

# WILTSHIRE WASTE & RECYCLING CONTRACT HILLS RECYCLING REPORT – JAN to MAR 2011 WASTE & RECYCLING STATISTICS

## 1.1 QUARTER 4 2010/11

### 1.1.1 Summary

Quarter 4 produced 57,269 tonnes of contract waste and landfill diversion of 24,713 tonnes - a landfill diversion rate of 43.2%. A further 12,920 tonnes of municipal waste was sent to Lakeside for energy recovery.

### 1.1.2 HRCs

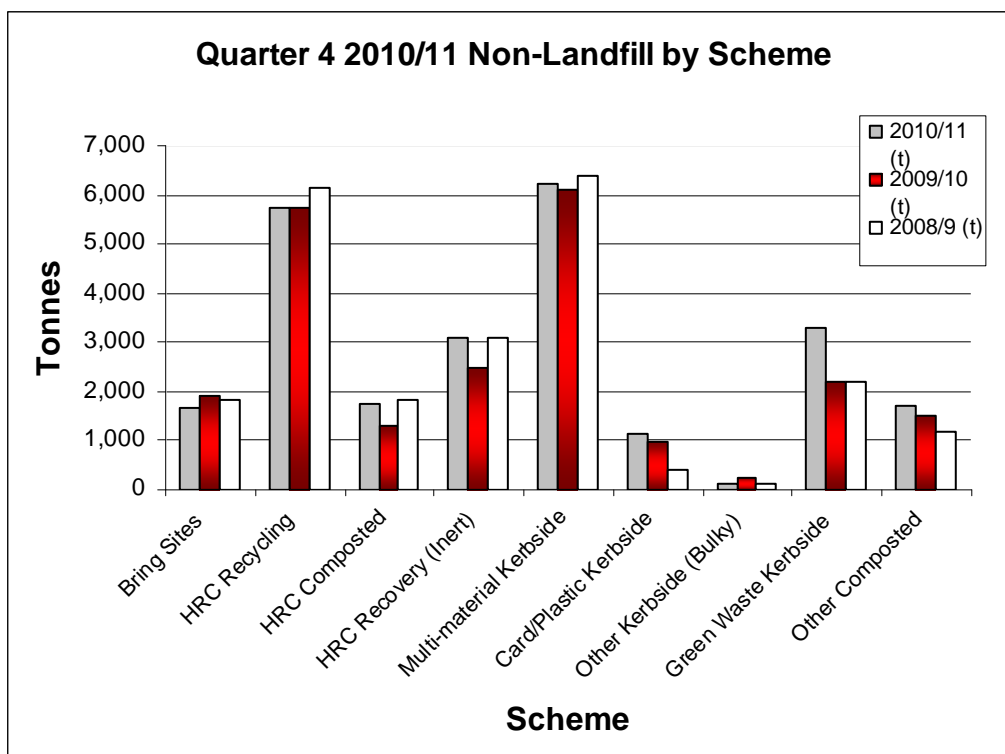
HRC tonnage represented 42.95% of the recycled tonnage in the quarter. HRC recycling rates in the quarter ranged from 66.0% to 81.3%, and contributed 10,613 tonnes of landfill diversion. March recycling performance was boosted by the weather.

### 1.1.3 Multi-Material Kerbside

In the quarter 6,230 tonnes of material was collected. Performance is marginally up on last year.

