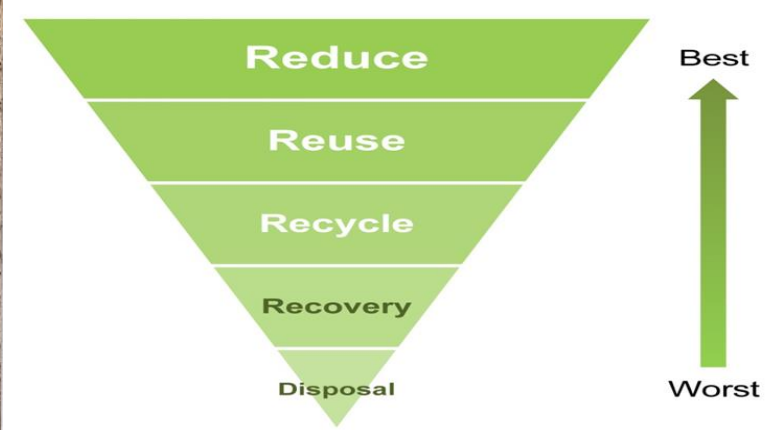


Somerset Waste Board  
Third Quarter 2021-22

# PERFORMANCE REPORT



### Our Vision

**Who we are:** Somerset's Local Authorities working together as the Somerset Waste Partnership, ensuring that our household waste is reduced, collected, reused, recycled and effectively treated.

**What we do:**

- Preserve our environment by making every effort to ensure our household waste is not waste but reused as a valuable resource.
- Deliver excellent customer service and value for money to create a more sustainable Somerset.

**What we are aiming to become:**

An exemplar for how we manage waste as a resource, work with others and support our residents to manage their household waste and make our service the best it can be.

### Our Values

- **Insight:** Working with our partners to understand how and why people behave as they do and use this knowledge to shape our service.
- **Collaboration:** Treating everyone we work with as equal, knowing we have greater success when we work together.
- **Innovation:** Learning from others and constantly looking at new ways of working to give the best service we can.
- **Quality:** Focusing on excellent customer service and making the best use of the resources we collect.

### Business Plan

Our Business Plan explains how we will work towards our Vision over the next five years, with a particular focus on current year actions. The Business Plan contains ten areas of focus, beneath which sit a range of activities.

### Background

Somerset Waste Partnership (SWP) was established in 2007 and manages waste services on behalf of Mendip, Sedgemoor, South Somerset, Somerset West and Taunton Councils and Somerset County Council. This made it the first county-wide waste partnership in the country. SWP has delegated authority to deliver household waste and recycling services throughout Somerset, including management of kerbside collections, recycling sites and disposal sites. These services are in turn contracted to SUEZ (collection services) and Viridor Plc (recycling sites and waste treatment and disposal). SWP is accountable to the Somerset Waste Board (SWB), which consists of two elected members from each of the partner authorities.

For further information please visit [www.somersetwaste.gov.uk](http://www.somersetwaste.gov.uk)

### **1. Waste Reduction**

- 1.1 Food waste reduction
- 1.2 Refill campaign
- 1.3 Pledge against preventable plastic
- 1.4 Signpost to zero waste shops
- 1.5 Reusable nappies
- 1.6 Waste prevention campaigns

### **2. Promoting Reuse**

- 2.1 Develop a reuse strategy
- 2.2 Implementing reuse strategy
- 2.3 Monitor effectiveness of reuse
- 2.4 Reuse campaigns

### **3. Increasing Recycling**

- 3.1 Recycle More roll-out (all households)
- 3.2 Ensuring homes are built with recycling in mind
- 3.3 Food waste in communal properties
- 3.4 Rolling year garden waste subscriptions
- 3.5 Tackling hard to treat waste streams
- 3.6 HWRCs
- 3.7 Waste composition and recycling participation analysis
- 3.8 Recycling A-Z guide
- 3.9 Targeted campaigns

### **4. Decarbonising Residual Waste**

- 4.1 Heat offtake from Avonmouth
- 4.2 Carbon capture and storage
- 4.3 Educating the public about energy from waste

### **5. Decarbonising Our Operations**

- 5.1 Roll-out electric supervisors vans
- 5.2 Implement green infrastructure improvements to depots
- 5.3 Pilot alternative fuels in our fleet
- 5.4 Drive down carbon intensity of day-to-day operations
- 5.5 Partial re-fleet of refuse vehicles

### **6. Tackling Non-Household Waste**

- 6.1 Schools
- 6.2 Public sector estate
- 6.3 Business waste

### **7. Working With Others**

- 7.1 Parish Councils
- 7.2 Local data and engagement
- 7.3 Developing partnerships
- 7.4 Community action groups
- 7.5 Engagement with front-line staff

### **8. Improving the Customer Experience**

- 8.1 Fully utilise in-cab technology
- 8.2 Growing our channels
- 8.3 Website review
- 8.4 CRM system procurement
- 8.5 Processes and Policy
- 8.6 Assisted collection review
- 8.7 Improve processes around occupation of new homes
- 8.8 Enforcement and householder support
- 8.9 Supporting out most vulnerable

### **9. Supporting Wider Goals in Somerset**

- 9.1 Tackling waste on-the-go
- 9.2 Tackling fly-tipping
- 9.3 Supporting local businesses and those far from the labour market

### **10. Enabling Activities**

- 10.1 Depot infrastructure improvements
- 10.2 Contract reviews
- 10.3 Health & safety
- 10.4 Contract management
- 10.5 Influencing national policy
- 10.6 Developing a long-term strategy
- 10.7 Embedding behavioural insights
- 10.8 Business continuity planning

**Purpose of the Report**

This report reflects the SWP's ongoing progress towards the priorities laid out in the Business Plan.

This report also sets out the key activities and measures used to check our performance for the year against the priorities we are working towards. It doesn't cover everything we do, but does set out the aspects of our work that are most relevant to the Somerset Waste Board.

Further information on how the Somerset Waste Partnership monitors and reports on performance can be found on the SWP website [www.somersetwaste.gov.uk](http://www.somersetwaste.gov.uk)

**Key to KPI Ratings Used**

This report includes Key Performance Indicators (KPIs), where progress is assessed against targets and project updates.




Progress is shown in terms of Direction of Performance (DOP) through the use of arrows, with Performance shown using Performance Ratings.

Part Quarter, as December weight data was unavailable at the time of compilation for the following report items:




Page No.	Report Item
13	Waste Minimisation
15	All Recycling
17	End Use of Materials
20	Financial Performance

**Note:** Reports using weight based data do not include information for December. (Q3 October & November Only)

**Performance Direction**





	Performance is improving
	Performance is steady
	Performance is declining

**Performance Rating**

	Performance is on or exceeding target Project is on target
	Performance is off target but within tolerance Project requires attention
	Performance is off target outside tolerance Project is off target





Performance Rating & Direction for Individual Measures

**Business Plan Item (RAG)**

	Performance is on or exceeding target Project is on target
	Performance is off target but within tolerance Project requires attention
	Performance is off target outside tolerance Project is off target
	Project suspended or not yet started

RAG Applies to Business Plan Items Only

## Executive Summary - Third Quarter 2021-22 (Submitted to the Somerset Waste Board on 11th February 2022)

Measure	Headlines	Performance Direction	Performance Rating
Business Plan 2021-2026	Collection service pressures (and the ownership changes at Viridor) continued to place SWP under considerable pressure in 2021-22. This has resulted in delays to a number of other workstreams. Securing funding for two key decarbonisation initiatives (an e-RCV and solar panels) is enabling us to progress with our wider climate change activities, and a successful funding bid will help us move reuse and repair forward.		
GDPR Audit	Progress on this project is continuing in various areas. Work has commenced on the ROPA which will be ongoing as this will form a working document. Data processing that relies on consent has been identified, reviewed and confirmed that it has an appropriate legal basis and retention periods identified for SharePoint and Outlook activities, with staff having been provided with instructions. The project is now aligned with unitary work.		
Key Risks	Our 'Recycle More' risk register is up to date and a new Covid-19 register developed. Our top 2 risks continue to be: 1) Driver shortages/labour market risks 2) Coping with the ongoing impacts of Covid-19, especially given the rising number of Omicron cases in Somerset.		
Health & Safety	2 minor injuries to the public using Recycling Centres, reducing the accident rate per 100,000 visits from 1.35 to 0.58. No accidents to staff members. Lower number of visits during this winter period with numbers comparable to the same reporting period of 2020-21. The SUEZ accident ratio was 10.2 per 100,000 hours worked (30 accidents), down from 11.7 (36 accidents) in Q2. We continue to closely monitor this metric.		
Waste Minimisation	Compared to 2019-20 we have seen an increase in total arisings of 7,909 tonnes of household waste – with an increase seen at the kerbside of 2.20kg/hh and Recycling Sites an increase of 17.30kg/hh. This equates to an increase of 4.46%, from 687kg/hh to 706kg/hh. Likely to be affects of home working due the pandemic and mainly recyclables. Residual Household Waste per Household reduced by 2.62%, or 8.19kg/hh from 312.00kg/hh to 303.81kg/hh.		
Energy Recovery	During Q3, the Avonmouth plant has operated well with no operational concern. The fire damage repair to Dimmer Transfer Station has been delayed due to a lack of suitable contactors wishing to bid for the work. Repairs to the Dimmer site are now expected to commence during Q4. A small scale plastics extraction trial was held at Walpole Transfer Station during December with results due during Q4.		
All Recycling	Our recycling rate (NI192) increased by 4.34% to 56.98% compared to 2020-21, with garden waste up 5,916 tonnes, mixed paper & cardboard up 3,868 tonnes, wood to recycling up 2,511 tonnes and scrap metal up 941 tonnes from all sources. It should be noted that last year was a low comparator, due to the affects of the Pandemic and lockdown restrictions (though it also increased compared to 2019/20).		
Recycling Sites	Total arisings reduced by 2,702 tonnes compared to 2020-21, though within that garden waste that increased by 510 tonnes and hardcore & soil by 117 tonnes. Visitors to recycling centres in Q3 2021-22 increased by 3.11% which was 10,408 additional visits, up from 344,619 in 2021-22 compared to 334,211 in 2020-21. Total visitor numbers for 2021-22 compared to the last normal comparator, 2019-20, are down 119,649 (-9.86%), so are not yet at a 'normal' level.		
End Use of Materials	We continue to see demand from the UK for our materials. Excluding residual waste, in Q3 99.92% was recycled within the UK, with 56.20% staying in Somerset and only 0.08% being exported, which was mixed plastics from kerbside collections, recycling sites and schools collections. This was 20.44 tonnes which were exported for recycling in Portugal and the Netherlands. 89% of Somerset's residual waste was sent for recovery at the Avonmouth EFW plant.		
Missed Collections	The number of missed collections in Q3 2021-22 have begun to show improvements along with signs of greater service stability. Levels towards the end of Q3 were around 400 reported missed collections per week, with levels in early November around double that, which is still better than anticipated as this coincided with the roll-out of Phase 3 of Recycle More in SWT. Measures introduced appear to be having the desired effect with numbers appearing to stabilise.		
Fly-Tipping	There was a continued decrease in Q3 of 202 fly-tips, down from 1,191 to 989. These were waste types: 'Black bags - household' (down 92 to 225), 'White goods' (down 31 to 34) and 'Green' (down 29 to 30). The areas that have seen the biggest increases in the numbers reported were 'Vehicle parts' (up 5 to 31), 'Black bags - commercial' (up 4 to 7) and 'Asbestos' (up 1 to 3).		
Financial Performance	<b>Collection Budget:</b> The forecast position for all collection partners is an overspend of £1,044k. <b>Disposal Budget:</b> The forecast for the year is an overspend of £113k. This is based on 7 months of actual data, and includes forecasts for known contractual costs and Covid related costs projected forward for a full year.		
Customer Interaction	Collection complaints peaked in November at 347, with a low of 281 in December, while October produced 300. Recycling Centre complaints remained relatively low, with a peak of 3 in November and a low of 1 in December.		
Communications	Over 512,000 hits on our website in Q3, over 17,000 Facebook followers and over 31,000 'Sorted' e-zine's sent out over the quarter. A Facebook post on 'Festive tips to reduce, reuse and recycle' reached 4,100 people.		



