

Somerset Waste Board meeting  
February 2023  
Report for information

### Performance Report Quarter 3 – October 2022 to December 2022

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<b>Forward Plan Reference:</b>	<i>FP/22/06/03</i>
<b>Summary:</b>	This report summarises the key performance indicators for the period from October 2022 to December 2022 and compares these to the same period last year.
<b>Recommendations:</b>	<p><b>The Joint Waste Scrutiny Panel considers and comments on the following recommendations in this report.</b></p> <p><b>That the Somerset Waste Board notes the performance results in the Third Quarter 2022-23 Performance Report.</b></p> <p><b>The Board also note the additional report – Key Performance Indicators Review (Appendix 2) - updated for Q3.</b></p>
<b>Reasons for recommendations:</b>	Report for information only. Whilst this report sets out specific actions being taken to address areas of concern; the business plan sets out how we focus on improving performance.
<b>Links to Priorities and Impact on Annual Business Plan:</b>	Transparency – Publishing Key Performance Indicators.
<b>Financial, Legal and HR Implications:</b>	No direct financial, legal or HR implications.
<b>Equalities Implications:</b>	No equalities implications.
<b>Risk Assessment:</b>	Areas of poor performance inform our overall risk assessment. A summary of risk is now included within each quarterly performance report, showing our top risks, new risks, changes in risks and mitigating actions.

## 1. Background

- 1.1. As part of the Somerset Waste Partnership's drive for continuous improvement, this report ensures that each quarter, Board Members receive an update on progress in delivering the Business Plan and on all key aspects of what SWP does and hence how well it is delivering its vision and outcomes.

## 2. Summary

### 2.1. Key headlines are:

- **Business Plan:** The roll-out of the school's phase of Recycle More was completed at the beginning of Q3, with the delivery of additional and replacement containers. The new collection service went live on Monday 10th October. Some other items have not yet started or have suffered some slippage due to time and resources being devoted to ongoing LGR work streams. SWP have been accepted onto the national flexible plastics trial and secured funding for Community Action Groups (reuse).
- **Waste Minimisation:** Overall household arisings (incl. kerbside and recycling centres) across the first three quarters reduced by almost 13,857 tonnes, or - 6.77% compared to 2021-22. This equates to a reduction of 60.15kg/hh for household arisings (of which 28.82kg/hh is recycling and 31.34kg/hh residual). Dry recycling decreased by 686 tonnes at the kerbside, and by 2,580 tonnes at recycling sites. Kerbside collected residual waste reduced by just over 7,500 tonnes, with residual waste at recycling sites increasing by just over 64 tonnes.
- **Recycling:** Our overall recycling rate continues to improve compared to last year (up 0.73% to 57.31% from 56.58%). Although not as big a jump as we saw in the previous two quarters, we continue to see the benefits of Recycle More, with the overall Kerbside rate increasing by 2.74%. Unfortunately, this was offset by a reduction in the rate at the Recycling Sites, with an overall loss of 3.89%, mainly from a drop in garden waste of over 3,722 tonnes and wood sent for recycling of over 1,323 tonnes.
- **End use:** For Q3 2022-23, almost 96.2% of materials stayed in the UK, with the amount that was reprocessed in Somerset decreasing to 50.0%, mainly due to reductions in garden waste tonnages at this time of the year, all of which is composted within the County. Currently, this amounts to just over 1,279 tonnes of recyclate that was reprocessed outside of the UK, with this material being mixed paper and cardboard sent to Taiwan, Thailand and Turkey from Recycling Sites and Schools (1,042 tonnes), with kerbside collected paper going to France (237 tonnes).
- **Missed collections:** We saw an improving picture with missed collections in Q3, compared to Q2 (1.102 per 1,000 collections against 1.135 in Q2). There were decreases in missed collections for both recycling and residual collections, but again with an increase for garden waste collections. However, the numbers

across all service areas peaked in October, with numbers continuing to drop through November and December, returning to more acceptable levels of service. These higher figures in October were due to failures affecting both garden waste and residual collections. The levels of missed collections continue to be one of our primary areas of focus with SUEZ, particularly those affecting assisted collections. Time and resources continue to be devoted to ensuring significant service failures are less likely to happen in future, as SUEZ shows improvement in the short term and missed collections reduce even further. However, it only requires a small operational issue to adversely affect missed collection performance.