### 1.1.4 Quarter 2 2010/11 Waste & Recycling Summary/Comparison

<b>2010/11 QUARTER 4 RECYCLING PERFORMANCE</b>					
<b>AGAINST TARGET AND 2008/9</b>					
	<b>2010/11 (t)</b>	<b>2009/10 (t)</b>	<b>+/-%</b>	<b>2008/9 (t)</b>	<b>+/-%</b>
Bring Sites	1,670	1,925	-13.2%	1,844	-9.4%
HRC Recycling	5,747	5,726	0.4%	6,154	-6.6%
HRC Composted	1,760	1,314	34.0%	1,827	-3.7%
HRC Recovery (Inert)	3,106	2,482	25.2%	3,077	0.9%
Multi-material Kerbside	6,230	6,108	2.0%	6,394	-2.6%
Card/Plastic Kerbside	1,159	980	18.2%	409	183.4%
Other Kerbside (Bulky)	110	233	-52.7%	123	-10.5%
Green Waste Kerbside	3,294	2,189	50.5%	2,195	50.1%
Other Composted	1,712	1,497	14.3%	1,191	43.7%
<b>TOTAL NON-LANDFILL</b>	<b>24,713</b>	<b>22,373</b>	<b>10.5%</b>	<b>23,214</b>	<b>6.5%</b>
<b>TOTAL RECYCLING</b>	<b>14,916</b>	<b>14,972</b>	<b>-0.4%</b>	<b>14,924</b>	<b>-0.1%</b>
<b>TOTAL RECOVERY</b>	<b>3,106</b>	<b>2,482</b>	<b>25.2%</b>	<b>3,077</b>	<b>0.9%</b>
<b>TOTAL COMPOSTING</b>	<b>6,766</b>	<b>4,999</b>	<b>35.3%</b>	<b>5,213</b>	<b>29.8%</b>
Landfill Waste	19,636	22,074	-11.0%	32,950	-40.4%
Lakeside EfW	12,920	10,430	23.9%	0	n/a
<b>TOTAL WASTE</b>	<b>57,269</b>	<b>54,877</b>	<b>4.4%</b>	<b>56,164</b>	<b>2.0%</b>



Overall waste arisings in quarter 4 are 4.4% higher than last year and 2.0% higher than in 2008/9.

#### 1.1.5 Performance against targets (Table 2)

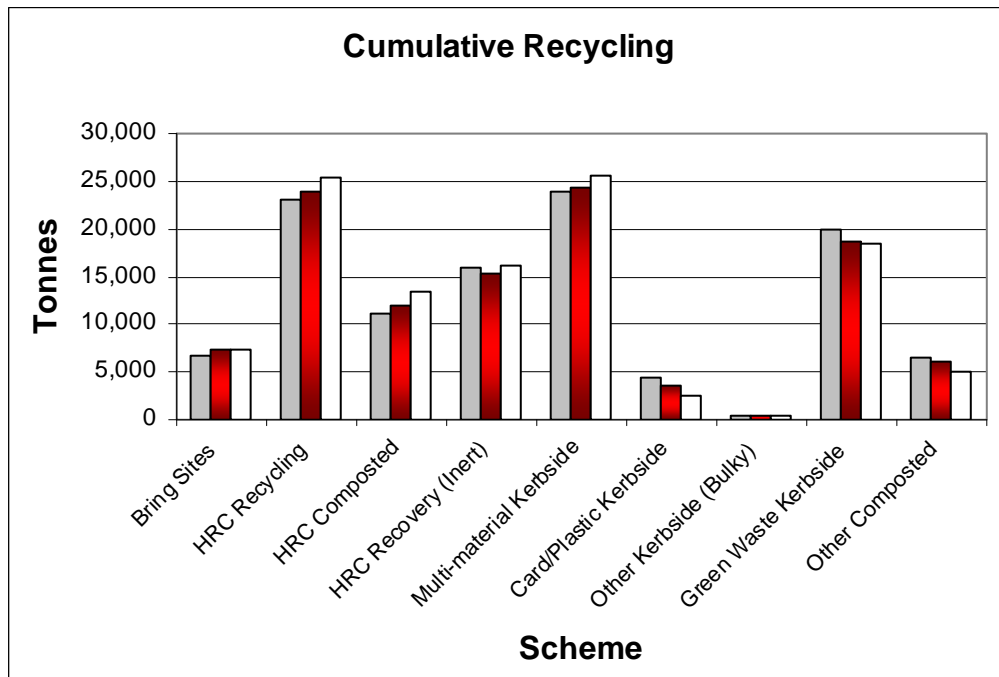
	<b>Actual Tonnes</b>	<b>Target Tonnes</b>
Contract	24,713	22,373