Why do we measure and report this?

The 2021-2026 Business Plan sets out what we need to do, so that the services we deliver ensure our household waste is effectively collected, reused, recycled and treated and that people recognise waste is a resource and fully play their part in reducing, reusing and recycling. It is structured under ten areas of activity (each reported against in this performance report) which together contribute to our three outcomes: Delivering excellent services, changing behaviours and tackling climate change.

What did we commit to do?	RAG	Progress in previous quarter	Planned activity for next quarter
<b>1. Waste Reduction</b>			
1.1 Food waste reduction	Green	Food waste a frequent and popular subject on SWP social media (using recognised assets and campaigns e.g. Love Food, Hate Waste) and the successful Schools Against Waste programme. Slim My Waste campaign now 'finished'. Remaining materials will be used to support food waste related content at future events.	Continue to use social media and other channels to promote, and look for opportunities to work with partners on relevant initiatives (e.g. community larders). Food waste reduction to be a important component of future events.
1.2 Refill campaign	Red	No specific action on this due to other priorities.	Seek opportunities to promote through existing channels. Will link in with/support the SWT/SCC/Wessex Water refill points in Minehead, Taunton and Wellington.
1.3 Pledge against preventable plastic	Red	No specific work on this, though reduction of single-use plastics remains part of messaging where appropriate.	Continue to reflect this in ongoing communications through established channels. (Capacity dependent - seek to review/refresh the pledge).
1.4 Signpost to zero waste shops	Yellow	Some work through social media channels. Progressing use of mapping software to highlight (along with other relevant reduce/reuse services). Will also be incorporated in the A-Z work.	Seek opportunities to sign-post and promote through existing channels, explore the potential for mapping and incorporate in the development of the Recycling A-Z.
1.5 Reusable nappies	Green	Hire arrangements ongoing. Data not requested from all three hire organisations owing to capacity issues. No further customer surveys completed, but positive customer feedback on Facebook for Carry Me Kate Parenting Service and nappy kit provided with SWP funding, good testimonial.	Contact hire organisations to encourage data reporting and reminder to prompt customers to complete the online survey after returning nappy kit. Continue to seek opportunities to promote through social media and other channels.
1.6 Waste prevention campaigns	Green	Dedicated 'Wasting less at Christmas page' (nearly 9k visits in Dec) promoted in PR, social media incl. 'think outside the box' PR/media event. Promoting Recycling Tracker through all channels (4k+ visits since July). Continued support food waste reduction through social media.	Continue to support other national campaigns through existing channels, especially social media. Especially Food Waste Action Week in March.
<b>2. Promoting Reuse</b>			
2.1 Develop a reuse strategy	Green	Resource Futures produced a report which proposed 3 models to increase reuse which could work in Somerset. SWP is working with RF on a bid from Ecosurety Fund to support the Repair Bus option. SWP has compiled a list of reuse/repair organisations around Somerset. This will be used to map groups and has potential to be developed into a public map with permissions from organisations.	Arrange meetings with SUEZ, Biffa and Viridor to discuss options including consideration of how the SWEEP fund can support implementation
2.2 Implementing reuse strategy	Grey	Awaiting funding decision on Ecosurety bid for a repair bus	Commence recruitment and purchase/fitout of repair bus
2.3 Monitor effectiveness of reuse	Grey	TBC once strategy and plan complete.	Embed approach to evaluation in implementation of repair bus (both to ensure meet funding criteria and to inform future)
2.4 Reuse campaigns	Green	Social media promotion of reuse (festive messaging), support national & local initiatives. Behaviour change campaign incl. in Reuse strategy. Supported local reuse events via social media, engaged with Frome Edventure reuse workshop. Reviewing info re repair cafes for mapping.	Developing comms and engagement around the reuse project, supporting national and local reuse initiative through social media (depending on capacity). Continuing updating/reviewing of repair cafes in support of Reuse strategy and eventual mapping.
<b>3. Increasing Recycling</b>			
3.1 Recycle More roll-out (all households)	Green	Roll-out of Recycle More now following adjusted timetable and is back on track to complete roll out to the vast majority of households in Somerset by the end of this financial year.	With three phases now complete we are on the last phase which we intend to roll out to SDC and the remaining properties in SWT (West Somerset area) at the end of February 2022. One small change to the programme involves the decoupling of communal properties in these areas from this phase which we will be rolling out later in 2022, date yet TBC
3.2 Ensuring homes are built with recycling in mind	Green	This has now been updated and redesigned with SWP branding and published on our website. The guidance is directly referred to in the SCC Waste Core Strategy and has also been added to	Work with Districts to standardise pre-application guidance, including developing case studies.

## Business Plan 2021-2026 - (2)

What did we commit to do?	RAG	Progress in previous quarter	Planned activity for next quarter
3.2 Cont..	Green	the local list in MDC. SWT have now included a reference in their Design Guide.	
3.3 Food waste in communal properties	Green	Ongoing introduction where requested and where practically possible through Recycle More (i.e. enabling people to access the kerbside service).	Eagerly await clarity from gov't on requirements and funding around food waste, and start planning for communal food waste (noting that this will impact on fleet and so may be a substantial lead time).
3.4 Rolling year garden waste subscriptions	Green	In place and delivered. Commenced work to explore introduction auto-renewals.	Await clarity from Government over whether they will make garden waste collections free.
3.5 Tackling hard to treat waste streams	Yellow	Mattress recycling options are on hold, pending the expected Core Services Contract novation from Viridor to Biffa. Option discussions will commence with Biffa once the contract novation is completed. The uPVC recycling trial has been delayed and is now expected to commence at a number of sites during Q4.	Commencement of the uPVC recycling trial at a number of sites. Development of further plans to treat hard to recycle material, once the contract novation has concluded to Biffa.
3.6 HWRCs	Yellow	A Recycling Site Dilapidation report is being constructed as part of the Contract Novation works - this will inform future maintenance requirements for the incoming contractor. The Yeovil traffic re-routing scheme is on hold pending the arrival of the new contractor. Plans to help attenuate the noise emanating from the Frome site have been developed, tendered and will be completed during Q4.	On completion of the contract novation to Biffa, initial Partnership Management Board meetings will be arranged to discuss the opportunities of further developing or enhancing the customer experience at all of the Somerset Recycling Sites. The first stage of the site signage review is expected to conclude during Q4.
3.7 Waste composition and recycling participation analysis	Yellow	Not planned to undertake until roll-out of Recycle More complete.	Start early planning work in readiness for post-RM rollout work. Initial scoping plans to include HWRCs too so that we have a full picture of householder behaviour in Somerset.
3.8 Recycling A-Z guide	Yellow	Work is progressing, but delayed by other priorities (e.g. Reuse project, Recycle More).	Establishing appropriate format within the SWP website, updating and finalising data.
3.9 Targeted campaigns	Green	Recycle More continues to dominate capacity. Delivery of various comms actions in support of Phase 3 including delivery of two 55k direct mailings, online engagement and regular briefings. Considerable prep for phase 4 (stakeholder meetings, briefing packs and amends to direct mailings. Festive waste reduction. Launch of Eco-schools grants.	Delivery of phase 4 of Recycle More communications, continuing to promote the Eco-school grants, garden waste subscriptions.
<b>4. Decarbonising Residual Waste</b>			
4.1 Heat off-take from Avonmouth	Yellow	Hot commissioning of the polymer plant continued during Q3. The first hosted visit to the Energy from Waste plant occurred in November, all who attended found it a very interesting and informative visit.	Hot commissioning of the polymer plant is expected to continue during Q4.
4.2 Carbon capture and storage	Green	Viridor will continue work to develop their Carbon capture plans, and announced that the Avonmouth facility is one of five plants to benefit from additional Government funding to help resource the ambitious plans.	Viridor's roadmap to reach a position of net zero (by 2040) and net negative (by 2045) for emissions from their operations has been confirmed. This includes, but is not restricted to a carbon capture and storage plan. The exact role that the Avonmouth facility will play in this ambition is still to be confirmed. Viridor have been invited to present their plans & progress to the September 2022 SWB.
4.3 Educating the public about EfW	Green	Viridor's on-line Virtual Visitor Centre is working well and providing a valuable resource reference.	Further on line support provided via the SWP website with regards the use of the appropriate residual

## Business Plan 2021-2026 - (3)

What did we commit to do?	RAG	Progress in previous quarter	Planned activity for next quarter
4.3 Cont..	Green		waste bins at the Recycling Sites (EfW & Landfill), with affiliated on site signage to follow.
<b>5. Decarbonising our Operations</b>			
5.1 Roll-out electric supervisor vans	Green	Initial work to install charging infrastructure at depots has begun and we hope to see this completed and ready for use early next year.	SUEZ have placed orders but due to long lead time they will not arrive in the next quarter.
5.2 Implement green infrastructure improvements to depots	Green	Business case for photovoltaic (PV) panels for installation into two collection depots (Evercreech and Taunton) was finalised.	Capital bid has been approved and SWP/SUEZ have begun to programme installation for 2022-23. Problems with the manufacture of panels and issues with international freight could potentially delay delivery of this project.
5.3 Pilot alternative fuels in our fleet	Green	HVO trial ongoing at Evercreech. Results in line with expectation to date.	Continue with trial and review findings to inform potential expansion to other depots.
5.4 Drive down carbon intensity of day-to-day fleet operations	Green	Secured funding for solar panels at Evercreech and Taunton.	Plan installation of solar panels. Ensure SUEZ robustly reporting on day to day carbon usage (e.g. heavy braking/acceleration).
5.5 Partial refleet of refuse vehicles	Yellow	Secured funding for e-RCV and completed purchase. Approach to testing around County agreed with SUEZ.	Finalise arrangements to charge the e-RCV at Lufton depot enabling us to test this in South Somerset. Commence project in earnest for partial re-fleet.
<b>6. Tackling Non-Household Waste</b>			
6.1 Schools	Green	Eco-Schools Grant scheme launched Nov 21. 14 SAW visits completed in Q3, 1 was postponed to next Quarter. Since start of scheme (Feb 18), SAW has reached >43,500 children across 279 schools. Since Sep 20, 80 schools has received SAW "visit" to support Recycle More rollout. Development of resource packs on hold owing to capacity issues. Worked with SUEZ to improve data & planning for the schools annual survey. Planning for rollout of Recycle More to Schools ongoing.	First Eco-Schools grant application approved and to be awarded in Jan. Ongoing review of Eco-School applications and support required from Carymoor for applicants. New SLA with Carymoor to start. A further 14 SAW sessions are already booked for this quarter. SAW visits will prioritise West Somerset and Sedgemoor schools this quarter. Ongoing preparation for rollout of Recycle More to schools.
6.2 Public sector estate	Yellow	Work ongoing to finalise specification. Project will be taken forward as part of the Unitary Assets workstream, though SWP will still be involved.	Pressing assets workstream to ensure this work isn't unnecessarily delayed. Continue to seek discussions with Police and NHS to see whether they wish to be involved for their office-type waste.
6.3 Business waste	Green	Chard TC were awarded funding from Somerset Climate Fund to survey and audit businesses in their area and have been sharing updates with SWP so we can understand potential learning.	Catch up with Chard TC to see how projects are progressing and what we can learn. Arranges slot at Somerset Climate Summit to talk to businesses about changing legislation. Review new national policy (if published).
<b>7. Working with Others</b>			
7.1 Parish Councils	Green	Developing/refreshing downloadable promotional resources which can be used by parishes for local events and campaigns put on hold owing to capacity issues.	Continuing Town/Parish Council stakeholder engagement for Recycle More.



