

WILTSHIRE WASTE & RECYCLING CONTRACT HILLS RECYCLING REPORT – JUL to SEP 2011 WASTE & RECYCLING STATISTICS

1.1 QUARTER 2 2011/12

1.1.1 Summary

Quarter 2 produced 65,436 tonnes of contract waste and landfill diversion of 32,374 tonnes - a landfill diversion rate of 49.3%. A further 12,522 tonnes of municipal waste was sent to Lakeside for energy recovery.

1.1.2 HRCs

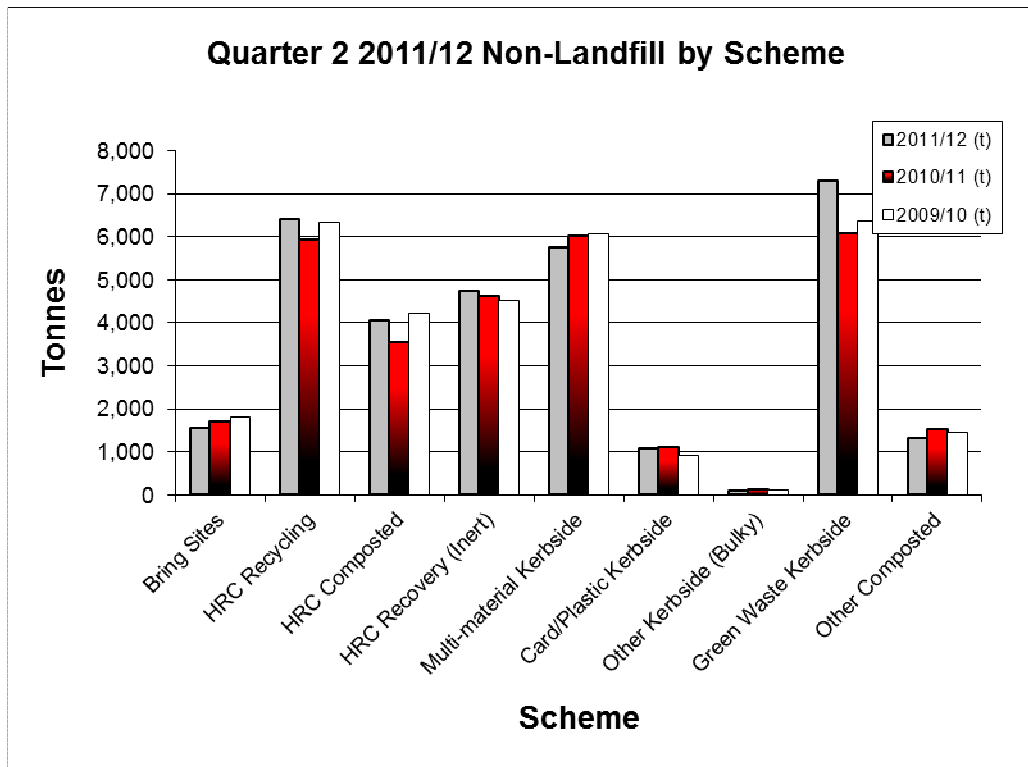
HRC tonnage represented 47.1% of the recycled tonnage in the quarter. HRC recycling rates in the quarter ranged from 72.3% to 82.4%, average 80.47%, and contributed 15,200 tonnes of landfill diversion.

1.1.3 Multi-Material Kerbside

In the quarter 5,763 tonnes of material was collected. Performance is down on last year.

1.1.4 Quarter 2 2011/12 Waste & Recycling Summary/Comparison

2011/12 QUARTER 2 RECYCLING PERFORMANCE					
AGAINST TARGET AND 2009/10					
	2011/12 (t)	2010/11 (t)	+/-%	2009/10 (t)	+/-%
Bring Sites	1,551	1,712	-9.4%	1,818	-14.7%
HRC Recycling	6,393	5,936	7.7%	6,329	1.0%
HRC Composted	4,068	3,541	14.9%	4,220	-3.6%
HRC Recovery (Inert)	4,739	4,636	2.2%	4,515	5.0%
Multi-material Kerbside	5,763	6,034	-4.5%	6,074	-5.1%
Card/Plastic Kerbside	1,073	1,117	-3.9%	909	18.1%
Other Kerbside (Bulky)	92	121	-24.6%	112	-18.0%
Green Waste Kerbside	7,288	6,075	20.0%	6,373	14.4%
Other Composted	1,307	1,524	-14.3%	1,462	-10.6%
TOTAL NON-LANDFILL	32,274	30,637	5.3%	31,811	1.5%
TOTAL RECYCLING	14,872	14,920	-0.3%	15,242	-2.4%
TOTAL RECOVERY	4,739	4,636	2.2%	4,515	5.0%
TOTAL COMPOSTING	12,663	11,140	13.7%	12,055	5.0%
Landfill Waste	20,640	20,978	-1.6%	33,037	-37.5%
Lakeside EfW	12,522	12,426	0.8%	557	n/a
TOTAL WASTE	65,436	64,041	2.2%	65,405	0.0%



Overall waste arisings in quarter 2 are 2.2% higher than last year and 31 tonnes above the 2009/10 figure.

