uk/mgIssueHistoryHome.aspx?IId=4078</a>	26 January 2010
Gateway 3 Contract Award: Household Waste Collection and Disposal Contracts	<a href="http://democracy.medway.gov.uk/ieDecisionDetails.aspx?ID=1818">http://democracy.medway.gov.uk/ieDecisionDetails.aspx?ID=1818</a>	30 March 2010
Gateway 3 Contract Award: Household Waste Recycling Centres	<a href="http://democracy.medway.gov.uk/mgIssueHistoryHome.aspx?IId=4954">http://democracy.medway.gov.uk/mgIssueHistoryHome.aspx?IId=4954</a>	20 July 2010
Recycling Clear Bags report	<a href="http://democracy.medway.gov.uk/mgConvert2PDF.aspx?ID=8523">http://democracy.medway.gov.uk/mgConvert2PDF.aspx?ID=8523</a>	4 October 2011



## Appendix 1: Countrystyle Annual Report -Year 1

Please find below the 2010-2011 Annual report on the processing of Organic Waste into the Countrystyle Ridham Facility.

### **Waste Data Flow**

Below is a monthly summary of inputs.

<b>Month</b>	<b>Input</b>
<b>Oct-10</b>	1281.3
<b>Nov-10</b>	1105.62
<b>Dec-10</b>	274.44
<b>Jan-11</b>	672.72
<b>Feb-11</b>	585.4
<b>Mar-11</b>	1229.06
<b>Apr-11</b>	2871.22
<b>May-11</b>	2849.61
<b>Jun-11</b>	2956.32
<b>Jul-11</b>	1727.38
<b>Aug-11</b>	1786.72
<b>Sep-11</b>	1640.28
<b>Oct-11</b>	1464.38
<b>Total</b>	<b>19163.15</b>

At present contamination is approximately 1% of total inputs into the facility at 45,000. The contamination is disposed of at Viridor Shelford Landfill.

Outputs to the site are in the form of PAS100 QP certified compost to 0-40mm grade for agricultural use only. Approximately 60% of this compost is deployed for use on agricultural land in the Swale area whilst the remaining 40% is deployed for use on agricultural land within a 15 mile radius of the site.

### **Legislative Compliance**

Nothing to report

### **Health and Safety**

During the first year of the contract the Ridham facility had no reportable incidents. Below is a list of accidents on site.

<b>Date</b>	<b>Details</b>	<b>Reportable ?</b>	<b>Correc Tive Action</b>
21/12/2010	Whilst walking on fresh snow the IP slipped over onto his right side. He continued to work but noticed a pain in his shoulder	n	Salt spread on the road and stockpile of 1T salt minimum on all yards

30/12/2010	Whilst doing up the curtain on a tautliner the IP's left index finger became trapped	n	Tool box talk carried out on safe method of operating the tautliner carried out to all drivers
18/02/2011	It was stated that whilst opening the door of a bin on a windy day the IP's thumb was squashed between security loop and the rear steel upright due to sudden movement of the door	n	Tool box talk carried out to remind all drivers on the hazards associated with their roles in windy conditions
13/04/2011	The IP stated his finger was squashed in the rear door of trailer T16	n	Tool box talk carried out to all drivers regarding the safe operation of trailer doors
26/05/2011	The IP parked the lorry alongside a low wall whilst loading a bin onto the trailer, the IP got out of the cab to check the bin was lined up correctly and slipped off the wall into a hole because it was wet, the IP then reported right arm, shoulder, leg and back pain.	n	Tool box talk carried out to remind all drivers they are not permitted to work at height
16/06/2011	Whilst filling up the adblue the can the IP was holding sprayed the adblue over the IP covering the top half of his body some entered his mouth and eyes	n	Revision of COSHH assessment to use safety glasses when filling containers
02/07/2011	Whilst blowing down the JCB 426 with the air hose the end struck me on top of the head	n	Hard hat area enforced
06/07/2011	Whilst the IP was dismantling the JCB 426 he lost his footing and fell onto the floor hurting his foot, leg, back and shoulder. The IP returned to work.	n	Site Manager monitors the housekeeping
13/08/2011	Whilst shutting the tail gate a lump of Gypsum dust fell in the IP's eye	n	Reminder to drivers to ensure trailers are clear of all waste materials prior to closing doors
22/08/2011	Whilst opening the door wood fell and caught the IP's ankle grazing the skin	n	Full length trousers enforced on site

### **Visitors to the Facility**

During May 2011 Countrystyle participated in 'Compost Awareness week' at Riverside Park, as a part of Medway's Compost Awareness and Community Week. On Saturday 7 May 2 members of staff attended the event to answer questions from the general public and gave a short presentation to EU Partners who are part of a cross-border community scheme, consisting of the UK, Belgium and France.

During October 2011 Countrystyle Ridham hosted the Annual Health and Safety Event for the Association for Organic Recycling. The day was attended by approximately 60 members of the association that during the morning attended presentations on Health and Safety Issues followed by an afternoon of a site visit to the Ridham site where various aspects of site operations were reviewed.

### **Internal Management Systems**

Countrystyle successfully continues to uphold ISO 9001,18001 and 14001, with 6 monthly audits conducted in February 2011 and then again Sept 2011, the Ridham site being inspected in September 2011.

Further to the ISO audits by Lloyds Register Countrystyle produce a programme of internal audits at a minimum audit schedule of annually per site following the Management Review meeting. It takes into account the importance of the processes being audited, the results of previous internal audits and comments from the Directors at the Management Review process if relevant.

During the contract year we trained all of our site managers to IOSH 5 day 'Managing Safely'. Due to organisational arrangements our target is to maintain at least 75% of our Site Managers trained to this standard as a minimum.

### **Proposed amendments to the Service Delivery Plan**

Nothing to report.

### **Any other issues**

Nothing to report.





## **ANNUAL SERVICE REPORT 2011**

Medway Council's Refuse/Recycling/Street Cleansing and Disposal contract was awarded to Veolia and commenced on the 4 October 2010.

The award of this contract builds upon the already strong relationship between the two organisations since the previous contract from 2002 to 2009 and extended until September 2010.

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

This Annual Service Plan has been produced in accordance with the requirements of:

Collection Contract Collection - clause 16.2 and 17.2 of the contract and schedule 6: reporting requirements and clause 7.3 of the general requirements specification and

Disposal - clause 16.2 of contract and Schedule 6: reporting requirement and clauses 11.23-24 of the specification.

The period of review covers 4 October 2010 to 30 September 2011 and covers all of the operations carried out by Veolia on behalf of Medway Council

This plan has been prepared with the following objectives:-

- ❖ To confirm that Veolia Environmental Services takes seriously the goal or improving all aspects of its performance
- ❖ To report openly on all aspects of performance
- ❖ To review existing services to ensure that they remain relevant having considered changes in methods, technology, volumes or legislation
- ❖ Provide proposals to develop the services to improve efficiency and increase recycling performance.

### **Launch of the new recycling service**

Medway and Veolia introduced the new recycling service – in order to increase recycling and reduce costs, this is unique as to date no other Local Authority has changed from a fully co-mingled service into a twin stream service.

The first stage was to deliver blue and white reusable sacks to all properties (except flats) in November 2010

A new fleet of 8 split bodied vehicles were delivered in November 2010 to enable the separation of materials paper/card in one side, co-mingled materials plastic, glass cans in the other.

There were some operational difficulties with vehicle loading adjustments during the collections rounds and some residents did not fully understand the revised scheme which proved challenging operationally and was compounded by the bad weather which arrived in December 2010.