**Business Plan 2021-2026 - (4)**

What did we commit to do?	RAG	Progress in previous quarter	Planned activity for next quarter
7.1 Cont..	Green	Continuing Town/Parish Council stakeholder engagement for Recycle More.	
7.2 Local data and engagement	Yellow	Held kick-off meeting to explore how we can revised our data systems to be more accountable to future Local Community Networks and to make even better use of our data.	Continue to progress work, though this may be constrained by unitary timescale.
7.3 Developing partnerships	Green	Engagement with reuse groups was priority in order to inform development of reuse strategy. Updated SWP website links to repair groups, prepared survey to enable mapping of these groups to facilitate signposting in communications to encourage behaviour change.	Continue with engagement with reuse groups as this remains a priority area. Obtaining repair group survey data to enable mapping of community repair opportunities. Developing links with organisations as part of repair project.
7.4 Community action groups	Yellow	Relatively limited due to continued Covid restrictions.	Commissioned Reuse Report by Resource Futures recommends Community Action Groups as a successful way to boost reuse/repair in Somerset. The report outlines indicative costs. Report recommendations to be reviewed by SWP and SUEZ to explore how this can be linked with their social value commitment for 2023-24.
7.5 Engagement with front-line staff	Green	SUEZ have established an employee engagement forum and regular feedback from staff is now reported through to SWP.	Continue to refocus time on depot and crew visits as other work pressures (and Covid) allows.
<b>8. Improving the Customer Experience</b>			
8.1 Fully utilise in-cab technology	Yellow	Planned progress in using data form in-cab technology to send letters out targeting residential behaviour was not progressed due to pressures on the service including service issues in Q3 and rollout of Recycle More Phase 3.	Progress actions intended for last quarter.
8.2 Growing our channels	Green	Use of Facebook continued to grow through Recycle More Taunton Deane roll-out. Increased use of 'Next Door' platform.	Continue with current approach, notably making more use of Nextdoor for the phase roll-out.
8.3 Website review	Grey	No significant progress to date due to other priorities.	Will seek to prioritise, but likely to be difficult due to current workload.
8.4 CRM system procurement	Yellow	No Progress - SWP involved in the LGR Customer Employment Platform	Ensure SWP are embedded in work for unitary CRM/customer services, and map out what rewiring our CRM would entail (to inform decisions taken through unitary work)
8.5 Processes and Policy	Green	The following elements of the project have been completed so far: Identification of data entry points, Data Protection Impact Assessments and review of non-SCC IT systems.	These items are expected to be completed during this period: Review and update Privacy Notices, share and implement Data Subject Access Request processors and provide guidance on retention periods.
8.6 Assisted collection review	Grey	SWP aims to commit to an assisted collection review every three years. Due to the impact surrounding the roll out of Recycle More. SWP will review Assisted Collections during Q2 2022.	Planned for 2022.
8.7 Improve process around occupation of new homes	Yellow	No substantial progress - daily updates still in place for 2 Districts but further progress not possible due to service instability.	Progress with extending new approach to final 2 Districts.
8.8 Enforcement and householder support	Yellow	Agreed with SMG to progress as part of unitary work	Agreed approach with workstream responsible for leading on all environmental enforcement, and SWP to be involved in their working group.

**Business Plan 2021-2026 - (5)**

What did we commit to do?	RAG	Progress in previous quarter	Planned activity for next quarter
8.9 Supporting our most vulnerable	Yellow	As well as on the ground training already taking place with Suez's 'Wellbeing Champion', due to changes in supervisory staff, further toolbox talks for Dementia Awareness training are being planned to take place in Q4. However, with numerous staff trained we are already seeing the benefits in staff identifying customers who need further support and ensuring it is put in place for them.	Ensure all staff have Dementia Awareness training cascaded to them through toolbox talks.
<b>9. Supporting Wider Goals in Somerset</b>			
9.1 Tackling waste on-the-go	Green	Somerset West and Taunton are leading on this and have installed the first tranche of bins across the district.	Monitor use and fill levels to determine appropriate collection frequency. Monitor levels of contamination. Resource Futures have been commissioned to carry out further composition analysis to see how well the bins are being used.
9.2 Tackling fly-tipping	Green	To progress as part of LGR work	To progress as part of LGR work
9.3 Supporting local businesses and those far from the labour market	Green	Working closely with SCC Economic Development to create a pilot Green Business Support project. Significant HR activity with SUEZ to win-win by addressing the driver shortage by reaching those far from the labour market.	Continue activity from previous quarter.
<b>10. Enabling Activities</b>			
10.1 Depot infrastructure improvements	Green	Taunton Depot (Walford Cross) fundamentally completed before roll-out of Recycle More in Taunton.	Finalise minor (non-operationally impacting) at Taunton, secure planning permission for Williton (Roughmoor), rescope timetable for Williton works, plan installation of PV at Evercreech and Taunton if funding secured.
10.2 Contract reviews	Grey	None planned.	Engage with SUEZ to have informal dialogue to resolve Force Majeure and Qualifying change in law issues, and to plan a contract review in 2022 once national legislation etc is clearer.
10.3 Health & safety	Green	We are now gathering more information on this aspect of the contract.	We intended to bring further detail to the board in this report but as we continue to develop and examine this aspect of the contract in more detail, now was felt too early in the process to change this metric and will look to do so next year.
10.4 Contract management	Yellow	SWP & SCC (Legal & Procurement) continued to undertake the due diligence process to ensure that Biffa are an appropriate entity to provide the Core Services Contract to its expected termination in March 2031. Legal complexity within the process means that the novation is yet to take place.	It is expected that the due diligence and legal process will conclude during Q4.
10.5 Influencing national policy	Green	Shared with wider LA waste sector and other Somerset colleagues the approach/process that helped SWP re driver shortage with DVSA. Raised ongoing DVLA (provisional licensing) issues with Defra/Dft.	Await publication of EPR, DRS and consistency policies post consultations, and respond to other smaller consultations (e.g. on further single use plastic restrictions).
10.6 Developing a long-term strategy	Grey	Revised timetable reflected in draft business plan.	No significant work planned until national legislation is clarified.
10.7 Embedding behavioural insights	Grey	Not a priority due to other pressures.	Schedule meetings with WRAP to explore best practice.
10.8 Business continuity planning	Yellow	Conduct Business Continuity debrief facilitated by Civil Contingencies Unit and involving all partners involved in the BC incident over the summer. Embed any lessons learnt.	Continue to ensure BCP is up to date as risk profile rapidly changes and to reflect lessons learned.



Why do we measure and report this?

Implement the Action Plan that resulted from the General Data Protection Regulation (GDPR) compliance audit that SWP requested to support our ongoing work in this area.

What did we commit to do?

- 1) Create standardised processes for FOI and complaints.
- 2) Compile a Record of Processing Activity (ROPA).
- 3) Create and implement a Data Rights Rectification process.
- 4) Review and update Privacy Notices.
- 5) Complete Data Protection Impact Assessments.
- 6) Review Consent.
- 7) Ensure all training is completed and up to date.
- 8) Conduct review of non-SCC IT systems.
- 9) Review Inter Authority Agreement (IAA).
- 10) Ensure compliance with retention periods.
- 11) Ensure SWP contracts contain GDPR compliance statement.
- 12) Create a Data Breach process.
- 13) Review of the audit to be carried out in Q4.

Timeline

Create Standardised process for FOI /EIR and complaints	Will happen as part of unitary work	31/12/2021
ROPA	In progress	31/12/2021
Data Rights rectification process	Will happen as part of unitary work	31/12/2021
Review and update Privacy Notices	Will happen as part of unitary work	31/12/2021
Carry out Data Protection Impact Assessments	Complete	31/10/2021
Reviewing Consent	Complete	31/12/2021
In-house DPO training	Complete	31/12/2021
Review of non-SCC IT systems	Complete	30/09/2021
Inter Authority Agreement Revision	In progress	31/12/2021
Enforcement of retention periods	Complete	31/12/2021
Contract review	In progress	31/12/2021
Data Breach Process	Will happen as part of unitary work	31/12/2021

What progress has been made in this quarter?

- 1) Work has commenced on the ROPA which will be ongoing as this will form a working document.
- 2) Data processing that relies on consent has been identified, reviewed and confirmed that it has an appropriate legal basis.
- 3) Retention periods identified for SharePoint and Outlook activities. Staff have been provided with instruction on schedule, asked to carry out a data cleansing exercise of emails and ensure that data is stored in the appropriate system.
- 4) Reprofiled project to focus on aspects which will still be necessary once we are a Unitary Authority.

What tasks will we look to complete in the next quarter?

- 1) Look to have completed the ROPA to cover all current activities.
- 2) DPO to have completed a review of the Viridor (soon to be novated to Biffa) and Suez contracts.

## Key Risks



### Why do we measure and report this?

Whilst our full risk register is brought to the Board annually, SWP keeps these risks under constant review. It is important to investigate, highlight and where possible mitigate against known upcoming risks in order to ensure we remain operationally effective in the services we provide, whilst building capability to deal with future challenges.

### What are the risks that we should be focusing on right now?

#### Our top 10 'red' risks are:

- 1) Driver shortages / labour market risks.
- 2) Impacts of Covid-19.
- 3) Health and Safety of staff and public at kerbside and recycling sites.
- 4) Resource requirements for Recycle More.
- 5) Financial pressures on partners.
- 6) Contractor cost pressures, or reduction in management or front-line staff.
- 7) Contractor changes due to sell off of parts of business, or takeover.
- 8) Legislation changes impact on financial viability of service: requiring separate food at all communal properties, free garden waste collections for all, and preventing charging for non-household waste at Recycling Centres.
- 9) Legislation changes requiring minimum standards for collection services.
- 10) Changes in demand and value of recycle.

**Recycle More:** Key risks are around driver shortages, delays to the depot build and roll out plan resulting in savings not being achieved when expected, data issues, and partners not being able to commit resources to support roll out in their area.

**Covid-19:** Key risks include the pressures that Covid places on all our services, and the risk this places on future service changes.

### What has changed since the last time we reported?

	Risk No.	Risk Summary	Current Rating (Previous)
Increased Risks & Opportunities:	RM 13	Delays in roll out to phase 4 communal properties	12 (6)
	RM 15	Impact of Covid on collections and roll out	16 (12)
Reduced Risks:	RM 5	Depot works not completed in time	9 (12)
	RM 8	Transition to RM takes longer than expected	9 (12)

Because of the shorter period of time between this report and the last one, there have been few changes to the risk profiles, and most are at the same level. The changes relate to the roll out of Recycle More and the potential impact of Covid since the Omicron variant has started to affect us. The risk of delays to the roll out of Recycle More to communal properties has increased as a result of the postponement until later this year.