1.1.5 Performance against targets (Table 2)

Table 2 – Quarter 2's Performance vs Target		
	Actual Tonnes	Target Tonnes
Contract	32,274	30,637

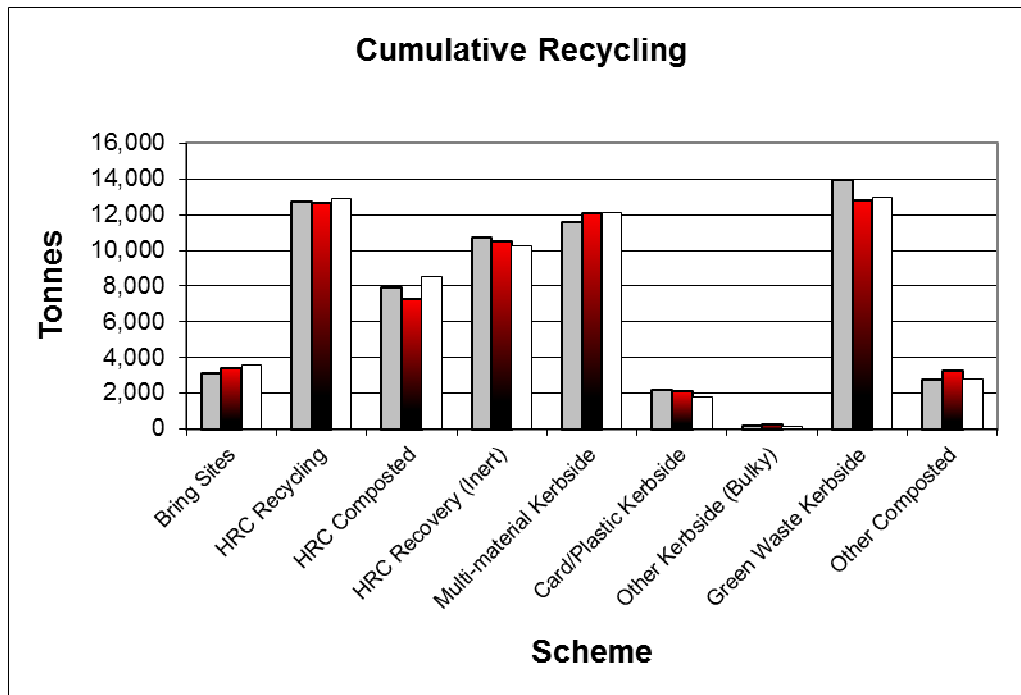
N.B. Targets are based on 2010/11 achievement.

1.2 CONTRACT YEAR 2010/11 (Year 16)

1.2.1 Performance against contract targets

At this stage of the contract year, the cumulative performance is as follows:

2011/12 CUMULATIVE CONTRACT RECYCLING					
PERFORMANCE AGAINST TARGET					
	2011/12 (t)	2010/11 (t)	+/-%	2009/10 (t)	+/-%
Bring Sites	3,111	3,390	-8.2%	3,578	-13.1%
HRC Recycling	12,699	12,648	0.4%	12,904	-1.6%
HRC Composted	7,942	7,303	8.8%	8,553	-7.1%
HRC Recovery (Inert)	10,754	10,480	2.6%	10,269	4.7%
Multi-material Kerbside	11,601	12,071	-3.9%	12,144	-4.5%
Card/Plastic Kerbside	2,174	2,113	2.9%	1,782	22.0%
Other Kerbside (Bulky)	191	234	-18.2%	188.77	1.1%
Green Waste Kerbside	13,934	12,802	8.8%	12,953	7.6%
Other Composted	2,805	3,287	-14.7%	2,835	-1.0%
MRF Rejects	-136	-123	11.1%	-334	0.0%
TOTAL NON-LANDFILL	65,075	64,205	1.4%	64,873	0.3%
TOTAL RECYCLING	29,912	30,579	-2.2%	30,931	-3.3%
TOTAL RECOVERY	10,754	10,480	2.6%	10,269	4.7%
TOTAL COMPOSTING	24,681	23,392	5.5%	24,341	1.4%
Landfill Waste	40,901	42,350	-3.4%	63,548	-35.6%
Lakeside EfW	25,379	24,063	5.5%	4,898	418.2%
TOTAL WASTE	131,355	130,619	0.6%	133,319	-1.5%



1.2.2 Cumulative Recycling Performance By Collection Hub vs Target

TABLE 4 – 2011/12 CONTRACT PERFORMANCE AGAINST TARGETS			
Collection Hub	2011/12	2010/11	Variance b/w
North	15,423	16,066	-4.00%
East	11,471	11,075	3.57%
South	16,196	15,499	4.49%
West	22,767	22,012	3.43%
Rejects	-782.22	-447.75	74.70%
Wiltshire	65,075	64,205	1.35%

Note: Hub targets are based on 2010/11 achievement, and do not take account of reject wood, green waste and non-recyclables from the MRF.