### **Kerbside Recycling collection review**

These issues have now been resolved sufficiently for Veolia and Medway Council to review the new service and consider changes to further increase recycling participation and performance.

Due to the volumes of recycling per property many residents have found the reusable bags insufficient to contain all of their materials, bags have blown away during windy conditions which has resulted in significant numbers of requests for replacement bags.

There have been issues with the durability of the white bags which have deteriorated far sooner than expected – possibly due to the dampness of the commodities.

Therefore as a partnership the decision was made for residents to retain the blue boxes and blue re-usable bags for the containment of paper and cardboard and to continue with the provision of clear sacks for the co-mingled materials.

To further increase the quality of material Veolia & Medway Council are now undertaking kerbside separation to increase the volume of clean paper and cardboard to generate additional income for Medway Council/reduce processing costs and increased recycling performance. This has resulted in a new rescheduled separate collection from flats.

Oct 2009 – Sep 2010	19930.
Oct 2010 – Sep 2011	21404 includes 3822. kerbside paper & cardboard
<b>Tonnage increase</b>	<b>1474</b>

### **Residual Household Waste collection**

The residual collection will remain on a weekly black sack collection, consideration to introduce wheeled bins has been deemed impractical for a significant number of properties within Medway. Veolia and Medway Council continue to actively work together with new developments of flats to encourage the use of recycling bins and minimise the number of refuse bins on site.

Oct 2009 – Sep 2010	58878.
Oct 2010 – Sep 2011	56371
<b>Tonnage reduction</b>	<b>2507</b>

### **Proposals for Garden Waste and Food collections**

Collections of garden waste and food to continue via 240 litre wheeled bin. Garden waste only in brown re-usable sacks. An EU funded food caddy trial started week commencing 19 September and working with Waste Services, participation continues to be monitored,

The participation in the food waste collection has increased week on week, however there are issues with many residents failing to use the bio degradable liners which could present significant issues during hot weather with loose food waste.

Oct 2009 – Sep 2010	12836.
Oct 2010 – Sep 2011	15703.
<b>Tonnage increase</b>	<b>2866</b>

### **Bulky Household Waste**

This will continue to be collected by Refuse freighter (non metal items), white goods, WEEE to be collected by 7.5 tonne cage vehicle. Medway is affected (as are most other Local Authorities) by metal items being removed before the collections are made by Veolia – any intelligence gathered is shared with the Medway Council Enforcement Team.

During 2011 Medway Council and Veolia used EU funding to trial the recycling of mattresses which resulted in nearly 11 tonne of mattresses not going to landfill. Should further funding become available this scheme will be reintroduced

Oct 2009 – Sep 2010	873.
Oct 2010 – Sep 2011	762.
<b>Tonnage reduction</b>	<b>111</b>

### **Recycling Bring Site banks**

Continue to be emptied in accordance with contract schedule, sites removed or moved to meet the changing requirements of Medway Council/residents.

<b>Commodity</b>	<b>09/10</b>	<b>10/11</b>
Clear glass	416.53	270.10
Mixed glass	688.14	276.28
WEEE	22.75	22.60
Paper	509.38	346.56
Cans	11.80	4.34
Total	1648.60	919.88
<b>Tonnage reduction</b>	<b>728.72</b>	

Reductions in glass/paper and cans are reflected collected in the increased tonnages and increased participation of kerbside collections. , there may also be an effect from the economic downturn – less alcohol being purchased, and the increased use of online statements etc.

Veolia are investigating the opportunity with a company in Thanet to recycle mechanical sweeper arisings which would be screened/washed and aggregates removed - it is hoped that that this will be implemented during 2012.

We are already separating waste and recyclable materials plastic, cans and glass picked up by the manual street cleansing staff with the use of double bin barrows which were purchased for the start of the contract

Veolia continue to provide assistance to residents who are unable and do not have anyone to assist them with refuse and recycling collections being made from alternative collection points rather than the boundary of the property, we currently provide this service to nearly 500 residents

### **Flats recycling – there are currently 377 flats with 623 recycling bins**

Veolia and Medway Council continue to actively work together with new developments of flats to encourage the maximum use of recycling bins and reduce the number of refuse bins on site.

### **CLINICAL WASTE**

Due to delays in the KCC procurement process Veolia have continued to provide the clinical waste collection and disposal from residents and approved chemists although this service is not included in the current Waste contract.

### **DISPOSAL CONTRACT**

With effect from 1 October 2011, all contract waste (except mechanical Street Cleansing vehicles) will transfer materials to the new Transfer Station at Rochester.

Mechanical Sweepers will revert to Pier Approach Road until a modification can be made to Rochester Transfer Station to resolve the issue of diverting surplus water.

Opening hours have been arranged to accommodate other contractors i.e. WRG who currently operate the 3 Household Waste & Recycling Centres within Medway and the site operates 6 days a week

All suitable materials (sacks) will be transferred to the Veolia ERF (Energy Recovery Facility) SELCHP based in London.

The main focus of the disposal contract is to ensure minimal tonnage to landfill, however some materials (bulky items) cannot be processed by SELCHP and have to be taken to the Veolia landfill site at Pitsea in Essex.

Kerbside recyclable materials (cans/plastics and glass) are currently taken to our Rainham MRF (Materials Recycling Facility)

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

### **VEOLIA COMPANY INFORMATION**

#### **MUNICIPAL retain Investors in People**

The team first received this award in 2008, which recognises our commitment towards being an employer of choice and creating a great place to work. IIP is a national standard, which helps assess business improvement against company objectives and benchmarks how well a company: recruit, train and develop its employees, align employee policies with business strategy, rewards and recognises its employees and manages its people.

The assessors highlighted that: “The level of commitment to the job and to the company is especially striking. In all the interviews there was a not a single person who did not think Veolia is a good company. That is a remarkable achievement.”

## **HEALTH & SAFETY**

Our Health and Safety performance continues to improve – we have had 39 fewer lost time injuries reported than at this time last year.

Also earlier this year we had a focused campaign lead by our health and safety expert, RAE (Risk Assessment Expert) to stress the importance of correct ways of lifting and it is pleasing to see that we have 20% fewer manual handling injuries compared to last year

Medway contract has recorded for the last year:

Near miss/safety concern	38
Accidents	30
Vehicle accidents	78
BATs (Behavioural Safety Observations	18

## **STAFF HEALTH & WELL BEING**

From October we will be introducing a number of new health and wellbeing initiatives These sessions, carried out by our occupational health provider, Health Management, who will give employees the opportunity to undertake general health monitoring tests such as, blood pressure and cholesterol checks, and the opportunity to seek advice on other health related issues.

There will also be a new initiative of random drugs and alcohol testing staff the initial trial was undertaken in October 2011 – depending on the results a decision will then be made to implement the full service.

## **OPEN DAYS**

Veolia are actively involving local authorities and the community by holding open days across several of its locations/facilities.

The Medway Transfer Station held an open day on Saturday the 22<sup>nd</sup> October 2011 between 10am and 4pm with guided tours to show the facility.

The day was an exceptional success with over 300 visitors who had the opportunity to meet Directors, Managers and staff, receive information on Veolia as a company, understand the importance of Health & Safety and the work behind the scenes such as the on site Workshop which maintains and services 156 vehicles (100 on the Medway Contract).

Everyone had the opportunity to take a guided tour around the Transfer Station and have a close look at the vehicles and how they operate. There were also children’s games and competitions and resulted in a great family day.