### What are we doing to ensure these risks are managed?

- 1) Increased recruitment, retention bonus, internal training to upskill loaders.
- 2) As (1), and temporary suspension of garden waste service to maintain key services.
- 3) Regular monitoring, supporting Suez in liaison with police to ensure dangerous driving from the public is robustly addressed. H&S management review.
- 4) Ongoing discussions with Suez & increased scrutiny of data. Recruitment of additional resource. Contingency planning.
- 5) Close liaison between SWP MD and partners to understand impact on SWP (incl. sequence of s151 meetings).
- 6) Regular monitoring through operational meetings and senior manager meetings.
- 7) Regular monitoring through operational meetings and senior manager meetings.
- 8 - 9) Review and respond to future Resources and Waste Strategy Consultations. Continue engagement with national bodies and directly with Defra.
- 10) Monitor price indexes, maintain emphasis on quality and UK recycling.

**Recycle More:** Increase recruitment. Increased scrutiny of round data. Additional staff. More virtual engagement. Contingency planning.

**Covid-19:** Reviewed lessons learnt from the initial lockdowns and revised Business continuity plans. Working with regional partners to share and learn from their experiences. Continuously scrutinise and challenge our and our partners' Business Continuity Plans.

### What will success look like in terms of managing risks?

Future success would mean an overall reduction in our risk profile, (e.g. fewer 'reds') and success of the mitigation measures we've put in place.

- 1) Staff shortages are minimised and full permanent employment reached to reduce agency reliance.
- 2) Minimal disruption to services.
- 3) The issues inherent with the service are well managed, and Avon & Somerset Police take our concerns seriously.
- 4) A smooth roll out of Recycle More with high levels of customer engagement.
- 5) SWP continues to have the budget available to deliver the Board's vision whilst meeting partners' saving requirements, and this doesn't affect the excellent working arrangements with SWB.
- 6) Staff shortages are minimised and full permanent employment reached to reduce agency reliance.
- 7) Any changes in contractor make-up would result in no degradation to service and a continued good relationship with shared values.
- 8 - 9) SWP's concerns are reflected in national policy.
- 10) SWP continues to produce quality recycle that fetches a good price and is in demand within the UK.

**Recycle More:** A revised timetable is in place, robust route mapping is undertaken, and to the extent possible, the specific risks to RM of Covid-19 are mitigated.

**Covid-19:** We learn from the 1st -3rd waves (from our own experience & others) & revise our Business Continuity Plans to reflect this, with partner support ensuring that critical services are maintained.



Why do we measure and report this?

The Waste Management sector has an injury and fatality rate significantly higher than the all-industry average. Health and Safety management within the scope of the Somerset Waste Partnership has therefore always had a very high profile. A public report on a quarterly basis helps maintain awareness, gives transparency and keeps members up to date on performance.

Recycling Sites - H&S Performance and Initiatives

No staff injuries for this reporting period, giving a return of zero accidents per 100,000 hours worked. Previous figure was 3.3.

2 accidents to site visitors. One accident resulted in a minor cut and the other a jarred back following a slip. With accidents calculated against site usage, this gives a figure of 0.58 accidents per 100,000 visits. Down from the previous 1.35.

There were 28 'Hazard Spots / Near Misses' recorded that had the potential for harm or injury. A high figure for this process is always seen as a positive due to the fact it is pro-active monitoring of the HWRC's, to allow preventive measures to be taken before a hazard develops.

No Environmental Incidents reported for the period and no reports under the 'Reporting of Injuries, Diseases & Dangerous Occurrences Regulations' (RIDDOR).

1 site visit from the Environmental Agency – No issues were found.

Collection Services - H&S Performance and Initiatives

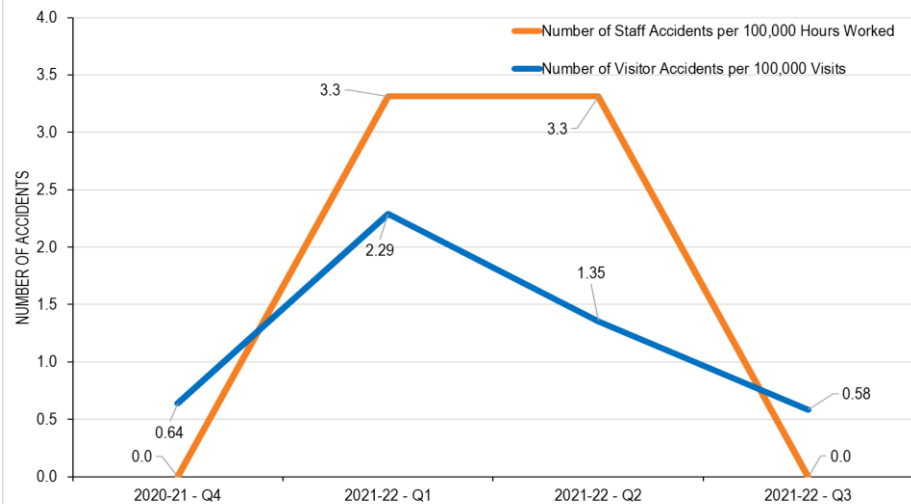
A continued focus by staff on identifying and highlighting risks and a continuing engagement with the importance of a strong H&S culture has seen a positive impact on near miss reporting which continues to increase and shows signs of becoming engrained into the workforces daily practises.

The number of reported accidents to Suez operational staff stands at 30 for Q3.

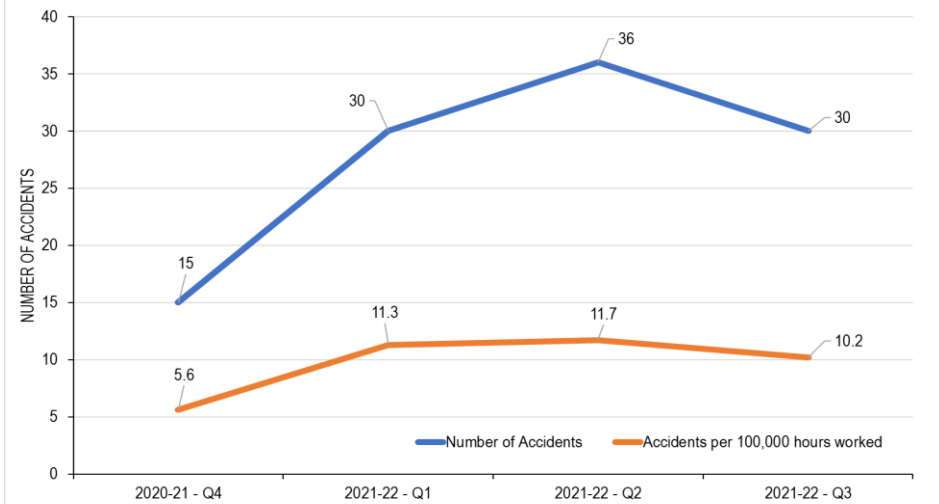
Accidents are measured per 100,000 hours worked across the contract and in this quarter has resulted in a score of 10.2, down from 11.7 last quarter.

There were no incidents reported under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) in this quarter.

Recycling Sites - What does H&S performance look like on Somerset Recycling Sites



Collection Services - H&S performance figures for SUEZ employees





Why do we measure and report this?

In accordance with the waste hierarchy, reducing the amount of waste that is generated in the first place, is the best environmental (and financial) outcome. Reporting on the amount of waste overall (and residual waste in particular) that each household in Somerset generates, ensures we continue to target the minimisation of residual waste, in addition to ensuring that we treat the waste does arise as a valuable resource.

What tonnage have we had to handle this quarter?

Due to December data not being available at the time of compiling this report, it only covers to the end of November 2021. Results for 2021-22 have been compared to 2019-20 to exclude the affects of the pandemic seen during 2020-21.

The amount of waste generated across Somerset during Q3 2021-22 showed the following changes:  
 The total household arisings year to date in 2021-22 increased by 7,909 tonnes to a total of 177,290 tonnes. This equates to 706.28kg/hh, an increase of 19.50kg/hh (made up of an increase of 2.20kg/hh at the kerbside and of 17.30kg/hh at recycling sites).

The total amount Reused, Recycled & Composted increased overall by 27.69kg/hh, with an increase of 21.27kg/hh at the kerbside and 6.42kg/hh at recycling sites. Of these amounts, dry recycling from the recycling sites improved by 4.08kg/hh, as did green garden waste at 2.89 kg/hh. At the kerbside we continued to see increases for dry recycling of 11.73kg/hh, food waste of 11.95kg/hh, although we did see a decline in green garden waste of 2.14kg/hh.

Residual Household Waste per Household for 2021-22 was 303.81kg/hh, down 8.19kg/hh from 312.00kg/hh (a decrease of 19.06kg/hh from the kerbside and an increase of 10.88kg/hh from the recycling sites). There was also a reduction in local authority collected waste (LACW) landfilled, down 38.92% from 44.17% to 5.25%, as a result of our residual waste now being sent for energy recovery, rather than to landfill.

From the beginning of 2020-21 all of Somerset's residual waste was either sent for disposal by EfW, with the majority going to the new Avonmouth RRC, or to landfill at Walpole, Bridgwater. During 2021-22, for all residual waste streams this equates to around 87% going to energy recovery and only 13% of waste unsuitable for energy recovery, going to landfill.

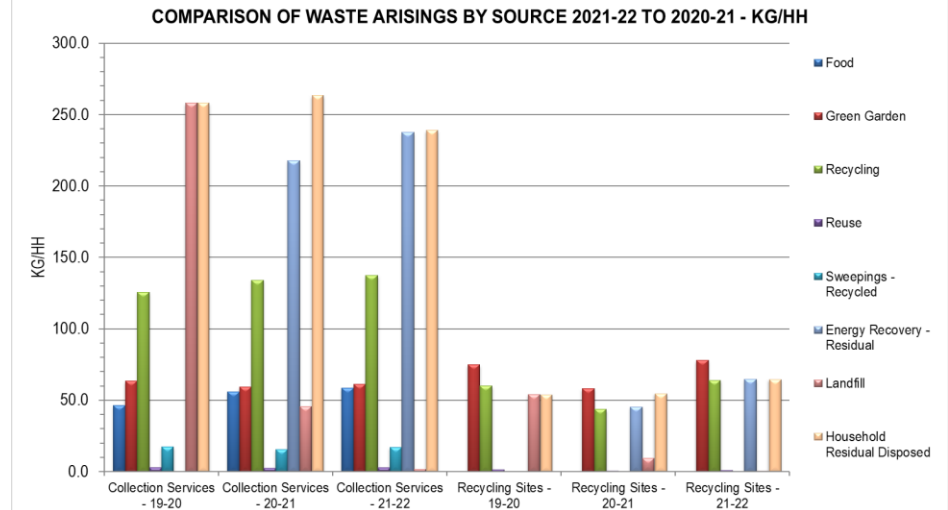
What are we doing to ensure we continue to improve?

Various initiatives have either commenced, or are planned to do so over the next 12-18 months, some of which include:

- 1) Schools education programme; Schools Against Waste
- 2) Recycle More, which will include the introduction of PTT, cartons, battery collections and increasing the capture of small electricals, with Phase 2 roll-out commencing in South Somerset at the end of June 2021 and part of Somerset West and Taunton (old Taunton Deane area - Phase 3), due at the beginning of Nov 2021.
- 3) Increasing targeted social media publicity.
- 4) A new draft Waste Minimisation Strategy - informed by expected national policy, this will include setting targets and considering how we report waste minimisation.
- 5) Focus on plastics.
- 6) Focus on reuse.
- 7) Ensuring new developments are planned with waste in mind.

