

# South Somerset District Council

## Business Plan & SWP update

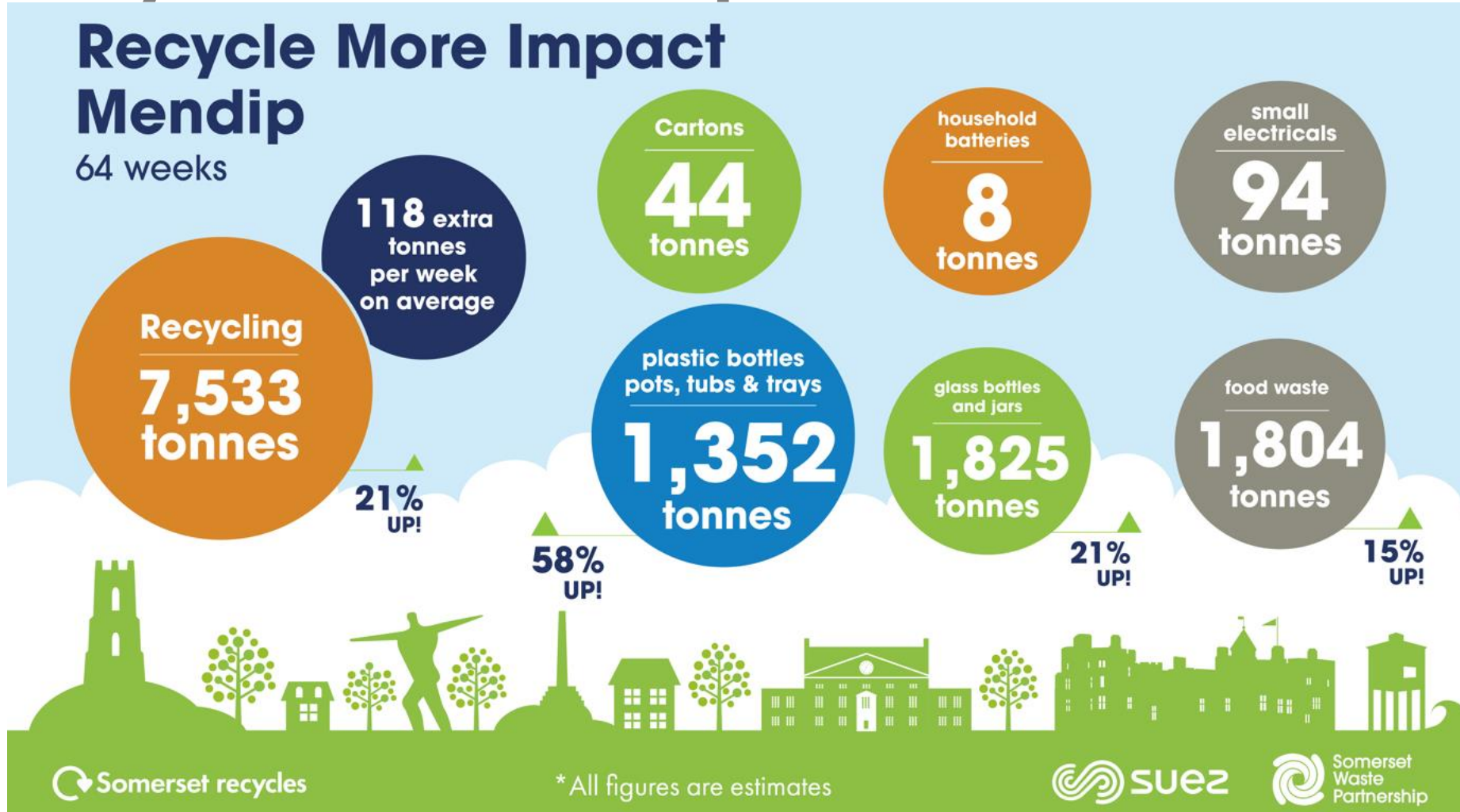
10<sup>th</sup> February 2022



# Recycle More: Mendip

## Recycle More Impact Mendip

64 weeks



 Somerset recycles

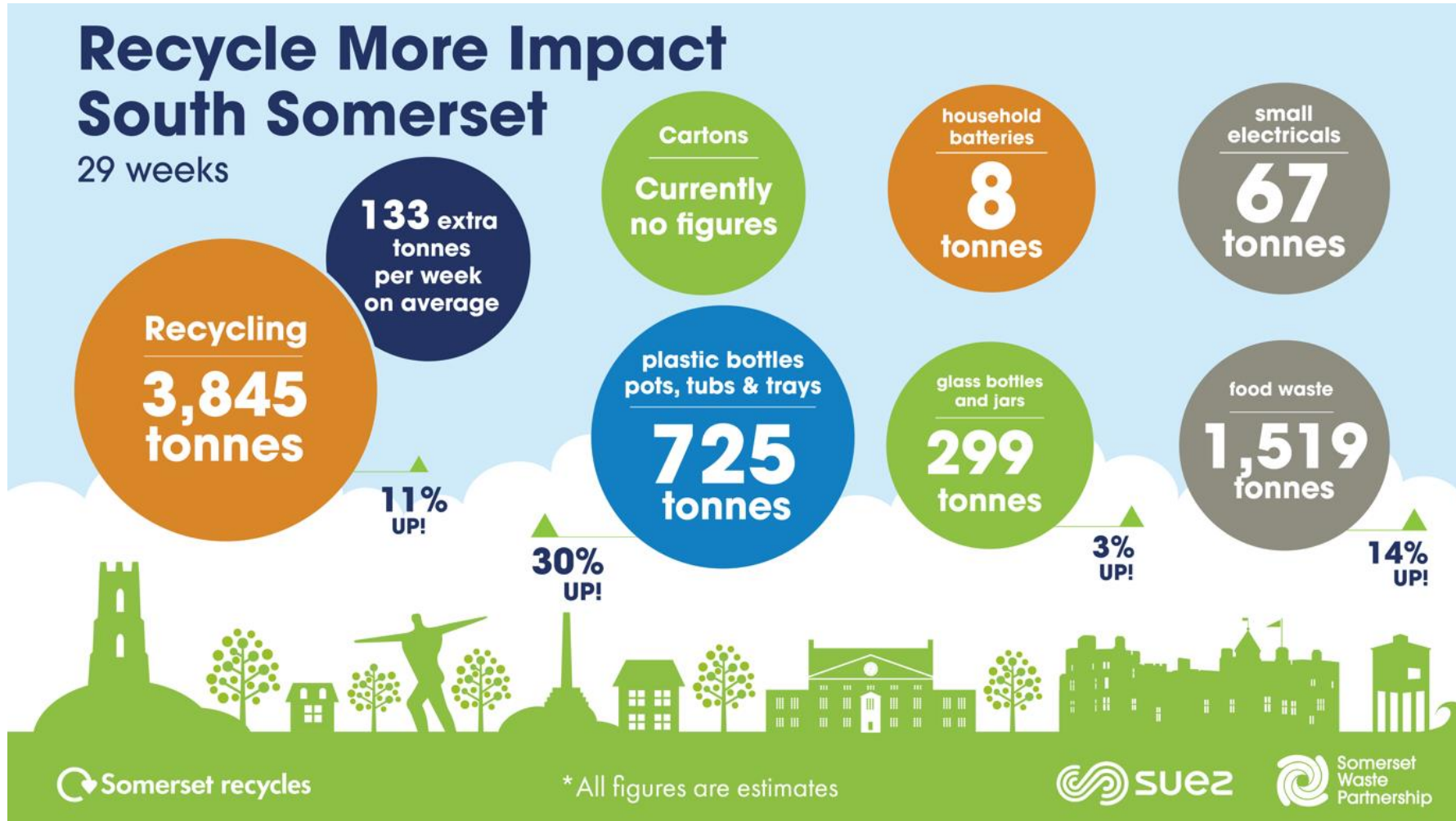
\* All figures are estimates

 SUEZ

 Somerset  
Waste  
Partnership

Usual health warning on all data: Aimed to remove impact of Covid but this is not an exact science

# Recycle More: South Somerset



Usual health warning on all data: Aimed to remove impact of Covid but this is not an exact science