## **CARBON REDUCTION**

Veolia will be providing an electric zero emission vehicle for the street cleansing service which will be available for selected locations, this is in addition to the two electric vehicles currently on the contract and used by Charge Hands.

New Refuse and Garden Waste will be ordered in 2012 to further enhance both services and reduce vehicle emissions

Veolia are committed to a 12% reduction in emissions and have invested in DES (Driver Efficiency Software) to monitor driving standards drivers are issued with a daily score card (example below) to show their performance. This software will be installed on all new vehicles.

Veolia actively work to identify any vehicle modifications to reduce carbon emissions

			
<b>Driver DES Daily Score Card</b>			
<u>Date</u>	17/01/2011		
<u>Driver</u>	Barry Williams		
<u>Round</u>	Round 01		
<u>Vehicle</u>	MX53 NLY	(Same)	
<u>MPG</u>	Benchmark	Actual	Performance
	<b>3.08</b>	<b>3.67</b>	<b>19%</b>
<u>Optimum</u>	Benchmark	Actual	Performance
<u>Driving</u>	<b>23.00</b>	<b>42.34</b>	<b>84%</b>
<b>ALERTS</b>			
Speeding	Over Revving	Harsh Braking	Idling Time
<b>0</b>	<b>0</b>	<b>N/A</b>	<b>00:00:00</b>

Veolia Environnement is the only organisation that has been recorded as achieving zero carbon emissions in the Environment Agency's CRC Performance league table. The league table features 2,103 companies and scores organisations on its carbon reduction performance.

Following its launch last week, Jean-Dominique Mallet posted the following statement on our website representing Veolia Environnement.

"We are delighted that out of the 2,103 participants listed in the Environment Agency's CRC Performance League Table, Veolia Environnement is the only organisation which has reported zero CRC emissions. This is a significant result for the Group and reflects the importance of our energy generation from renewable sources."

Veolia Environnement was actually a carbon creditor with a negative carbon obligation of over 100,000 tonnes for this first reporting year. Veolia Environmental Services has already achieved the Carbon Trust Standard and has been installing Automatic Meter Readers across its organisation. Furthermore Veolia Water has AMR meters installed on approximately 92% of the total electricity consumed across its business. Unfortunately all of these actions cannot be properly reflected in the Performance League Table when calculating the Early Action Metric (EAM) score as the table does not accommodate negative obligations."

Mr Mallet added that "Sustainable development is at the core of Veolia Environnement which includes managing its business activities in order to reduce its carbon footprint. We will continue to monitor our obligations to ensure they decrease from the existing starting points as this is the essence of the Carbon Reduction Commitment even if negative obligations cannot be recognized under the scheme. "

"Getting the company to this level of accurate reporting has been a massive challenge that has taken almost two years as we have calculated all the company's energy consumption and fuel usage across our hundreds of locations. It is clearly appropriate that as one of the leading environmental organisation we pitch our environmental credentials at the highest possible level."

## **CORPORATE SOCIAL RESPONSIBILITY**

Veolia have committed that every member of staff will be permitted to undertake ½ day volunteering per year.

At Medway all Managers and Supervisors and Administrators have assisted in British Heart Foundation shops, 20 Operatives to date have undertaken community clearances and a refurbishment project at Gordon Road school in Strood providing assistance with painting and gardening, further projects of this type are being identified with other schools.

MIND have been selected as Veolia's charity of the year and Medway have registered to volunteer for the Ecomind scheme when positions/schemes are available in the area.





## Annual Service Report 2010 / 2011

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## **1. Executive Summary**

The Annual Service Report (ASR) provides a detailed review of the performance of the Medway Council / Waste Recycling Group Contract over the previous twelve months. This is the first ASR following commencement of the contract on the 1 October 2010, and the intention of this report is not only to provide historical contract performance data but to set targets and plans for continuous improvement over the next year.

The Annual Service Report aims to harmonise the information requirements of the Contract Specification with the tender submission from WRG, in order to provide a comprehensive overview of all aspects of the service. It is intended that the ASR becomes a working document, increasing the requirement for self-monitoring of the services provided and bringing a culture of continuous improvement to the Contract.

The requirement to provide the Annual Service Plan is detailed in clause 16.2 of the specification, schedule 4, and reference in the specification and method statements section 4.2.3. This Plan is for the Contract year 2010 / 2011.

## **2. Report on Mobilisation and progress following Contract commencement**

Following award of contract in August 2010, a mobilisation plan was prepared in the form of a GANT chart and was agreed by the Authority. This plan covered all aspects for the commencement of the contract including TUPE transfer, proposed redevelopment of the sites, allocation of plant, and appointment of material off-takers.

The mobilisation plan was carried out successfully apart from the redevelopment of Hoath Way, which was delayed due to unforeseen planning issues.

### 3. Summary of Performance

This Report is designed to give an overview of the performance of the Contract in 2010/ 2011, including performance against targets, performance against the Service Delivery Plan and the target material streams. It is also intended to give an overview of how the Contract is managed by WRG, together with a look forward and target setting for the contract year 2011 / 2012.

#### 3.1 Overall Waste Input/Output Analysis

The Targets set out in the Contract Specification document, section 3.2 are as follows:

Contract Year	1 <sup>st</sup> Year Overall Recycling Target	2 <sup>nd</sup> and subsequent Years Overall Recycling Target
2010 / 2011	50%	60%

**Table 1 Contracted Targets**

#### 3.1.1 Analysis of overall Waste inputs.

The Targets have been achieved as shown in the table below:

Site	Total Tonnage	Recycled (T) <sup>1</sup>	% Recycled
Capstone	6,967.12	3578.80	51.37
Cuxton	8,157.26	4,133.18	50.67
Hoath Way	5,936.22	3,307.48	55.72
Overall			<b>52.23</b>

**Table 2 Performance against Contracted Targets**

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

Waste segregation took place at the HWRC' and the wastes and recyclables handled during 2010 were:

Car Batteries, Fluorescent Tubes, Fridges and Freezers, Garden Waste, Gas Bottles, Glass Mixed, Household Batteries, Large Domestic appliances, Metal, Plasterboard, Small Domestic Appliances, Televisions, Textiles, Tyres, Waste Oil, Wood, Cardboard and Paper, Rigid Plastics, Cooking Oil, Mattresses, Co-Mingled Recycling.

All sites have offices for staff welfare, paperwork and visitor registration.

All bulk waste movements are managed without prolonged disruption to the general public. Containers are moved within opening hours where possible, and areas are barriered off to allow the safe movement of containers. In the event that a site is closed to the public during a container change, a member of staff advises waiting cars of the anticipated closure time. This ensures that inconvenience is kept to a minimum and reduces conflict and confrontation.

### 3.1.2 Details of Waste outputs, including destination; treatment, reprocessing, re-use or disposal use.

The table below identifies the tonnages and destination of the materials separated at the three HWRC sites.