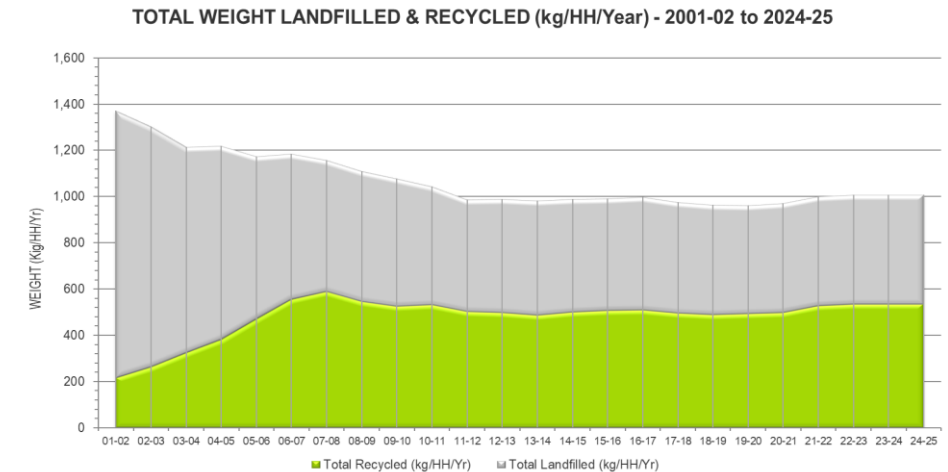
For more detail on the above initiatives, see the SWP 2021-2026 Business Plan.

What has happened and what has changed since last year?



What will future success look like?

A reduction in the amount of household waste we handle, with more used as a resource - tackling the stagnation that has been seen in Somerset (and nationally) in driving down waste.



## Energy Recovery



Why do we measure and report this?

Under the New Waste Treatment Facility (NWF2) Contract, Viridor have provided 3 new waste plants to help us move the majority of our residual waste away from landfill. Since contract signature in March 2017, formal commencement on the contract in April 2020, through the plant commissioning phases that ran until December 2020 and upon Viridor taking on operational control of the Avonmouth EfW from that point, we have successfully reduced our reliance on landfill. The new facilities provided are Dimmer & Walpole Waste Transfer Stations & Avonmouth Energy from Waste Plant (Walpole Landfill remains as a contingency site). We include this section within the Performance Report to ensure public transparency for operational & emission purposes.

### Avonmouth EfW, Waste Transfer Stations & Walpole Landfill - Progress & Latest Developments

#### Avonmouth EfW

- 1) The plant has operated continuously following the outage in Q1, with the exception of short periods of downtime in Q2 for each line to rectify minor challenges which required further repair. The plant has operated well during Q3.
- 2) There has been good availability of the plant during Q3 and no impact on any aspects associated with the Environmental Permit.
- 3) Viridor have been invited to attend the September 2022 Somerset Waste Board to provide an update on the Avonmouth plant performance and to provide detail of their Carbon Capture, Utilisation & Storage plans.

#### Avonmouth Polymer Plant

- 1) The polymer plant continued it's commissioning during Q3. It is expected to be a significant user of the EFW power & heat.

#### Dimmer Waste Transfer Station

- 1) The partial reopening of the site has worked well, only bulky recycling site material still routing to the 3rd party contingency facility.
- 2) No financial impact to the SWP has resulted from the fire, despite the delay in finding a suitable contractor to carry out the repairs.
- 3) Two of the four tipping bays are operational, repairs are expected to be undertaken on the fire damaged part of the building in Q4.

#### Walpole Waste Transfer Station

- 1) A limited small scale plastics extraction trial was completed during December - results will follow in Q4.

#### Walpole Landfill

- 1) No issues during Q3.

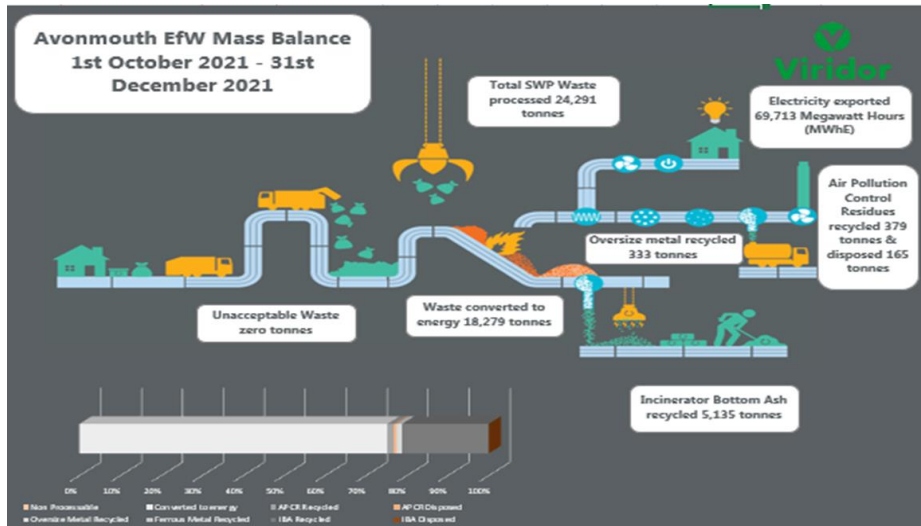
### Somerset's Total Residual Waste & Avonmouth's EfW Plant Performance (Q3 only - October 2021 to December 2021)

SWP Residual Waste Destinations Qtr3 2021/22					
Waste Transfer Station Opening Stock Balance	545				
Avonmouth EfW Plant	24,291	93.53%			
Other Viridor EfW Plants	0	0.00%			
Landfill	1,637	6.30%			
Plastic Separation Trial	44	0.17%			
Waste Transfer Station Closing Stock Balance	246				
<b>Total Residual Waste Qtr3</b>	<b>25,673</b>				

Total SWP Avonmouth Tonnage					
Month		24,291		Between 1st October 2021 - 31st December 2021	
		Percentage	Tonnes	Site	
Avonmouth Energy from Waste Plant	Incinerator Bottom Ash	Recycling	21.14%	5,135	Avonmouth, Bristol, BS11 9BT (Permit Number EPR/DR3332JX)
	Metal	Recycling	1.37%	333	Doncaster, South Yorkshire, DN11 0PS (Permit Number EPR/BB3394CL)
	Energy Recovery	Recovery	75.25%	18,279	Avonmouth EfW, Avonmouth, Bristol, BS11 0YU (Permit Number EPR/GP3834HY)
	Air Pollution Control Residues	Recycling	1.56%	379	Ilkeston, Derbys, DE7 4BG (Permit Number AP3337SJ)
	Air Pollution Control Residues	Disposed	0.68%	165	Ilkeston, Derbys, DE7 4BG (Permit Number AP3337SJ)
	Unprocessed	Disposed	0.00%	0	Zero as SWP waste is pre-sorted at the 2 Somerset Transfer Stations

### Avonmouth EfW Plant Performance (Q3 only - October 2021 to December 2021)



### Avonmouth EfW Emission Results (Q3 only - October 2021 to December 2021)

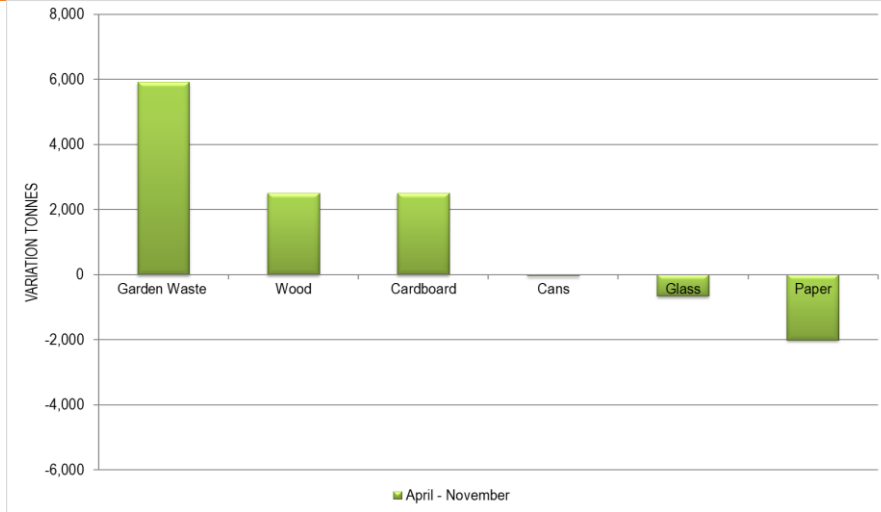
Substance	Reference Period	Emission Limit Value	Burning Line 1		Burning Line 2	
			Maximum	Mean	Maximum	Mean
Oxides of Nitrogen	Daily Mean	200 mg/m <sup>3</sup>	180.80	160.65	178.80	160.20
	1/2 Hourly Mean	400 mg/m <sup>3</sup>	327.70	160.66	314.80	160.36
Particulates	Daily Mean	10 mg/m <sup>3</sup>	0.40	0.17	0.16	0.12
	1/2 Hourly Mean	30 mg/m <sup>3</sup>	5.30	0.16	0.88	0.12
Total Organic Carbon	Daily Mean	10 mg/m <sup>3</sup>	0.47	0.19	0.84	0.24
	1/2 Hourly Mean	20 mg/m <sup>3</sup>	8.32	0.19	15.90	0.25
Hydrogen Chloride	Daily Mean	10 mg/m <sup>3</sup>	6.04	2.56	6.93	3.65
	1/2 Hourly Mean	60 mg/m <sup>3</sup>	35.51	2.56	13.91	3.66
Sulphur Dioxide	Daily Mean	50 mg/m <sup>3</sup>	39.63	6.57	32.48	10.41
	1/2 Hourly Mean	200 mg/m <sup>3</sup>	130.20	6.64	79.20	10.65
Carbon Monoxide	Daily Mean	50 mg/m <sup>3</sup>	20.05	3.73	36.16	2.70
	95th Percentile 10 Minute Mean	150 mg/m <sup>3</sup>	72.71	3.98	56.33	2.84
Ammonia	Daily Mean	No Set Limit	3.60	0.52	5.26	0.57
Dioxins & Furans (Toxic Equivalency)	6-8hrs	0.1 ng/m <sup>3</sup>	N/A	0.0137	N/A	0.011



Why do we measure and report this?

Where waste does arise, the best thing that can be done with it is that it is reused or recycled. The recycling rate at kerbside and at our recycling centres helps keep track of how we are managing our household waste, ensuring we are pushing as much of it as we can up the waste hierarchy to derive the most benefit from it, whilst keeping our costs down.

What has happened in this quarter?



**Recycling rate (NI192) for Apr-Nov 2021-22: 56.98%** (an increase of 4.34% on 2020-21)

What are we doing to ensure we continue to improve?

- 1) The successful bidder for the new kerbside service, Suez Recycling & Recovery UK, commenced work on 28 March 2020. A revised start to the roll-out of Recycle More in Mendip began at the end of October 2020, with Phase 2 in South Somerset beginning at the end of June 2021, Phase 3 in Taunton Deane at the beginning of November 2021 and the final Phase 4 due to rollout at the end of February 2022 in Sedgemoor and West Somerset.
- 2) In September we started collecting wearable clothes and shoes - because there is only demand for reuse and not for the recycling of textiles. We are still seeking to secure a viable outlet for other (i.e. non wearable) kerbside recycled textiles and shoes, but do not anticipate market changes in the short term.
- 3) Revised contingency plans so that we are less likely to suspend container deliveries: what we saw in lockdown was that people started recycling much more, and hence we want to support people to do that (especially those that don't recycle much at the moment) by maintaining container deliveries as much as possible.
- 4) Plan targeted campaigns: in addition to considering when and how we can complete the Slim My Waste, Feed my Face campaign, we will use the data to plan further behaviour change campaigns.