# Recycle More: Resident Feedback

## Recycle More

Mendip customer survey

Total responses: **1,829**

**96%** of residents said Recycle More has made it easier to recycle

**84%** of residents agreed that the new service is an improvement

**74%** people felt their bin was the right size, and 10% that it is too big.

### What items are you recycling more of?



### Understanding the new service

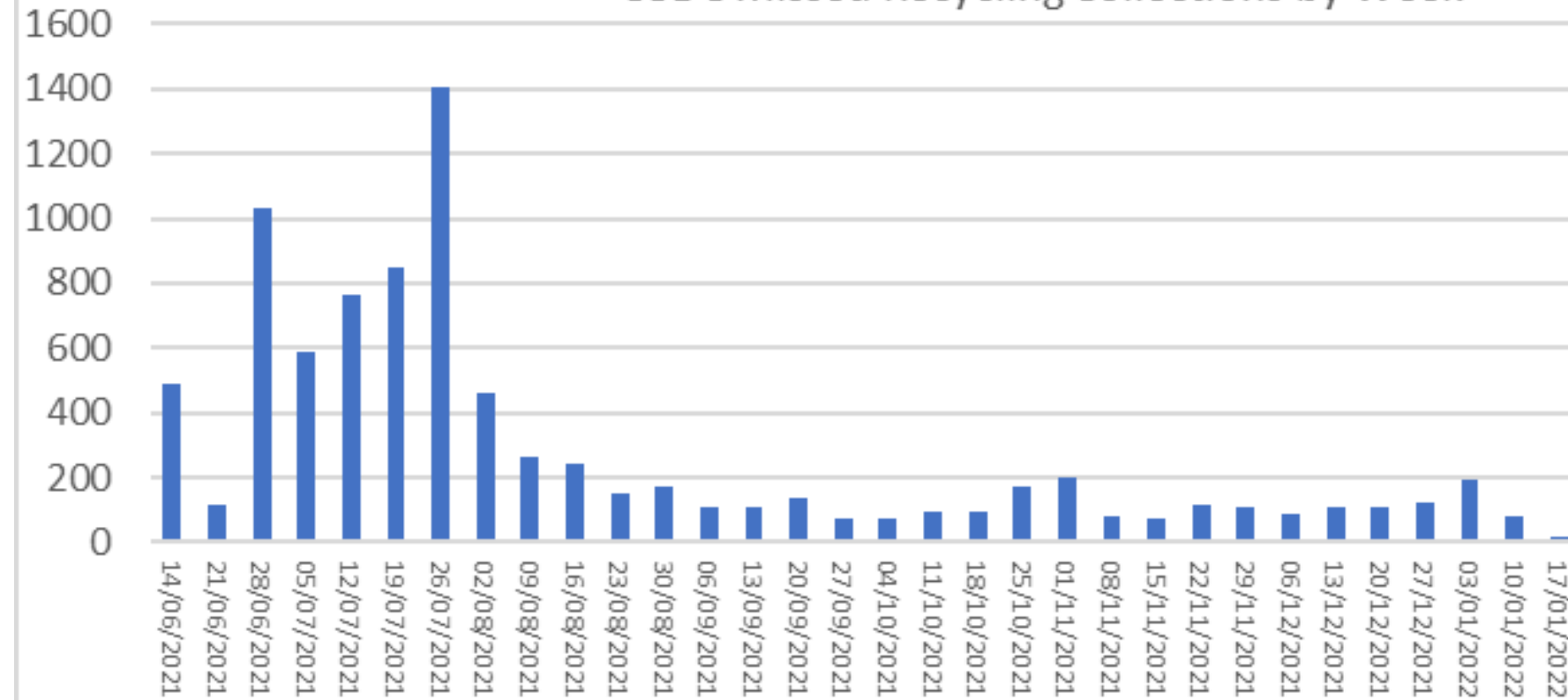