Material	Total Tonnage	Destination	Process	Contract Basis
Cardboard & Paper	301.64	Sevenside Recycling, Sittingbourne	Reprocessed	Long-term National
Soil & Hardcore	6,567.14	Thanet Waste, Sandwich	Reprocessed	Ad-hoc agreement
Glass (mixed)	170.18	Viridor , Medway	Reprocessed	Ad-hoc agreement
Green waste	2,293.75	Dunbrik,Swanley, Luddlesdown Farm	Re-use	Internal, Ad-hoc Farm closed
Wood	4,472.12	Countrystyle, Ridham	Treatment	Medway contract
Batteries (auto)	52.49	G&P Batteries	Reprocessed	National contract
Metal	967.11	EMR / Van Dalen	Reprocessed	National / Ad-hoc
Florescent tubes	6.51	Mercury Recycling	Disposal/ Re-use	Ad-hoc contract

Fridges	140.56	Waste Recycling via Light Bro's.	Reprocessed	Veolia contract via Medway
Gas bottles	42.81	Roud Recycling	Re- use	Ad-hoc contract
Mixed Recycling (MDR)	831.01	Viridor, Medway	Reprocessed	Medway Contract
Textiles	91.91	Excel Textiles, Essex	Reprocessed	Ad-hoc contract
Tyres	61.68	S&P Tyres, Sittingbourne	Reprocessed	Ad-hoc contract
WEEE (small)	589.71	Sweep, Sittingbourne	Reprocessed/ Re-used	Veolia contract Via Medway
WEEE (large)	189.20	Sweep, Sittingbourne	Reprocessed/ Re-used	Veolia contract Via Medway
Televisions	370.53	Waste Recycling via Light Bros.	Reprocessed/ Re-used	Veolia contract via Medway
Plasterboard	289.98	Countrystyle, Ridham Dock	Reprocessed	Ad-hoc contract
Oil – Motor	66.15	Eco-Oil, Kingsnorth	Reprocessed	Ad-hoc contract
Household batteries	5.32	Waste Care, Manchester	Reprocessed	Ad-hoc contract
Rigid Plastics	50.36	Kingsnorth Recycling	Reprocessed	Ad-hoc contract
Mattresses	49.79	Eco-Matt, Ashford	Reprocessed/ Re-used	Ad-hoc contract

Table 3 Recyclate streams, volumes, outlets and contract terms

The only Long-term contract in place is for the supply of news and PAMs (Sevenside). Other materials are sold into re-processors on annual or ad-hoc contracts in order to minimise transport, maximise revenues and guarantee quality off-takers with high service levels.

### 3.1.3 Analysis of overall Recycling performance.

The three HWRC's have shown a consistently strong performance through the year and even with the hardcore and soils removed from the equation they are still achieving over 50% separation. This is a considerable improvement upon the Recycling rate being achieved at the commencement of the contract of c30%.The

challenge for the Contract year 2011 / 2012 will be to take this performance and make improvements to separation, when the incoming material is of mixed quality assuming material volumes are maintained through 2011/12, and not diverted due to increased kerbside and independent third sector collections.

### 3.2 Waste Input/Output Analysis by Site (individual HWRC)

Please see attached a spreadsheet at end of report identifying all materials recycled at each of the sites, and the recycling achievements both individual and overall.

### 3.3 Recycling Performance by Material type

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

Material	Capstone	Cuxton	Hoath Way	Overall
Asbestos	0.22%	0.26%	0.25%	0.24%
Car Batteries	0.16%	0.21%	0.18%	0.18%
Ceramics	0.49%	0.36%	0.44%	0.39%
MDR	2.59%	3.25%	2.83%	2.91%
Clear Glass	0.04%	0.05%	0.00%	0.03%
Flo Tubes	0.01%	0.02%	0.02%	0.01%
Fridges & Freezers	0.45%	0.56%	0.45%	0.49%
Gas Bottles	0.15%	0.13%	0.17%	0.15%
Green	7.20%	9.29%	7.25%	8.01%
Hardcore	24.27%	21.95%	26.51%	24.05%
Household Batteries	0.02%	0.05%	0.02%	0.03%
Metal	3.32%	3.01%	3.95%	3.38%
Mixed Glass	0.46%	0.75%	0.44%	0.56%
Oil	0.25%	0.23%	0.21%	0.23%
Plasterboard	1.68%	1.22%	0.00%	1.02%
Residual	37.21%	38.99%	32.81%	36.62%
Textiles	0.29%	0.28%	0.42%	0.32%
TVs	1.48%	1.51%	0.82%	1.30%
Tyres	0.57%	0.00%	0.00%	0.19%
WEEE - A - Small	1.69%	2.08%	2.37%	2.03%
WEEE - B - Large	0.70%	0.76%	0.50%	0.66%
WEEE - C - Other	0.00%	0.00%	0.00%	0.01%
Wood	15.25%	14.13%	18.17%	15.68%
Cardboard	1.14%	0.44%	1.77%	1.06%
Hard Plastic	0.24%	0.32%	0.28%	0.29%
Mattresses	0.13%	0.13%	0.15%	0.14%
Cooking Oil	0.01%	0.01%	0.00%	0.01%
Grand Total	100.00%	100.00%	100.00%	100.00%

**Table 4 Recycling Performance by Material**

### 3.4 Report on Handling of Hazardous Wastes

The only Hazardous Waste managed at all the sites is Asbestos. During 2010 / 2011 69.48 tonnes were moved through the three HWRC sites, and sent to Pindens for disposal.

#### 3.4.1 Details of types and quantities of Hazardous Wastes handled, their storage and disposal by Site and overall on a month by month basis.

The monthly breakdown of asbestos tonnage managed at the sites is shown in the spreadsheet at end of this report.

### 3.5 Commercial (Trade) Waste

Details of Commercial Wastes rejected for the site or identification of potential traders through the ANPR system.

During the period 2010/12, WRG reported to Medway Council 15 separate incidents of suspected Trade Waste Customers.

## 4. Customer satisfaction/Site surveys

### 4.1 Results of customer satisfaction and site user surveys undertaken during the previous period.

Two Customer Surveys were in February 2011 and April 2011. The third scheduled survey is on hold pending a decision from the Authority on the number of surveys required per annum.

Key issues arising from the surveys were, Queuing at Hoath Way at peak periods, Customer parking at Capstone, Signage at all sites, and late opening restricted to one day per week.

The signage issue has been addressed, together with the customer parking at Capstone.

However the late opening and queuing at Hoath remain to be addressed during 2011/12.

Complaints regarding the service the Group or its sub-contractors have provided at the HWRCs are handled in line with Medway policy.

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

Many of the complaints received at the HWRC's are related to the Council's Recycling policy and where possible, WRG staff have advised the public on the appropriate separation of materials required and directed them to the Council website for further information.



## 5. Environmental and other considerations

### 5.1 Environmental Agency (EA) inspections

During 2010/11 the EA paid a single visit only to Hoath Way and Cuxton, with no visits to Capstone.

#### 5.1.1 Details and findings of EA inspections including any penalties, actions, remediation etc.

Their only comments were a light sprinkling of snow on site at Hoath Way, and no permit or working plan kept on site at Cuxton, and the asbestos container was not locked. Both issues were resolved immediately. No penalties were issued.

### 5.2 External Audits

Medway Council wardens inspect the sites on an ad hoc basis and to date no major issues have been identified.

### 5.3 Site security and related issues

#### 5.3.1 A report on any issues arising from unauthorised access or criminal damage at any of the Sites including police report references.

All three HWRC sites have suffered from unauthorised entrance over the previous contract year. All of these cases show evidence of criminal damage to enter the site. Where intruders have been identified by our CCTV provider, Medway police and the contract manager have attended. This has resulted in two arrests, however the information on these arrests have not been provided to WRG. All criminal damage has been repaired immediately at WRG cost, and the Authority were notified as soon as possible.

#### 5.3.2 Any improvements to Site security undertaken.

A meeting was held with Medway police in July and an agreement was made that Medway police will use all of the HWRC's for overnight "dog training". We await confirmation of start date.