What has driven the changes in this quarter?

Due to December data not being available at the time of compiling this report, Q3 only covers October and November 2021.

SWP's recycling rate in Q3 2021-22 of 56.98% is again higher when compared to last year (an increase of 4.34%). Probably due to a lower than normal recycling rate in Q3 last year, as a result of the pandemic lockdowns mainly affecting HWRCs and increases at the kerbside this year as a result of the continued roll-out of Recycle More, in South Somerset and Taunton Deane This uplift consisted of an increase of 3.24% in the recycling rate at the kerbside to 52.08% (48.84% in 2020-21) and an increase of 3.68% for recycling sites to 69.77% (65.09% in 2020-21).

However, if we compare 2021-22 to 2019-20, we only see a recycling rate uplift of 2.41% from 54.57%, indicating the unusual waste patterns we saw in 2020-21 which appear to have affected the proportions of recycling and residual waste generated, by such things as home working, garden waste suspensions and site closures and restrictions.

The main changes were, an increase in cardboard (up 2,500 tonnes), mixed plastics (up 906 tonnes), green garden waste (up 635 tonnes) and food waste (up 623 tonnes), along with decreases in paper (down 2,018 tonnes) and mixed glass (down 936 tonnes), all across kerbside collections. At recycling sites, we saw increases in garden waste (up 5,281 tonnes), wood (up 2,511 tonnes), mixed paper & cardboard (up 1,368 tonnes) and scrap metal (up 941 tonnes). There was one very minor reduction in the weight of plasterboard (down 32 tonnes), however, generally all materials saw an increase over last year. Other sources that contributed to the overall increase included recycled street cleaning residues (up 389 tonnes) & schools recycling (up 353 tonnes), this due to more schools being open for more of the year, compared to the lockdowns of the previous year.

What will future success look like and what are we doing about it?

- 1) Recycle More: Successfully implementing Recycle More and delivering the anticipated benefits in terms of increased recycling – increasing food waste by 20% and dry recycling by 30%.
- 2) Behavioural Change: In addition to supporting the behaviour change necessary to support Recycle More, focussing our behavioural change activity on the most carbon intensive materials.
- 3) Reuse: Developing an effective county-wide approach which leads to substantially increased levels of reuse. This will include working with both SUEZ and Viridor to explore how we can improve reuse across Somerset.

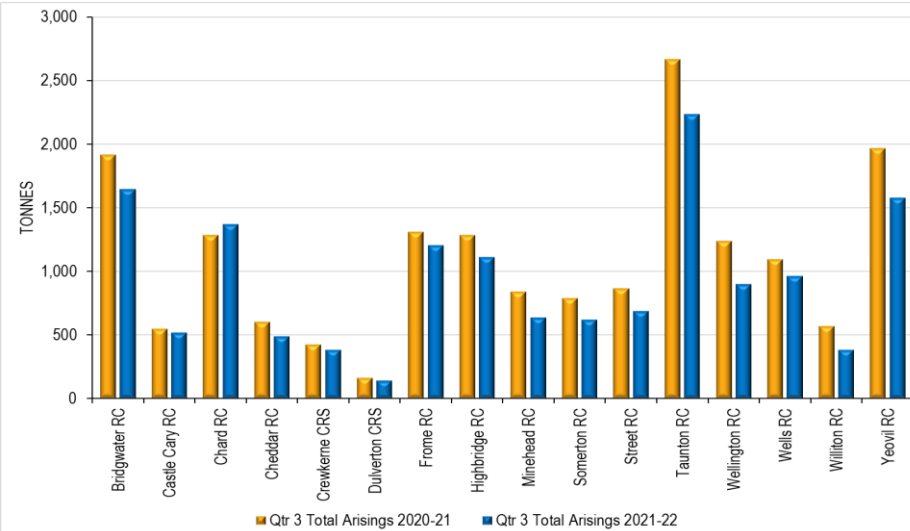


## Recycling Sites



Somerset's 16 recycling centres are vital resources for the local community. Whilst garden waste and bulky waste (e.g. fridge/freezers) a big driver for people using their local recycling centre, they also enable people to recycle a wide range of other materials - including water-based paint, wood, batteries, gas bottles, oil and light bulbs. There is a reuse shop at the Priorswood site and arrangements at nearly all other sites to ensure materials capable of being reused are captured.

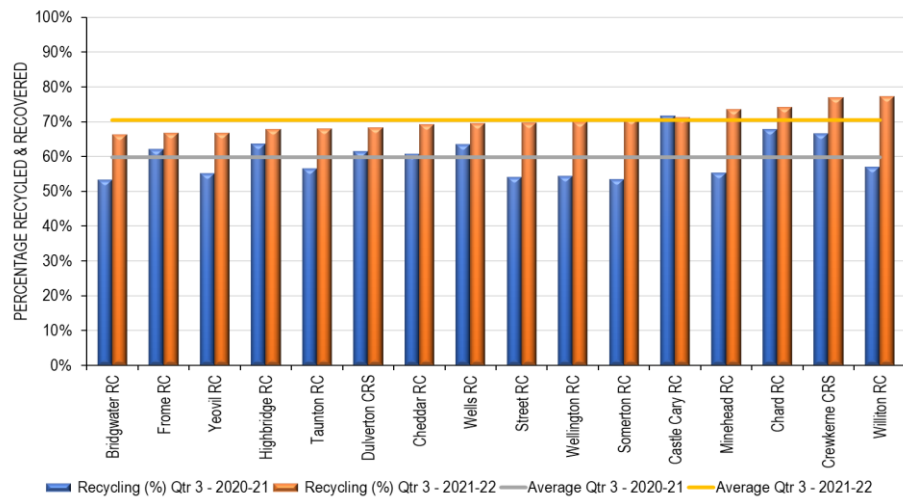
What has happened and what has changed in this quarter?



Recycling Site	Q3 Total Visitor Numbers			
	2020-21	2021-22	Difference	% Change
Bridgwater RC	38,391	40,422	2,031	5.29%
Castle Cary RC	8,844	8,902	58	0.66%
Chard RC	24,883	25,825	942	3.79%
Cheddar RC	13,643	12,104	-1,539	-11.28%
Crewkerne CRS	5,802	7,823	2,021	34.83%
Dulverton CRS	987	633	-354	-35.87%
Frome RC	22,792	28,156	5,364	23.53%
Highbridge RC	30,168	27,934	-2,234	-7.41%
Minehead RC	18,167	20,978	2,811	15.47%
Somerton RC	14,954	15,835	881	5.89%
Street RC	11,732	11,670	-62	-0.53%
Taunton RC	59,815	59,313	-502	-0.84%
Wellington RC	20,617	22,620	2,003	9.72%
Wells RC	22,688	22,547	-141	-0.62%
Williton RC	7,306	7,507	201	2.75%
Yeovil RC	33,422	32,350	-1,072	-3.21%
<b>All Sites</b>	<b>334,211</b>	<b>344,619</b>	<b>10,408</b>	<b>3.11%</b>

**Note:** Table shows Q3 only.

**Q3 RECYCLING SITE RECYCLING RATE % - 2021-22 COMPARED TO 2020-21**



In Q3 2021-22, total arisings are down by 2,702 tonnes compared to the same period last year. This total comprised an increase of 510 tonnes of garden waste and 117 tonnes of hardcore & soil, along with reductions of 659 tonnes of dry recycling and reuse, 2,575 of residual waste and wood sent for recovery and 96 tonnes of residual waste sent to landfill. The decrease in the amount of residual waste in 2021-22 to a total of 4,284 tonnes, is a reduction from the very high base in 2020-21 of 6,955 tonnes, due to elevated waste levels due to the pandemic. The more accurate comparator would be 2019-20 with a total of 4,554 tonnes, therefore indicating a return to more 'normal' levels.

Comparing total arisings to Q3 in 2019-20 (last 'normal' year), we have actually seen a slight reduction of 17 tonnes, comprising increases of 252 tonnes of garden waste, 2,763 tonnes of residual waste and wood to recovery and 209 tonnes of hardcore & soil, with reductions of 207 tonnes of dry recycling and reuse and 3,033 tonnes of residual waste sent to landfill.

The best performing recycling sites during Q3 were, Williton (77.21%) and Crewkerne (77.04%), with the worst performing being Bridgwater (66.24%) and Frome (66.72%). There were 7 sites with rates over 70%, with the remaining 9 sites over 66%.

The number of visits during Q3 were up when compared to 2020-21, with 344,619 in 2021-22 compared to 334,211 in 2020-21, an increase of 10,408 (3.11%).

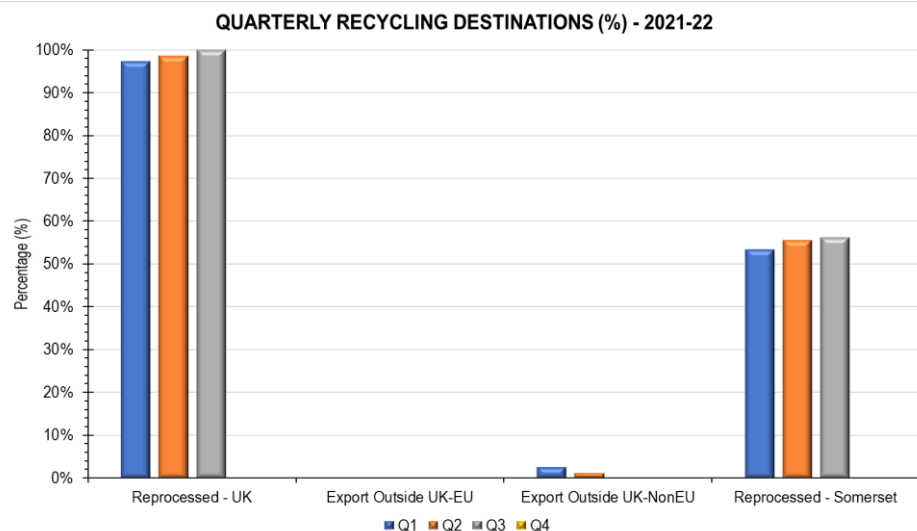
However, it should be noted that the site visitor numbers for 2021-22 are not as accurate as they could be; due to the need to upgrade the CCTV and Automatic Number Plate Recognition (ANPR) at Recycling Centres. This was identified following a review of functionality and efficiency of the existing system, measured against more modern alternatives. Some testing of alternative ANPR equipment is currently taking place at Frome and Bridgwater, with a view to further equipment replacements, as budgets allow.



Why do we measure and report this?

As the first Authority in the UK to publish the detail of what we do with our household waste, it remains important that we are transparent to our Members and residents in terms of how and where we treat and recycle the materials we handle - in particular how much stays in Somerset and the UK, and how much remains in closed loop recycling. As we roll-out Recycle More, it is particularly important that we emphasise to Somerset residents that the way they separate their recycling and the way we collect it means that it is nearly all recycled in the UK and in the best way possible - building trust in our services.

What are the headline numbers?



Have there been any significant changes since the last report?

In Q3, we recycled 99.92% of our waste in the UK. This is up on Q1 and Q2, but it should be noted that the data for this quarter only includes 2 months out of the three, as December's data was unavailable at the time of compiling this report. This largely reflects the fact that no paper and cardboard has been exported from schools and recycling sites. Just 0.08% of the total was exported and this was a small quantity of plastic from kerbside collections, recycling sites and schools collections. These figures reflect both market demands and our commitment with the new collections contract to recycle within the UK where possible.