- **Risk:** In addition to our corporate risk register we maintain a detailed risk register for Covid-19. The separate Recycle More risk register is now closed, and any remaining open risks incorporated into the main register. Risks have also been updated to reflect those largely relating to the impacts of Contractor cost pressures and financial claims, along with the national driver shortage and other staff resourcing issues.

## 2.2. Recycle More in Schools

The expanded collections were introduced to the 273 schools in the county who have their waste services provided by SWP.

Recycle More has:

- Added plastic pots, tubs and trays added to the materials collected for recycling (plastic bottles already collected).
- Requires more separation of recycling, with paper and card in a separate bin from the plastics and metals (tins/can, foil, aerosols in one bin).

Extra outside bins were provided where needed, and schools were offered recycling boxes and food waste bins for inside to help and encourage separation.

The new service required a change to collection days and refuse and food waste are now collected on the same day, by the same vehicle, but put into different compartments.

New Recycle More collections for schools started from 10 October, and some local challenges (e.g. accidents and vehicle breakdowns) affected the first two weeks of its operation.

At this stage we do not have any useful tonnage data to share, largely due to the timing of the introduction of the new service. Its launch was quickly followed by a half-term break and then the disruption of the festive period, all of which make compiling reliable comparable data difficult.

Anecdotally, schools seem to be getting to grips with the service and contact with the Schools Waste Manage Officer (SWMO) returned quickly to business-as-usual levels.

The greater separate of materials will clearly be a challenge for schools, which present a particularly difficult to control environment in terms of managing waste.

We expect it to take some time to see improvements and SWP and SUEZ will continue to provide support and information and seek to learn from good practice elsewhere.

The SWMO officer role will be critical to this. The role has been vacant since shortly before Christmas and recruitment is underway.

## **Changes to our Contractors**

### **2.3**

**Viridor/Biffa:** As updated to the Board in December, the services provided through the Core Services Contract (Recycling Sites, Compost Sites, Walpole Anaerobic Digester & closed landfill management) was expected to transfer to Biffa shortly. It can now be confirmed that the contract novation has been completed. This allows greater control over future operational standards and presents the opportunity to formally discuss service enhancements & developments with Biffa.

**Suez/Veolia:** As expected SUEZ Recycling & Recovery UK Limited re-joined the SUEZ Group after an offer of £2bn was matched to buy the business in the UK, with the sale finalised in December. Whilst the new group remains called SUEZ it is no longer a French stock market listed entity, but instead majority owned by a number of corporate investors (Meridiam and GIP).

## **3. Consultations**

- 3.1.** Consultation on findings in this report have been undertaken with SWP's Senior Management Group (officer representatives from partner authorities) and with SWP's Senior Management Team.

## **4. Implications**

### **4.1** Key implications of the performance data are:

- Ongoing work with SUEZ to continue to improve service quality, with a particular focus on how they reduce repeat missed collections and improve their complaint handling, along with staff resourcing issues affecting service provision.
- Continuing to influence national policy on resources and waste, maintaining Somerset Waste Partnership's influence at this level, and implementing the actions we have agreed through the joint County-wide Climate Emergency Strategy/Plan (where funding permits us to do so).
- Robustly managing our new relationships with Viridor and Biffa to ensure that there is no degradation in service or other adverse impact on SWP.
- Continue to engage closely with SUEZ and Biffa following their corporate changes to understand any implications for Somerset.
- Continue to closely monitor budgets and spend, seek opportunities for external funding (especially for our climate emergency projects).

## **5. Background papers**

**5.1.** Performance Monitoring Report Q3 2022-23 (Appendix 1).

**5.2.** Key Performance Indicators Review (Appendix 2).