Regrettably following a review of CCTV footage in March, WRG identified a member of staff stealing batteries from site, and following a full investigation the individual concerned was dismissed.

Quarterly reviews of CCTV installation are carried out in conjunction with the contractor to ensure the most effective use of the equipment.

### 5.4 Health and Safety, and environmental compliance.

One RIDDOR has been reported to the HSE in respect of Cuxton which resulted in the loss of 12 working days due to a slip trip and fall.

No action was taken by the HSE.

All COSHH data is up to date and available at all three sites.

Capstone, Cuxton, and Hoath Way HWRC, provided under this Contract, continue to be operated to ISO14001:2004 standard under the Group's Integrated Management System (IMS).

All aspects of operational sites are risk assessed to ensure that any hazards identified are removed where possible or mitigated to keep the task safe. Work instructions (attached to the end of the Risk Assessments) detail any specific issues associated with the tasks and how the work should be managed. All staff undertaking operational tasks are trained on the Risk Assessments and Work Instructions related to their role and a signed training log is kept with the Risk Assessment to show that operatives understand the activity.

The sites are audited by both Internal Auditors (for the IMS) and external bodies such as the Environment Agency and any non-conformances are addressed as soon as practicably possible.

In 2010, the Group achieved compliance with ISO 9001:2008 for its Quality Management Systems relating to both central functions and on-site waste management activities.

The health and safety of all staff and visitors to the sites is of paramount importance to the Group. WRG has a 'Near Miss' reporting system which helps to identify unsafe practices and address them before they become incidents. These near misses are reported and resolutions discussed on a regular basis with Medway Council at contract meetings.

During 2010, over a hundred near misses were reported by site staff for a variety of issues ranging from a lack of PPE to using mobile phones whilst driving and unsafe containers or road surfaces. Near misses are actioned by the Contract Manager and are logged with the Group Safety, Health and Environment department.

### ***Risk Assessments***

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

Risk assessments for current activities are reviewed annually or is a change of process and new activities are assessed before they take place.

During 2010 all site activities' risk assessments were reviewed and updated. The Assessments are available for the Council to inspect at any of the sites.

### ***Staffing and Welfare Issues***

Day to day management of the Contract continues from dedicated offices at the Pepperhill Transfer Station. Both the Contract Manager and Senior Supervisor are contactable by mobile phone 24 hours a day, 7 days a week. Each provides holiday cover for the other.

The Contract Manager (Leigh Phillips) has fifteen year's industry experience and two CoTC Level 4 certificates in Hazardous Waste Treatment and Transfer. The three Site Supervisor have all achieved CoTC Level 4 in Waste Transfer.

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

## **6. Review of administration of service**

- 6.1 Details of any improvements of the reporting/transmitting of data to the Council including the Council's Waste Data Flow requirements.

At regular contract meetings the provision of data to the Council has been discussed and procedures adopted that fully meet the Councils requirements.

- 6.2 Invoicing and price adjustment

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

The annual indexation adjustment for year two of the contract has been agreed and implemented.

## **7. Infrastructure, plant and equipment maintenance**

### 7.1 Routine maintenance

All Facilities used in the service of the Contract were maintained to a high standard during 2010/11 maintaining infrastructure, and fixed plant. Good planned maintenance ensured that plant down-time was minimal through the year with little or no disruption to Medway or the general public. Maintenance records are available for inspection by Medway on request.

### 7.2 Details of repairs and improvements to the Plant, equipment and infrastructure at each site.

#### Cuxton

- One new compactor installed
- Two compactors overhauled and serviced
- Extension to the yard area facilitating further container space on site.

#### Capstone

- One compactor scrapped at Medway request
- One new compactor installed
- Remaining compactors overhauled and serviced
- Customer parking area extended

#### Hoath Way

- Compactors overhauled and serviced

All three sites provided with new containers and old unusable containers scrapped.

### 7.3 Business Continuity

Local Authorities are coming under increasing pressure to have robust business continuity systems in place to protect their major services. The waste management service provided by WRG under this Contract is one such contract and therefore contingency arrangements are vital to ensure continuation of service in the event of business interruption. The

table below shows the contingency facilities in place in case of severe business interruption (e.g. major fire or flood or long-term plant unavailability).

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

**Table 5 Contingency facilities**

### ***Fixed and Mobile Plant***

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

## **8. Aims for forthcoming year**

8.1 Report on recycling bonus incentive scheme.

- Incentivise staff to meet the 2011/12 Recycling Target of 60%
- To support Medway Council in its Education of Medway residents to separate waste and recycle.

8.2 Infrastructure improvements and routine maintenance

#### Hoath Way

- Expansion of the site to facilitate additional containers for further separation of waste received

#### Capstone

- Continue discussions with Council for the potential to receive and recycle Trade Waste, which would require the installation of a weighbridge and an adaption of the site layout.

#### Cuxton

- No infrastructure plans

Routine Maintenance to be continued as per manufactures recommendations

### 8.3 Action Plan for 2012

Subject to further discussion and agreement, the targets for 2011 / 2012 are ;

- Continued improvement to the layout of the HWRC's to maximise usability and improve the public's perception of the service;
- Review the off-takers for all materials to ensure value for money;
- Review in conjunction with the Council the opening hours of the HWRC's to ensure maximum efficiencies;
- Review the haulage for the HWRC's and internalise fully if possible, in order to improve the emptying of containers at the HWRC. To assist Medway where possible to achieve defined cost-savings by improving service efficiencies, broadening the range of recyclables separated at the HWRC's and providing more timely management information.
- To assist Medway with their communications and education strategy including publicity for landfill diversion initiatives and re use.
- Continue the preparations for the location of a re-use shop in Medway to commence 1 April 2012
- To continue to explore opportunities for a contract extension