1.2.3 Total waste

Overall therefore, at the end of the second quarter, tonnage for the year is 736 tonnes higher than the 2010/11 half yearly total.

1.3 NON-LANDFILL FOR 2010/11

The table below shows the projected monthly tonnages for Municipal Waste Non-Landfill to the year end (excluding Lakeside tonnages).

Apr	11,838
May	10,928
Jun	10,034
Jul	10,126
Aug	11,658
Sep	10,507
Oct	9,100
Nov	8,543
Dec	5,045
Jan	7,718
Feb	6,679
Mar	10,316
Total	112,492

1.4 RECYCLING SINCE CONTRACT COMMENCEMENT

Since contract commencement in July 1996, 1,023,850 tonnes of municipal waste have been non-landfilled.

OPERATIONAL DEVELOPMENTS

2.1 MINI SITES

2.1.1 Recycling Site Changes

Amesbury Co-op – Requested to evaluate the transfer of service from 14yd skip service of cans, glass and plastic to a top-loader service with 1100lt and 360lt containers; due to access problems – due to transfer week commencing 17th October 2011.

Leigh Park, Westbury – Continued reports of fly tipping – passed to council and their enforcement team.

Southampton Rd, Salisbury – 14yd banks removed.

2.2 HOUSEHOLD RECYCLING CENTRES

HRC relative performances are shown in Table 7.

HRC PERFORMANCE 2011/12 (Apr-Sep 11)			
HRC	Total waste	Total Recycled	Rec rate
Purton	3,615.04	2,974.12	82.27%
Stanton	4,539.57	3,720.36	81.95%
Honeyball	2,277.39	1,845.45	81.03%
Salisbury	6,027.27	4,931.68	81.82%
Amesbury	3,494.32	2,877.99	82.36%
Everleigh	1,710.85	1,237.05	72.31%
Devizes	3,154.01	2,481.63	78.68%
Marlborough	1,504.35	1,230.65	81.81%
Warminster	3,973.98	3,148.48	79.23%
Melksham	3,547.14	2,861.48	80.67%
Trowbridge	5,234.56	4,138.46	79.06%
TOTAL	39,078.48	31,447.35	80.47%

2.2.1 Proposed HRC Progress

The new Marlborough site has opened and is now contributing to the overall recycling performance. No progress with Westbury.

2.3 KERBSIDE COLLECTION

2.3.1 Service Progress

Harmonisation has continued including a review of all the flats in the county and the compilation of a report of existing flats that currently do not have a service.

A complete review of all Hills' rounds and information has been carried out so that the Council's Warrm system can be updated.

Preparation of Street Level Risk Assessments for the County has started and assessments will commence Monday 31st October on all rounds.

2.3.2 Service Performance

	North	South	West
Complaints	0	2	3
Replacement Boxes	822	618	523
Missed Collections	6	6	5
Replacement Lids	136	129	98
Extra Boxes	261	197	163
Baskets	18	9	1

Incoming calls to the help desk have risen as a result of the publicity surrounding the new services and requests for replacement and additional boxes are significantly higher than in quarter 1.

GENERAL RECYCLING MATTERS

3.1 MATERIALS/MARKETS

Market prices remained stable during the quarter.

PROMOTION & PUBLICITY

4.1 MEDIA COVERAGE & PROMOTIONAL ACTIVITY

Substantial press interest was generated by the 1,000,000 million tonnes recycled achievement. It received both local and national (trade) coverage as well as being publicised on sites. In July there was much press coverage, both local and national, about the lady who "recycled" £1,100.

August saw press coverage of work commencing on the MBT Plant at Westbury.

Alongside the positive publicity there have been a number of press articles relating to the planning applications for Ludgershall, Porte Marsh and Lower Compton.

SCHOOLS RECYCLING SCHEME

5.1 SCHOOLS PROMOTIONS

All trips and visits to the MRF are now being undertaken by Wiltshire Wildlife Trust (WWT). A reduced number of visits occurred in quarter 2.