20.44 tonnes of plastic have been exported in this quarter, but this is around 2% of the total plastics collected. They were sent to Portugal, and the Netherlands. This is a small quantity from the kerbside which was sent to Biffa's Plastic Recycling Facility, and some from Recycling Sites and Schools collections.

Food and garden waste continue to be processed in Somerset, along with some electrical items, scrap metal and automotive batteries. In Q3, 56.20% of the material from the kerbside and recycling centres was reprocessed in Somerset.

All of the kerbside refuse has been sent to Viridor's energy from waste (EfW) plant at Avonmouth instead of landfill. Bulky waste and that not suitable for EfW was sent to landfill at Walpole, near Bridgwater and this equated to around 11% of residual waste, down slightly from 12% in Q2.

What changes are likely to have happened the next time we report?

We will start to see the impact of Recycle More from Phase 3, and also may see early results from the final roll out in Phase 4. We will also have the complete figures for Q3, though it is not expected that these will change the proportions handled in the UK significantly.

SWP has signed up to work with INCPEN (The Industry Council for Packaging and the Environment) and a number of local authorities to work on a project to improve public confidence in recycling nationally. This builds on the previous Recycling Charter from a number of years ago of which SWP was also a signatory. SWP was invited to take part as we have been a leader in transparency and providing clear and accurate information about what happens to the materials we collect for recycling. A national survey was conducted over the summer to establish a baseline understanding the factors that affect public confidence. The results of this study have been shown, and one of the key factors in encouraging people to recycle, was to receive information about what happens to recycling - the most trusted source being from the Council.

What will future success look like?

The transition to Recycle More will increase the amount of recyclables captured (both existing and new materials). Our collection contract and recycling centre contracts will have ever more stringent requirements on end use. We will continue to produce high quality, in-demand recyclables and will continue to reprocess in the UK where possible, and into closed loop applications.

Somerset residents will be aware of the existence of the Recycling Tracker, and will have trust and confidence that what they put out for recycling, is recycled. They will be aware of the environmental benefits of recycling and can track their success year-on-year.

In future, we plan further work on developing our carbon reporting so that as well as weight based reporting, we can look at materials by their carbon impact. Some materials have a high weight and high carbon impact (food waste), whilst others may have low weights, but high carbon impact (textiles).

Due to ongoing volatility in the textiles market, it may become more difficult for both Suez and Viridor to source a reprocessor willing to take this material. So our continued ability to collect this material and that of our contractors' to find an outlet, although challenging, will be seen as a successful outcome.

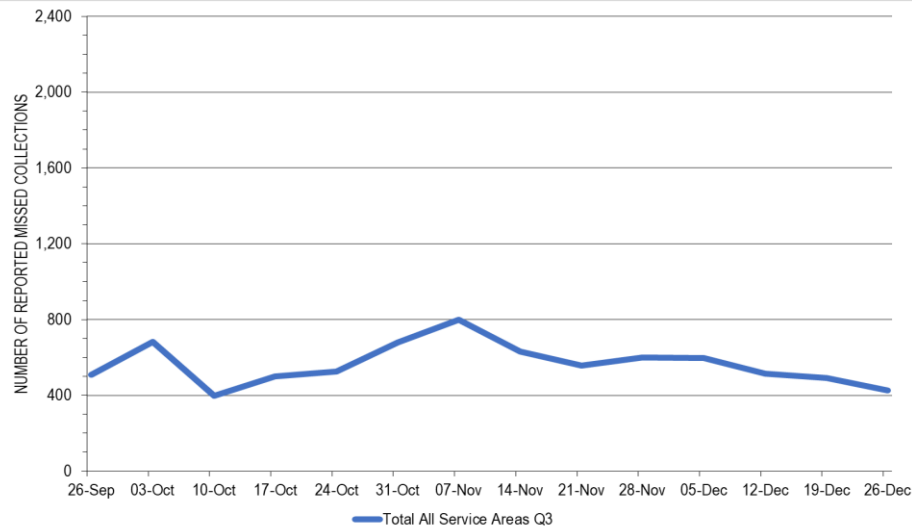
## Missed Collections



### Why do we measure and report this?

Missed collections remain the cause of the majority of customer contacts to the Waste Partnership and remains an area of concern whilst we are in the process of moving from our incumbent collection contractor, to the new Recycle More contract.

### What are the headline numbers?

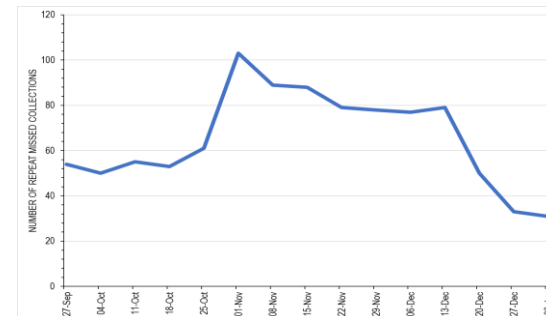


### What are the issues underlying current performance?

Performance continues to be significantly impacted by the Covid-19 pandemic.

Ongoing above average waste tonnages, continue to create challenging operating circumstances for our contractor.

Performance continues to be of concern and Q3 does have some of the festive collection within its reporting and 2 months of RM rollout in SWT within the numbers. However, even taking these factors into account it is gratifying to see the improving performance toward the end of the last quarter continues to show signs of greater stability.



The numbers of weekly repeat missed collections have shown a marked improvement across Q3. From 54 at the start of the quarter, to a peak of 103 coinciding with Phase 4 Recycle More roll-out in Taunton Deane, back to 79 in mid December, then a significantly improving picture to the end of the quarter at 31. This continues to be an SWP priority, with still more work to be done on reducing the number even further and maintaining them at a satisfactory level.

### What are we doing about it?

- 1) Performance this Quarter has reflected the continuing efforts made by all to get this aspect of service delivery trending in the right direction.
- 2) Service recovery plans continue to be reviewed regularly and despite the continuing challenges services do appear to be stabilising.
- 3) We continue to focus on missed collections as a measure of our contractors performance but understand the current situation is not a normal one and some of the measures will require time to reverse the current pressures within the service.

### Where do we expect to be by the end of the year?

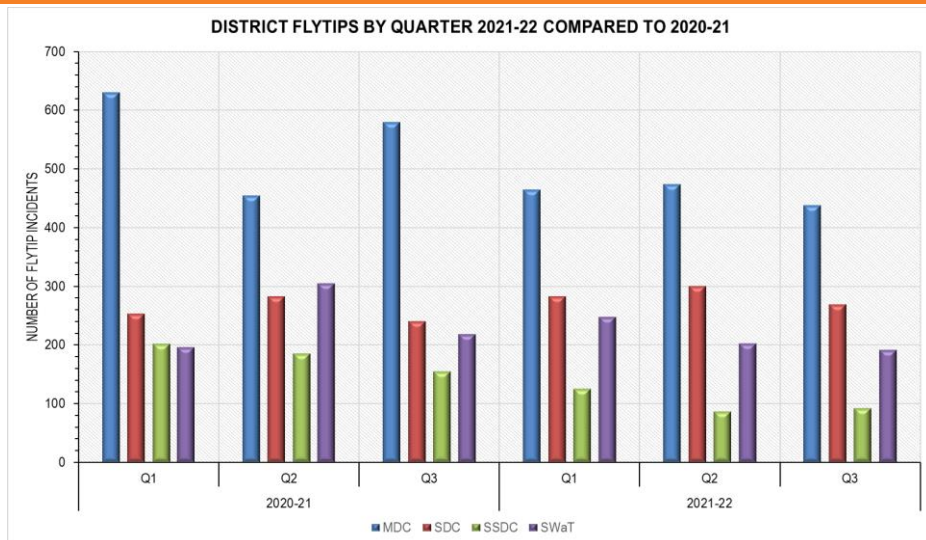
- 1) We expect SUEZ to continue efforts to improve this element of the contract and will expect the current improvements to continue.
- 2) Plan the continued roll out of Recycle More to the rest of the County whilst continuing to identify and highlight risks and put in place mitigations and resources to tackle them.
- 3) Whilst we continue to mobilise the new service during the coming months we will be maintaining and adapting our contingency plans to meet the ever changing situation.
- 4) We continue to meet on a regular basis with our Contractor to discuss missed collections. We use these meetings as an opportunity to analyse, identify and instigate actions to correct and measure levels of risk to both organisations and a partnering approach to resolving issues where possible.



Why do we measure and report this?

Fly tipping continues to be a blight on the Somerset landscape and it is vitally important that we monitor whether any of the service changes we make impacts the level of this criminal activity. Whilst we report fly tipping numbers as part of this Board report, the Somerset Waste Partnership has little control or influence over the number of fly tips being shown, as the statutory function to manage fly-tipping events still rests with the District partner authorities.

What are the headline numbers?



Have there been any significant changes in what's being fly tipped?

The overall number of fly-tipping incidents continues to show a downward trend in Q3 2021-22 compared to Q3 2020-21, as well as when compared to the previous Quarter of this current year.

The number of fly-tips in Q3 2021-22 decreased by a total of 202 incidents, from 1,191 in 2020-21 to 989 in 2021-22. The number of fly-tipping incidents in Mendip saw the biggest drop, down by 141 to 438, with South Somerset and Somerset West and Taunton also reducing, down 62 to 92 and down 27 to 191, respectively. However, Sedgemoor saw a small rise, increasing by 28 to 268. There is no evidence that any of the SWP's activities have contributed to any changes in the number of fly-tipping incidents.

Across the Partnership the main decreases were 'Black bags - household' (down 92 to 225), 'White goods' (down 31 to 34) and 'Green' (down 29 to 30). The areas that have seen the biggest increases in the numbers reported were 'Vehicle parts' (up 5 to 31), 'Black bags - commercial' (up 4 to 7) and 'Asbestos' (up 1 to 3).

What are we doing about it?

Whilst we report fly tipping numbers as part of this Board report, the Waste Partnership has little control or influence over the number of fly tips being shown, as the statutory function to manage fly-tipping events still rests with the partner District authorities.

As part of the Climate Strategy, there has been an initial meeting to discuss a proposed Somerset wide project aimed at combatting fly tipping.

The problems associated with fly-tipping are becoming more of a key issue particularly in Mendip, which has a significantly higher number of incidents, compared to other parts of the County. This project is being led by Officers from Sedgemoor and South Somerset districts, with the aim to look at best practice around the country and see if there is something suitable being used elsewhere that could be adopted for use in Somerset.

The Somerset Waste Partnership is taking an active part in this project and further information will become available as the project progresses.

There continues to be no further progress on this project since the last report, hopefully there should be further news from our District partners in Q4, if further meetings have taken place, although LGR work may impact on this.

What will future success look like?