**Recycling Rates HWRC's**

<b>Capstone</b>	<b>October</b>	<b>Nov</b>	<b>December</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>Sept</b>	
Car Batteries	2.00	0.00	0.78	0.69	0.76	0.00	2.89	1.58	0.00	2.25	1.40	2.30	14.65
Fluro tubes	0.00	0.00	0.00	0.00	0.00	0.11	1.52	0.00	0.13	0.00	0.20	0.00	1.96
Fridges/Freezers	2.08	4.12	1.64	2.52	3.48	3.92	5.96	4.24	2.72	4.48	3.52	4.04	42.72
Garden Waste	61.48	42.30	6.36	12.00	28.72	59.86	104.36	76.42	70.69	75.70	62.74	76.92	677.55
Gas Bottles	1.62	0.71	0.35	0.00	0.75	1.35	1.43	2.60	0.00	3.26	0.77	1.23	14.04
Glass Mixed	0.00	3.76	5.70	5.44	0.00	0.00	11.68	0.00	5.56	5.50	0.00	5.78	43.42
Glass Fint	3.52	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.52
Houshold batteries	0.40	0.00	0.00	0.00	0.40	0.00	0.00	0.00	0.60	0.00		0.36	1.76
LDA (B stream weee)	5.18	2.88	2.22	8.60	6.78	11.16	5.88	3.64	6.32	0.00	9.62	3.60	65.88
Metal	21.14	20.60	10.56	22.67	15.88	35.58	44.12	33.15	23.88	26.82	34.20	24.74	313.34
Plasterboard	12.24	12.48	8.12	12.96	8.82	20.60	14.04	12.36	14.26	14.88	15.32	11.98	158.06
SDA (A stream weee)	11.18	11.42	4.96	13.60	10.34	16.02	19.32	16.80	15.34	17.12	14.00	17.38	167.48
Televisions	8.70	7.14	5.92	10.16	8.88	18.16	17.66	15.00	10.06	12.20	11.60	14.20	139.68
Textiles	1.50	1.46	0.72	1.61	0.70	1.20	1.76	1.66	3.10	4.60	5.06	4.06	27.42
Tyres	5.24	4.73	0.97	3.31	3.17	5.79	5.48	6.02	5.92	6.37	4.26	1.98	53.23
Waste Oil	3.13	2.20	0.00	1.97	1.79	1.56	2.24	3.80	2.00	1.60	1.00	2.70	23.99
Wood	113.74	106.72	44.20	102.14	110.22	120.04	118.28	153.40	141.64	125.38	169.56	130.20	1435.52
Cardboard	0.00	0.00	0.00	0.00	0.00	0.00	4.92	17.58	17.74	16.66	24.68	25.36	106.94
Rigid Plastic	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.91	12.18	10.77	24.86
Cooking Oil	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.09	0.00	0.09
Mattresses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	6.74	12.12	18.86
Co-mingled Recycling	24.80	31.88	22.72	36.78	27.44	33.96	16.96	12.94	10.48	13.12	6.16	6.58	243.82
Rejects to landfill	2.48	3.19	2.27	3.68	2.74	3.40	1.70	1.29	1.05	1.31	0.62	0.66	24.38
<b>Sub-Total</b>	<b>277.95</b>	<b>252.40</b>	<b>115.22</b>	<b>234.46</b>	<b>228.12</b>	<b>329.31</b>	<b>378.49</b>	<b>361.19</b>	<b>330.44</b>	<b>331.84</b>	<b>383.09</b>	<b>356.30</b>	<b>3578.80</b>
Landfill	309.08	260.22	157.48	257.42	239.18	350.16	459.60	370.34	292.92	301.30	162.26	228.36	3388.32
Hardcore	146.10	92.78	21.16	77.18	104.42	205.44	291.84	346.80	233.80	260.06	182.82	213.13	2175.53
<b>Total</b>	<b>309.08</b>	<b>260.22</b>	<b>157.48</b>	<b>257.42</b>	<b>239.18</b>	<b>350.16</b>	<b>459.60</b>	<b>370.34</b>	<b>292.92</b>	<b>301.30</b>	<b>162.26</b>	<b>228.36</b>	<b>3388.32</b>
<b>Asbestos</b>	<b>1.82</b>	<b>2.36</b>	<b>0.00</b>	<b>0.00</b>	<b>2.20</b>	<b>0.00</b>	<b>2.74</b>	<b>3.28</b>	<b>1.90</b>	<b>2.46</b>	<b>1.54</b>	<b>1.98</b>	<b>20.28</b>
<b>CONTRACT RECYCLING %</b>													
<b>Total Waste</b>	<b>587.03</b>	<b>512.62</b>	<b>272.70</b>	<b>491.88</b>	<b>467.30</b>	<b>679.47</b>	<b>838.09</b>	<b>731.53</b>	<b>623.36</b>	<b>633.14</b>	<b>545.35</b>	<b>584.66</b>	<b>6967.12</b>
<b>Recycling Rate</b>	<b>47.35%</b>	<b>49.24%</b>	<b>42.25%</b>	<b>47.67%</b>	<b>48.82%</b>	<b>48.47%</b>	<b>45.16%</b>	<b>49.37%</b>	<b>53.01%</b>	<b>52.41%</b>	<b>70.25%</b>	<b>60.94%</b>	<b>51.37%</b>
<b>SITE RECYCLING %</b>													
<b>Total Waste</b>	<b>733.13</b>	<b>605.40</b>	<b>293.86</b>	<b>569.06</b>	<b>571.72</b>	<b>884.91</b>	<b>1129.93</b>	<b>1078.33</b>	<b>857.16</b>	<b>893.20</b>	<b>728.17</b>	<b>797.79</b>	<b>9142.65</b>
<b>Recycling Rate</b>	<b>57.84%</b>	<b>57.02%</b>	<b>46.41%</b>	<b>54.76%</b>	<b>58.16%</b>	<b>60.43%</b>	<b>59.32%</b>	<b>65.66%</b>	<b>65.83%</b>	<b>66.27%</b>	<b>77.72%</b>	<b>71.38%</b>	<b>62.94%</b>