# What happened to your recycling



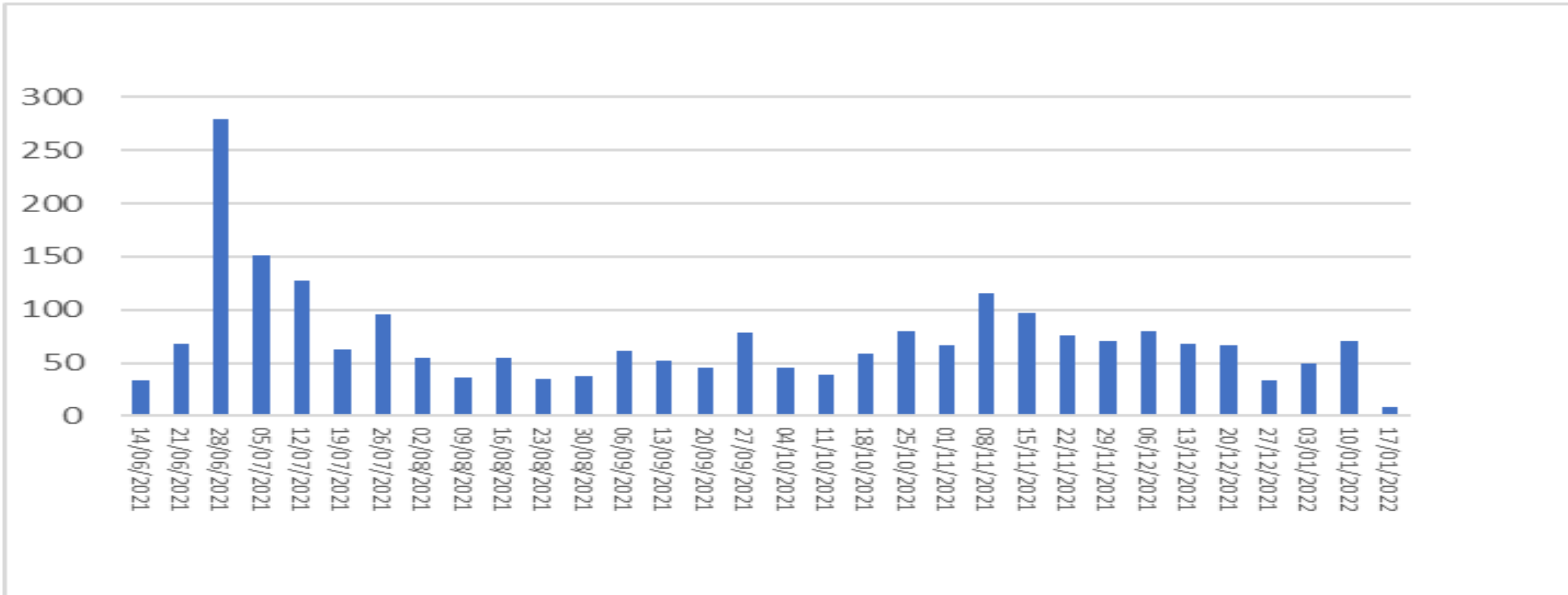
# Service stability: recycling

SSDC Missed Recycling Collections by Week

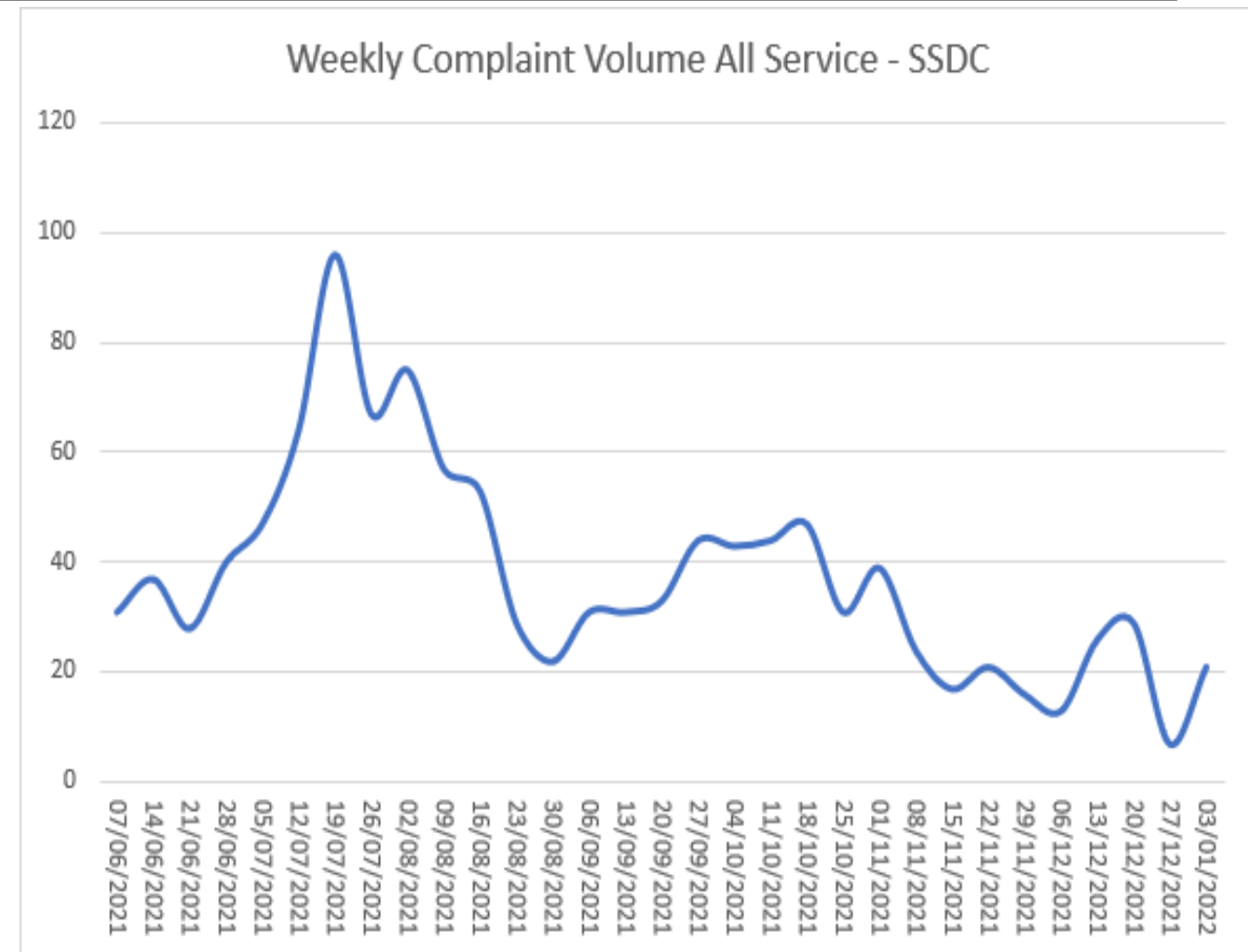
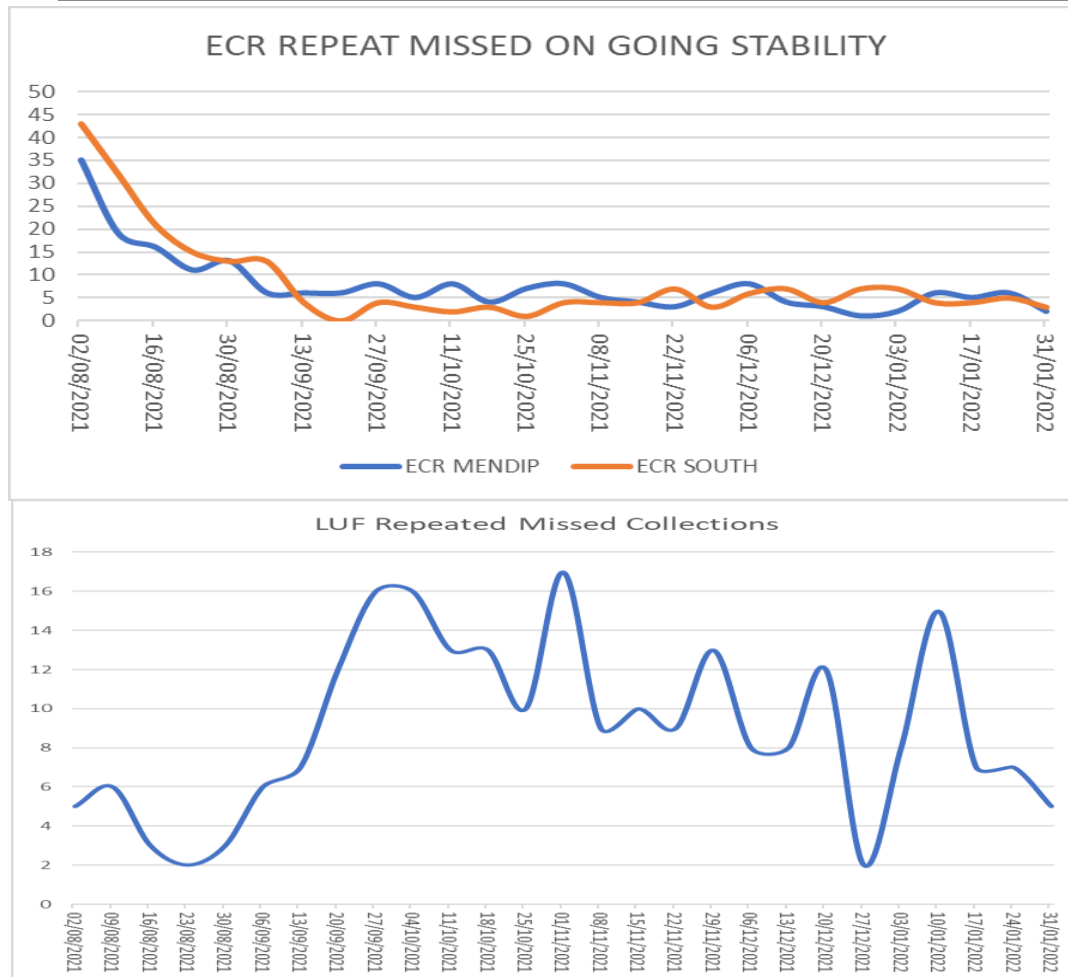