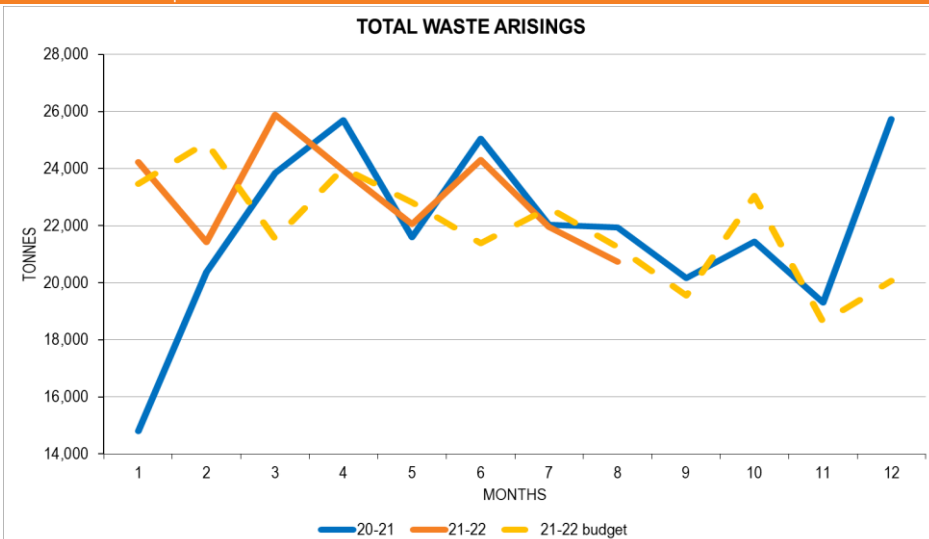
- 1) Continued effective joint working with Districts around enforcement (and crucially, publicising any successful prosecutions).
- 2) The successful development and adoption of a suitable scheme to help combat and therefore reduce fly tipping across Somerset.
- 3) As a result of this project, year on year reduction in the numbers of fly tipping incidents across all Districts in Somerset.



Why do we measure and report this?

It is important to keep track of how we are managing our finances, ensuring we are remaining within budget. A separate finance report continues to be presented to the SWB, but a summary is included here to ensure that this report presents a rounded picture of our performance.

What is our forecast outturn position?



What has changed since the last time we reported?

Due to December data not being available at the time of compiling this report, Q3 only covers October and November 2021. This is the finance report for Q3 2021-22. It compares the budget (set in Dec 2020) to the actual spend for 2021-22.

**1) Collection Budget:** The forecast position for all collection partners is an overspend of £1,044k, this is a very small movement from that previously forecast. The effect of Covid-19 has increased demand on the recycling kerbside service and covid secure ways of working have increased the contractor cost of providing this service. This forecast includes the additional cost of £676k for the full year being funded by Districts.

The third roll out phase of Recycle More commenced at the end of October and all additional costs relating to the implementation of the new service will be funded through the Recycle More Fund, until such time as the breakeven point is reached.

Driver shortages continue to impact significantly on the delivery of the contract. The garden waste service was suspended for 6 weeks (in August & September) to enable resources to be diverted to support the key services and keep the recycle more program on track.

**2) Disposal Budget:** The forecast for the year is an overspend of £113k. This forecast includes actual data for the period April - November and budgeted forecast until the end of the year. This update in the actual data has resulted in a reduction from the previously reported overspend of £141k. Costs at the recycling centres are currently forecast to be above with the largest increase seen in residual tonnes. The tonnages for March were also higher than estimated for the 2020-21 end of year closedown, so this additional cost has to be picked up in this financial year.

The results of the second roll out phase of Recycle More are delivering the desired move of waste from the refuse bin to the recycling boxes. It is currently difficult to isolated the cost effect for recycle More from the Covid-19 impacts, but early indications are encouraging.

What have we achieved during the year?

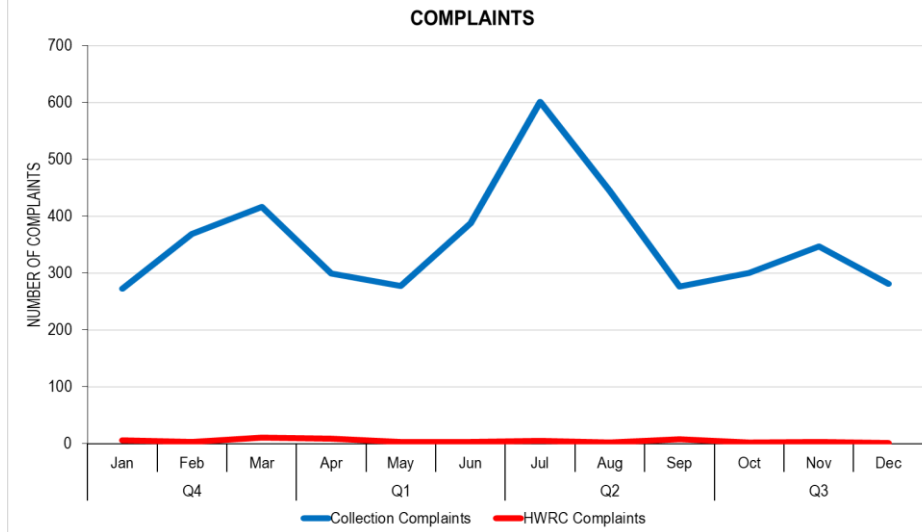
- 1) The budget has been set to include provision for an increase in tonnages as a result of the ongoing impact of Covid-19. This includes additional tonnage growth of 1.5% across the board to cover increased costs, though the actual increases will vary for the different waste streams.
- 2) Work with contractors continues to ensure staffing levels are deployed to deliver all elements of the collection contract, including the reintroduction of the previously suspended garden waste service. The driver shortage will continue to be an ongoing issue.
- 3) Continued to manage and minimise the financial costs related to Covid-19 claims from our collection contractor for additional resources.
- 4) All Recycle More costs have been modelled within the breakeven model, enabling the project to be tracked from a financial basis, with the breakeven point updated on a regular basis for partner financial planning.
- 5) Successful roll out of Recycle More in South Somerset in June 21 and the commencement of Roll Out in part of Somerset West and Taunton (the old Taunton Deane area) from the beginning of November 21.
- 6) Capital borrowing arrangements agreed with Mendip to enable the purchase of an electric refuse vehicle to trial across the county and the purchase and installation of photovoltaic panels at the Evercreech and Taunton Depots.



Why do we measure and report this?

SWP's revised vision highlights the importance of delivering excellent customer service, and the importance of driving behavioural change. It is vital that SWP are accountable to the board on these crucial aspects of our service.

What are the headline numbers?



Key highlights in performance

Recycle More was rolled out into the Taunton Deane area of Somerset West and Taunton during November. The change was delivered well without significant disruption to customers. Bright Blue deliveries took place on time with a reduced level of failure demand than previous phases.

The upturn in container requests as a consequence of recycle more were delivered effectively with 97% of containers being delivered within 5 working days.

To assist with the suspension of the Garden Waste services on heavily impacted District Customer service centres, a third party call centre was employed to deal with queries surrounding this as well as acting as an overspill for South Somerset District Council Customer Services.

Services returned to a reasonable standard and the SWP communicated with 55,000 Garden waste subscribers to reintroduce the service during mid-September.

SWP have re-tendered the MWS offering on a 2+1+1 year basis, this is to allow sufficient flexibility in the run in to unitary status.

Work is still ongoing with Abavus to improve the stability and functionality of the platform and major hurdle was overcome during November when a system architecture development was deployed to improve the transparency of customer interactions.

Business continuity cells were wound down during mid-September due to service standards achieving reasonable and reliable levels. Customer Services training and other propriety works were undertaken in preparation for the implementation of Recycle More in the Taunton Deane area of SWT.

What changes are likely to have happened the next time we report?

- 1) Continued service stability across the operational area and reduced levels of customer complaints and missed collections.
- 2) Implementation of Recycle More within the Sedgemoor District Council and the West Somerset District area.
- 3) Data, systems and training deployed ahead of Recycle More Phase 4, during February / March 22.
- 4) Service stabilisation to satisfactory levels across all service areas.
- 5) High demand on the containerisation service driven through the implementation of Recycle More in Sedgemoor and West Somerset Districts.

What will future success look like?

- 1) My Waste Services being optimised to ensure best value is being gained from the system.
- 2) Missed collections and complaint loading through the new collection contractor running at contracted levels.
- 3) A bedded in Garden Waste service operating at acceptable parameters.
- 4) Transitioning to Recycle More, within tolerances and expectations.



Present actions

**1) Delivering Communications and Engagement in support of Recycle More Phase 3 & 4**

Phase 3: Stakeholder updates (4 pre-launch, 1 post-launch)  
 Phase 3: 2 direct mailings to 55k residents, display materials in 13 locations.  
 Phase 3: 2 Facebook Q&A sessions, 2 virtual Talking Cafes and 2 face-to-face, 5 Roadshows.  
 Phase 3: Six press releases for local media, associated interviews.  
 Phase 3: Blue Bag test drive for members (52 undertaken).  
 Phase 4: Key docs (incl. mailers) reviewed, updated and redesigned.  
 Phase 4; Briefings packs reviewed, updated and distributed.  
 Phase 4: 2 Cllr/Parish virtual briefings/Q&A sessions.  
 Phase 4: Launch PR and media interviews  
 Phase 4: Web content reviewed, refreshed and updated.

**2) Wider Communications and Engagement**

PR, social media re: Electric truck, festive fortnight day changes, Halloween reduce/reuse/recycle tips.  
 Four pages of content in December's Your Somerset - Recycle More updates, Festive tips, eco-grant, electric truck  
 Launch of eco-school grants (PR, social media, newsletter content).  
 Presence at events: 2 community events, 2 Somerset Youth Parliament.  
 Think outside the box targeted campaign: PR, social media, newsletters etc.  
 Dedicated festive page with festive reducing, reusing and recycling tips - nearly 9k visits in Dec.  
 Progressing Somerset Recycling A-Z and Volunteering policy  
 Launch of eco-schools grants PR, social media, newsletter content, interviews.

Highlights

**Facebook**

14/11/2021 Festive tips to reduce, reuse and recycle  
 18/10/2021 Mendip - calendars run out? How to check dates  
 10/10/2021 Taunton Deane Recycle More - 3 week leaflet coming  
 18/10/2021 Taunton Deane - Recycle More on its way  
 20/11/2021 What goes in the BBB?

**Total Engagements:**

October  
 November  
 December

**Twitter Topics**

15/11/2021 Festive reduce, reuse recycle advice here  
 02/10/2021 Wiveliscombe Recycle More event  
 03/12/2021 Pringles, Choc tins - what to do with them  
 30/11/2021 Cardboard up by a third  
 18/10/2021 What goes in the Bright Blue Bag

**Total Engagements:**

October  
 November  
 December

Key figures

**Social Media**

Facebook followers:	16,765	Start	17,145	End
Twitter followers:	2,979	October	2,978	December

**Website Hits**

October	166,594	Page Views	130,187	Unique
November	140,406		111,092	Page Views
December	205,532		169,009	

**Sorted e-zine**

October	10,476	Delivered	6,847	Opened
November	10,442		6,933	
December	10,751		7,871	

Briefings sent to 326 parishes, and County and District councillors.

Future actions

**Engagement**

- 1) Recycle More Phase 4 comms - 6 week and 3 week leaflet delivery (associated social media traffic).
- 2) Recycle More stakeholder updates, PR, Facebook Q&As.
- 3) Planning communications and engagement for Recycle More communals and schools roll-out.
- 4) content for March edition of Your Somerset.
- 5) PR/social media content in support of Food Waste Action week (7-13 March).

**Engagement**

- 6) Progressing recycling A-Z.
- 7) Continue work to develop volunteering policy for compost and food waste champions.
- 8) Three editions of the SORTED! newsletter to circa 10k subscribers and move to new distribution platform.

4.1k  
 2.5k  
 2.1k  
 2k  
 1.3k  
 12,746  
 11,118  
 11,025  
 62  
 49  
 47  
 47  
 43  
 337  
 295  
 591



## Contact us

If you have any specific questions or comments on this publication, please contact the Somerset Waste Partnership on 01823 625700, or email [enquiries@somersetwaste.gov.uk](mailto:enquiries@somersetwaste.gov.uk)

This document is also available in Braille, large print, tape and on disc and we can translate it into different languages.

We can provide a member of staff to discuss the details.

Please phone 01823 625700.