<b>Cuxton</b>	<b>October</b>	<b>Nov</b>	<b>December</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>Sept</b>	
Car Batteries	2.00	2.00	0.00	1.50	2.95	3.67	1.93	1.85	2.20	2.48	0.65	1.60	<b>22.84</b>
Fluro tubes	0.00	0.00	0.28	0.00	2.24	0.00	0.20	0.00	0.20	0.00	0.27	0.61	<b>3.80</b>
Fridges/Freezers	4.04	5.80	3.00	4.76	4.72	7.24	5.60	5.24	4.24	5.56	5.96	4.40	<b>60.56</b>
Garden Waste	85.24	65.68	4.92	31.08	37.82	95.90	139.20	111.52	102.71	118.47	108.01	107.87	<b>1008.42</b>
Gas Bottles	1.83	0.77	0.93	0.00	0.98	1.30	1.32	2.45	0.00	2.93	0.60	1.32	<b>14.41</b>
Glass Flint	5.88	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<b>5.88</b>
Glass Mixed	5.96	4.94	11.50	6.00	6.28	6.44	6.34	11.82	6.16	6.24	9.30	0.00	<b>80.98</b>
Houshold batteries	0.40	0.00	0.00	0.40	0.00	0.00	0.20	0.00	0.80	0.00		0.36	<b>2.16</b>
LDA (B stream weee)	6.94	6.44	2.42	9.40	7.28	7.02	7.90	9.52	5.12	5.04	5.54	9.02	<b>81.64</b>
Metal	24.79	17.66	13.50	26.87	16.33	34.74	43.68	32.50	32.34	27.80	30.86	27.42	<b>328.49</b>
Plasterboard	8.02	8.94	7.56	14.22	8.94	11.80	20.10	10.52	6.76	11.34	10.26	13.46	<b>131.92</b>
SDA (A stream weee)	19.50	14.56	8.40	22.08	12.65	22.66	19.72	25.50	19.48	21.88	16.90	17.92	<b>221.25</b>
Televisions	14.44	10.98	12.86	16.06	14.42	15.52	15.74	13.56	12.08	13.22	10.66	13.28	<b>162.82</b>
Textiles	2.00	1.99	1.11	1.43	0.83	2.04	1.96	1.59	4.43	3.22	6.15	3.14	<b>29.87</b>
Tyres	0.00	0.00	0.00	0.00	0.00	8.00	0.00	0.00	0.00	0.45	0.00	0.00	<b>8.45</b>
Waste Oil	2.40	1.80	1.60	0.00	1.60	3.13	2.00	3.80	0.00	3.00	3.10	2.00	<b>24.43</b>
Wood	103.60	96.38	60.36	96.22	124.22	153.92	191.90	159.42	140.18	140.30	137.60	122.90	<b>1527.00</b>
Cardboard	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	7.74	17.86	21.82	<b>47.42</b>
Rigid Plastics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	16.39	18.63	<b>35.02</b>
cooking oil											0.00	0.60	
Mattresses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.49	14.28	<b>18.77</b>
Co-mingled Recycling	32.70	32.44	30.20	54.32	22.50	38.56	36.08	32.56	34.48	8.48	16.36	12.94	<b>351.62</b>
Rejects to landfill	3.27	3.24	3.02	5.43	2.25	3.86	3.61	3.26	3.45	0.85	1.64	1.29	<b>35.16</b>
<b>Sub-Total</b>	<b>319.74</b>	<b>270.37</b>	<b>158.64</b>	<b>284.34</b>	<b>263.75</b>	<b>411.94</b>	<b>493.88</b>	<b>421.84</b>	<b>371.18</b>	<b>378.15</b>	<b>400.95</b>	<b>393.58</b>	<b>4133.18</b>
Landfill	306.38	284.02	224.24	310.28	319.96	379.40	481.40	473.92	360.78	392.18	217.14	274.38	<b>4024.08</b>
Hardcore	158.00	124.64	9.62	98.22	89.14	225.50	340.66	268.14	286.30	263.42	170.48	245.60	<b>2279.72</b>
<b>Total</b>	<b>306.38</b>	<b>284.02</b>	<b>224.24</b>	<b>310.28</b>	<b>319.96</b>	<b>379.40</b>	<b>481.40</b>	<b>473.92</b>	<b>360.78</b>	<b>392.18</b>	<b>217.14</b>	<b>274.38</b>	<b>4024.08</b>
<b>Asbestos</b>	<b>1.76</b>	<b>0.00</b>	<b>2.18</b>	<b>1.30</b>	<b>0.00</b>	<b>4.20</b>	<b>2.44</b>	<b>2.92</b>	<b>5.48</b>	<b>2.32</b>	<b>1.96</b>	<b>3.52</b>	<b>28.08</b>
<b>CONTRACT RECYCLING %</b>													
<b>Total Waste</b>	<b>626.12</b>	<b>554.39</b>	<b>382.88</b>	<b>594.62</b>	<b>583.71</b>	<b>791.34</b>	<b>975.28</b>	<b>895.76</b>	<b>731.96</b>	<b>770.33</b>	<b>618.09</b>	<b>667.96</b>	<b>8157.26</b>
<b>Recycling Rate</b>	<b>51.07%</b>	<b>48.77%</b>	<b>41.43%</b>	<b>47.82%</b>	<b>45.19%</b>	<b>52.06%</b>	<b>50.64%</b>	<b>47.09%</b>	<b>50.71%</b>	<b>49.09%</b>	<b>64.87%</b>	<b>58.92%</b>	<b>50.67%</b>
<b>SITE RECYCLING %</b>													
<b>Total Waste</b>	<b>784.12</b>	<b>679.03</b>	<b>392.50</b>	<b>692.84</b>	<b>672.85</b>	<b>1016.84</b>	<b>1315.94</b>	<b>1163.90</b>	<b>1018.26</b>	<b>1033.75</b>	<b>788.57</b>	<b>913.56</b>	<b>10436.98</b>
<b>Recycling Rate</b>	<b>60.93%</b>	<b>58.17%</b>	<b>42.87%</b>	<b>55.22%</b>	<b>52.45%</b>	<b>62.69%</b>	<b>63.42%</b>	<b>59.28%</b>	<b>64.57%</b>	<b>62.06%</b>	<b>72.46%</b>	<b>69.97%</b>	<b>61.44%</b>



Hoath Way	October	Nov	December	January	February	March	April	May	June	July	August	Sept	
Car Batteries	2.00	1.00	0.96	1.07	1.08	1.40	2.00	0.91	1.00	0.00	1.50	2.08	15.00
Fluro tubes	0.00	0.00	0.00	0.17	0.00	0.00	0.28	0.00	0.15	0.00	0.14	0.00	0.74
Fridges/Freezers	2.36	2.44	2.04	1.76	3.04	3.88	4.44	2.88	2.96	3.88	3.60	4.00	37.28
Garden Waste	51.88	40.12	11.08	22.86	19.90	46.80	77.16	66.20	47.70	84.89	62.11	77.08	607.78
Gas Bottles	2.04	0.80	0.30	0.00	0.95	1.11	1.53	2.69	0.00	2.45	1.07	1.44	14.36
Glass Mixed	0.00	0.00	5.60	6.34	0.00	0.00	6.50	0.00	6.96	0.00	6.22	4.76	36.38
Houshold batteries	0.00	0.00	0.00	0.40	0.00	0.00	0.24	0.00	0.40	0.00	0.00	0.36	1.40
LDA (B stream weee)	5.30	4.12	2.54	2.94	2.70	5.22	2.38	2.52	5.58	3.82	2.26	2.30	41.68
Metal	24.40	18.88	8.14	23.08	21.24	35.54	39.16	30.38	31.68	29.36	35.80	27.62	325.28
Plasterboard	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
SDA (A stream weee)	11.08	17.66	11.70	15.46	16.20	19.76	21.62	18.20	14.54	15.32	21.78	17.66	200.98
Televisions	5.38	5.64	6.10	6.92	5.78	8.00	5.24	5.92	6.55	5.48	4.00	3.02	68.03
Textiles	1.60	2.35	1.28	2.19	1.56	2.42	2.21	2.37	3.54	5.01	6.19	3.90	34.62
Tyres	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Waste Oil	0.71	1.61	0.00	0.72	0.72	2.29	2.89	2.00	1.00	3.00	1.50	1.30	17.73
Wood	110.70	104.10	58.16	91.98	115.58	168.06	168.74	163.52	125.12	134.18	143.22	126.24	1509.60
Cardboard	0.00	0.00	0.00	0.00	0.00	0.00	10.44	26.78	27.78	22.88	33.60	25.80	147.28
Rigid Plastic	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	1.91	11.80	11.80	25.51
Mattresses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.48	9.68	12.16
Co-mingled Recycling	29.28	33.72	42.52	28.90	26.08	36.90	10.68	5.36	4.82	7.44	5.42	4.08	235.20
Rejects to landfill	2.93	3.37	4.25	2.89	2.61	3.69	1.07	0.54	0.48	0.74	0.54	0.41	23.52
<b>Sub-Total</b>	<b>246.73</b>	<b>232.44</b>	<b>150.42</b>	<b>204.79</b>	<b>214.82</b>	<b>331.38</b>	<b>355.51</b>	<b>329.73</b>	<b>279.78</b>	<b>319.61</b>	<b>342.68</b>	<b>323.12</b>	<b>3307.48</b>
Landfill	221.66	213.38	165.38	218.44	201.56	261.96	303.68	265.14	223.50	226.84	137.20	190.00	2628.74
Hardcore	144.94	89.14	41.82	79.08	111.10	190.06	313.49	318.90	224.30	263.50	149.26	186.30	2111.89
<b>Total</b>	<b>221.66</b>	<b>213.38</b>	<b>165.38</b>	<b>218.44</b>	<b>201.56</b>	<b>261.96</b>	<b>303.68</b>	<b>265.14</b>	<b>223.50</b>	<b>226.84</b>	<b>137.20</b>	<b>190.00</b>	<b>2628.74</b>
<b>Asbestos</b>	<b>0.00</b>	<b>2.08</b>	<b>0.00</b>	<b>2.62</b>	<b>0.00</b>	<b>3.26</b>	<b>0.00</b>	<b>6.60</b>	<b>0.00</b>	<b>2.80</b>	<b>1.92</b>	<b>1.80</b>	<b>21.08</b>
<b>CONTRACT RECYCLING %</b>													
<b>Total Waste</b>	<b>468.39</b>	<b>445.82</b>	<b>315.80</b>	<b>423.23</b>	<b>416.38</b>	<b>593.34</b>	<b>659.19</b>	<b>594.87</b>	<b>503.28</b>	<b>546.45</b>	<b>479.88</b>	<b>513.12</b>	<b>5936.22</b>
<b>Recycling Rate</b>	<b>52.68%</b>	<b>52.14%</b>	<b>47.63%</b>	<b>48.39%</b>	<b>51.59%</b>	<b>55.85%</b>	<b>53.93%</b>	<b>55.43%</b>	<b>55.59%</b>	<b>58.49%</b>	<b>71.41%</b>	<b>62.97%</b>	<b>55.72%</b>
<b>SITE RECYCLING %</b>													
<b>Total Waste</b>	<b>613.33</b>	<b>534.96</b>	<b>357.62</b>	<b>502.31</b>	<b>527.48</b>	<b>783.40</b>	<b>972.68</b>	<b>913.77</b>	<b>727.58</b>	<b>809.95</b>	<b>629.14</b>	<b>699.42</b>	<b>8048.11</b>
<b>Recycling Rate</b>	<b>63.86%</b>	<b>60.11%</b>	<b>53.76%</b>	<b>56.51%</b>	<b>61.79%</b>	<b>66.56%</b>	<b>68.78%</b>	<b>70.98%</b>	<b>69.28%</b>	<b>71.99%</b>	<b>78.19%</b>	<b>72.83%</b>	<b>67.34%</b>