Underlying risks still remain: driver shortage, additional tonnage, covid, commercial, cumulative exhaustion and pressure...

# Service stability: refuse



# Service stability



Services in South Somerset are based in Evercreech and Lufton. Significant improvement in Evercreech and Lufton improving but still an outlier: key area of focus for SWP/SUEZ



# Business Plan overall approach

This year's plan is an evolution rather than a revolution but aims to reflect:

- the impact of service disruption in 2020/21,
- the ongoing impacts of a national driver shortage,
- the ongoing pandemic and the pressure this has created on SWP, SUEZ and partner staff,
- the transition to a unitary authority

Delivering stable services and rebuilding trust with the public is critical to next year's activity.

The three outcomes SWP are focussed on remain:

Delivering excellent services	Changing behaviours	Tackling climate change
SWP effectively collects, recycles and treats waste	People manage waste as a resource	SWP maximises its contribution to tackling the climate emergency

# Business Plan: key activities



	Area of activity	Content
1	Waste reduction	Focusing on food waste and plastic, Signposting to zero waste shops, reusable nappies
2	Promoting Reuse	Implementing the reuse strategy agreed by the Board in September 2021
3	Recycling	Bedding in the Recycle More roll-out, ensuring homes are built with recycling in mind, food waste in communal properties, tackling hard to treat waste streams (e.g. soft plastics), HWRCs, composition and participation analysis, recycling A-Z guide, targeted campaigns
4	Decarbonising residual waste	Heat offtake, carbon capture and storage, education
5	Decarbonising our operations	Electric supervisors vans, green depot infrastructure, pilot alternative fuels, drive down carbon intensity of day to day operations, partial re-fleet of refuse vehicles
6	Tackling non-household waste	Schools, public sector estate, business waste
7	Working with others	Parish Councils, local data and engagement, developing partnerships, community action groups, engagement with front-line staff
8	Improving the customer experience	In-cab technology, innovation, website, improving complaints mgnt, GDPR, assisted collection review, processes around new home occupation, enforcement, supporting the most vulnerable
9	Supporting wider goals in Somerset	Tackling waste on the go, tackling fly-tipping, supporting local businesses and those far from the labour market
10	Enabling activities	Depot infrastructure, health and safety, contract management, service reviews, influencing national policy, long term strategy, behavioural insights, business continuity planning, preparing for Unitary