COMPLIMENTS & COMPLAINTS

6.1 COMPLIMENTS & COMPLAINTS

Compliments

HRC	OCCURRENCE	DATE	PERSONS INVOLVED	DESCRIPTION / COMMENTS
Amesbury	Compliment	01/09/2011	John Stone	I'am impressed with the Management of you site,it is always clean, the staff are courteous, helpful and always cheerful
Devizes	Compliment	01/09/2011	L Westley	Site very clean and tidy
Honeyball	Compliment	14/07/2011	Mr J Appleby	Staff on site are always helpful and polite. Site always clean and tidy and staff awlays help me with recycling.
Honeyball	Compliment	22/09/2011	Ms M Rose	Very happy that staff found her glasses and returned them safely
Melksham	Compliment	13/07/2011	Mrs C Berry	Very grateful for all assistance I am always given
Melksham	Compliment	24/09/2011	Dr Smillie	Good recycling very helpful
Melksham	Compliment	25/09/2011	N Thember	Clear signage Very impressed
MRF	Compliment	10/05/2011	Larkrise School	Site tour conducted by WWT - complimented on information given
Purton	Compliment	05/09/2011	D Willis	Very happy that keys she lost on site were found
Salisbury	Compliment	28/06/2011	Mr D Bye	As a regular visitor to the site, I would like to praise the frendly attitude of all the staff
Salisbury	Compliment	09/08/2011	Mr A Hamilton	Staff went above and beyond what could be expected of themwhen I mistakenly tipped important papers in with the general waste
Salisbury	Compliment	31/08/2011	Mrs C Currie	Member of the public locked her keys in the car , Roy took the lady home to collect her spare keys
Salisbury	Compliment	01/09/2011	Mr I Dennis	Staff are a credit to the company
Trowbridge	Compliment	14/06/2011	B Woodford	Very impressed by high standard of site staff are always helpful
Trowbridge	Compliment	17/06/2011	P Richards	Helpful staff clean yard
Trowbridge	Compliment	13/7/11	J E Reeves	Very helpful when I locked my keys in my car even supplied cup of tea while I wasw waiting for my spare key
Trowbridge	Compliment	18/7/11	J James	Assistance with mattress came from nowhere, Thank you
Trowbridge	Compliment	19/7/11	Not given	Very helpful with sorting of 20 years of accumulated stuff
Trowbridge	Compliment	20/7/11	Not given	Thank you to site staff
Trowbridge	Compliment	28/7/11	Not given	
Trowbridge	Compliment	1/8/11	Mrs A Girbth	Staff are always helpful and frendly
Trowbridge	Compliment	13/8/11	Not given	All round thanks very helpful and imformative staff
Trowbridge	Compliment	20/8/11	L Sherring	Staff are helpful and assist in lifting heavy objects
Trowbridge	Compliment	26/8/11	Brian	Admire the plush hanging basket
Trowbridge	Compliment	12/9/11	Not given	Great improvement on site helpful staff nice hanging basket
Trowbridge	Compliment	13/9/11	Not given	Very helpful staff
Amesbury	Compliment	01/08/2011	Simon Martin	Staff always willing to help, always happy and smiling.
Amesbury	Compliment	16/08/2011	Miss Trout	All staff employed are most helpful. I'm in my 70's and they awlays volunteer to left my heavy bags.

Complaints

HRC	OCCURRENCE	DATE	PERSONS INVOLVED	DESCRIPTION / COMMENTS
Everleigh	Complaint	29/07/2011	Mr D Stabbins	Putting waste into non recyclable container got dust in eyes from machine dropping dust into bin.
Marlborough	Complaint	14/07/2011	Ms K Cresswell	Abuse from member of staff complaint via Wiltshire Council
Melksham	Complaint	29/07/2011	Mr Bodin	When asked about nature of waste customer got very angry and accused M Tucker of being racist and picking on them because of their colour
Purton	Complaint	30/09/2011	L Dogherty	Another customer intimidated her and took a bike off of her that she had wanted to give to Jole Rider
Salisbury	Complaint	09/08/2011	Ms J Richardson	Users of the site question the recycling of some materials
Salisbury	Complaint	22/08/2011	Mr Marsh	Alleges he was told by staff that he was not allowed to carry waste in on foot up the ramp, he stated that he walks in as he has had punctures in the past when taking his car in the site
Salisbury	Complaint	25/08/2011	Miss Gully	Site closed at 19:55, saw a member of staff walking back across the yard. Not happy as driven from Tisbury.
Trowbridge	Complaint	10/9/11	G Knight	Poor attitude of staff

HEALTH & SAFETY

7.1 Inspections

Everleigh HRC audited in September.

7.2 Issues

All kerbside drivers and supervisors have completed Module 2 of the DCPC . Module 3 training given to trainers, defect reporting & SAFED refresher, and roll out 1st November 2011.