<b>CA Sites</b>	October	Nov	Dec	January	February	March	April	May	June	July	August	Sept	
Car Batteries	6.00	3.00	1.75	3.26	4.79	5.07	6.82	4.34	3.20	4.73	3.55	5.98	<b>52.49</b>
Fluro tubes	0.00	0.00	0.28	0.17	2.24	0.11	2.00	0.00	0.48	0.00	0.61	0.61	<b>6.51</b>
Fridges/Freezers	8.48	12.36	6.68	9.04	11.24	15.04	16.00	12.36	9.92	13.92	13.08	12.44	<b>140.56</b>
Garden Waste	198.60	148.10	22.36	65.94	86.44	202.56	320.72	254.14	221.10	279.06	232.86	261.87	<b>2293.75</b>
Gas Bottles	5.49	2.27	1.58	0.00	2.67	3.76	4.28	7.73	0.00	8.63	2.43	3.99	<b>42.81</b>
Glass Mixed	5.96	8.70	22.80	17.78	6.28	6.44	24.52	11.82	18.68	11.74	15.52	10.54	<b>160.78</b>
Glass Flint	9.40	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	<b>9.40</b>
Houshold batteries	0.80	0.00	0.00	0.80	0.40	0.00	0.44	0.00	1.80	0.00	0.00	1.08	<b>5.32</b>
LDA (B stream weee)	17.42	13.44	7.18	20.94	16.76	23.40	16.16	15.68	17.02	8.86	17.42	14.92	<b>189.20</b>
Metal	70.33	57.14	32.20	72.62	53.45	105.86	126.96	96.03	87.90	83.98	100.86	79.78	<b>967.11</b>
Plasterboard	20.26	21.42	15.68	27.18	17.76	32.40	34.14	22.88	21.02	26.22	25.58	25.44	<b>289.98</b>
SDA (A stream weee)	41.76	43.64	25.06	51.14	39.19	58.44	60.66	60.50	49.36	54.32	52.68	52.96	<b>589.71</b>
Televisions	28.52	23.76	24.88	33.14	29.08	41.68	38.64	34.48	28.69	30.90	26.26	30.50	<b>370.53</b>
Textiles	5.10	5.80	3.11	5.23	3.08	5.65	5.92	5.62	11.07	12.83	17.39	11.11	<b>91.91</b>
Tyres	5.24	4.73	0.97	3.31	3.17	13.79	5.48	6.02	5.92	6.82	4.26	1.98	<b>61.68</b>
Waste Oil	6.24	5.61	1.60	2.69	4.11	6.98	7.13	9.60	3.00	7.60	5.60	6.00	<b>66.15</b>
Wood	328.04	307.20	162.72	290.34	350.02	442.02	478.92	476.34	406.94	399.86	450.38	379.34	<b>4472.12</b>
Cardboard	0.00	0.00	0.00	0.00	0.00	0.00	15.36	44.36	45.52	47.28	76.14	72.98	<b>301.64</b>
Rigid Plastics	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.82	23.98	22.56	<b>50.36</b>
Mattresses	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.71	36.08	<b>49.79</b>
Co-mingled Recycling	86.78	98.04	95.44	120.00	76.02	109.42	63.72	50.86	49.78	29.04	27.94	23.60	<b>830.64</b>
Rejects	8.68	9.80	9.54	12.00	7.60	10.94	6.37	5.09	4.98	2.90	2.79	2.36	<b>83.06</b>
<b>Sub-Total</b>	<b>844.41</b>	<b>755.21</b>	<b>424.28</b>	<b>723.58</b>	<b>706.70</b>	<b>1072.63</b>	<b>1227.88</b>	<b>1112.75</b>	<b>981.40</b>	<b>1029.60</b>	<b>1110.24</b>	<b>1073.00</b>	<b>10978.60</b>
Landfill	837.12	757.62	547.10	786.14	760.70	991.52	1244.68	1109.40	877.20	920.32	516.60	692.74	<b>10041.14</b>
Hardcore	449.04	306.56	72.60	254.48	304.66	621.00	945.99	933.84	744.40	786.98	502.56	645.03	<b>6567.14</b>
<b>Total</b>	<b>837.12</b>	<b>757.62</b>	<b>547.10</b>	<b>786.14</b>	<b>760.70</b>	<b>991.52</b>	<b>1244.68</b>	<b>1109.40</b>	<b>877.20</b>	<b>920.32</b>	<b>516.60</b>	<b>692.74</b>	<b>10041.14</b>
<b>Asbestos</b>	<b>3.58</b>	<b>4.44</b>	<b>2.18</b>	<b>3.92</b>	<b>2.20</b>	<b>7.46</b>	<b>5.18</b>	<b>12.80</b>	<b>7.38</b>	<b>7.58</b>	<b>5.42</b>	<b>7.30</b>	<b>69.44</b>
<b>CONTRACT RECYCLING %</b>													
<b>Total Waste</b>	1681.53	1512.83	971.38	1509.72	1467.40	2064.15	2472.56	2222.15	1858.60	1949.92	1626.84	1765.74	21019.74
<b>Recycling Rate</b>	<b>50.22%</b>	<b>49.92%</b>	<b>43.68%</b>	<b>47.93%</b>	<b>48.16%</b>	<b>51.96%</b>	<b>49.66%</b>	<b>50.08%</b>	<b>52.80%</b>	<b>52.80%</b>	<b>68.25%</b>	<b>60.77%</b>	<b>52.23%</b>
<b>SITE RECYCLING %</b>													
<b>Total Waste</b>	2130.57	1819.39	1043.98	1764.20	1772.06	2685.15	3418.55	3155.99	2603.00	2736.90	2129.40	2410.77	27586.88
<b>Recycling Rate</b>	<b>60.71%</b>	<b>58.36%</b>	<b>47.59%</b>	<b>55.44%</b>	<b>57.07%</b>	<b>63.07%</b>	<b>63.59%</b>	<b>64.85%</b>	<b>66.30%</b>	<b>66.37%</b>	<b>75.74%</b>	<b>71.26%</b>	<b>63.60%</b>