*N.B. Targets are based on 2009/10 achievement.*

### 1.2 CONTRACT YEAR 2010/11 (Year 15)

#### 1.2.1 Performance against contract targets

<b>2010/11 CUMULATIVE CONTRACT RECYCLING</b>					
<b>PERFORMANCE AGAINST TARGET</b>					
	<b>2010/11 (t)</b>	<b>2009/10 (t)</b>	<b>+/-%</b>	<b>2008/9 (t)</b>	<b>+/-%</b>
Bring Sites	6,681	7,326	-8.8%	7,396	-9.7%
HRC Recycling	22,981	23,919	-3.9%	25,392	-9.5%
HRC Composted	11,192	11,856	-5.6%	13,424	-16.6%
HRC Recovery (Inert)	15,907	15,285	4.1%	16,051	-0.9%
Multi-material Kerbside	23,882	24,272	-1.6%	25,513	-6.4%
Card/Plastic Kerbside	4,366	3,670	19.0%	2,506	74.2%
Other Kerbside (Bulky)	421	515	-18.3%	517	-18.6%
Green Waste Kerbside	19,934	18,658	6.8%	18,504	7.7%
Other Composted	6,501	6,158	5.6%	5,027	29.3%
MRF Rejects	-258	-522	-50.6%		0.0%
<b>TOTAL NON-LANDFILL</b>	<b>111,606</b>	<b>111,138</b>	<b>0.4%</b>	<b>114,330</b>	<b>-2.4%</b>
<b>TOTAL RECYCLING</b>	<b>58,588</b>	<b>60,223</b>	<b>-2.7%</b>	<b>61,324</b>	<b>-4.5%</b>
<b>TOTAL RECOVERY</b>	<b>15,907</b>	<b>15,285</b>	<b>4.1%</b>	<b>16,051</b>	<b>-0.9%</b>
<b>TOTAL COMPOSTING</b>	<b>37,626</b>	<b>36,672</b>	<b>2.6%</b>	<b>36,955</b>	<b>1.8%</b>
Landfill Waste	80,852	107,229	-24.6%	136,826	-40.9%
Lakeside EfW	50,418	26,567	100.0%		100.0%
<b>TOTAL WASTE</b>	<b>242,876</b>	<b>244,933</b>	<b>-0.8%</b>	<b>251,156</b>	<b>-3.3%</b>



The fall in municipal waste arisings continues, with a further 2.5% fall on last year.

### 1.2.2 Cumulative Recycling Performance By Collection Hub vs Target

TABLE 4 – 2010/11 CONTRACT PERFORMANCE AGAINST TARGETS			
Collection Hub	2010/11	2009/10	Variance b/w
North	27,437	28,170	-2.60%
East	19,553	19,585	-0.17%
South	28,354	27,378	3.57%
West	37,372	37,212	0.43%
Rejects	-1,109.45	-1,207.25	-8.10%
<b>Wiltshire</b>	<b>111,606</b>	<b>111,137</b>	<b>0.42%</b>

*Note: Hub targets are based on 2009/10 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 year, tonnage is 2,057 tonnes lower than the 2009/10 total.

### 1.3 NON-LANDFILL FOR 2010/11

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

Apr	<b>11,593</b>
May	<b>10,664</b>
Jun	<b>11,247</b>
Jul	<b>10,139</b>

Aug	<b>9,881</b>
Sep	<b>10,682</b>
Oct	<b>9,100</b>
Nov	<b>8,543</b>
Dec	<b>5,045</b>
Jan	<b>7,718</b>
Feb	<b>6,679</b>
Mar	<b>10,316</b>
<b>Total</b>	<b>111,606</b>

Low waste arisings and landfill diversion performance in January and February resulted in this figure being lower than projected at the end of quarter 3.

#### **1.4 RECYCLING SINCE CONTRACT COMMENCEMENT**

Since contract commencement in July 1996, 958,776 tonnes of municipal waste have been non-landfilled.

## **OPERATIONAL DEVELOPMENTS**

### **2.1 MINI SITES**

#### **2.1.1 Recycling Site Changes**

From 1<sup>st</sup> April 2011 Hills will take over the servicing of the bring sites in the south hub area.

### **2.2 HOUSEHOLD RECYCLING CENTRES**

HRC relative performances are shown in Table 7.

<b>HRC PERFORMANCE 2010/11 (Apr-Mar 11)</b>			
<b>HRC</b>	<b>Total waste</b>	<b>Total Recycled</b>	<b>Rec rate</b>
Purton	6,002.60	4,874.88	81.21%
Stanton	7,876.45	6,367.50	80.84%
Honeyball	4,340.21	3,390.85	78.13%
Salisbury	9,622.82	7,669.36	79.70%
Amesbury	5,579.81	4,466.54	80.05%
Everleigh	3,423.52	2,475.67	72.31%
Devizes	5,776.53	4,434.50	76.77%
Warminster	6,605.62	5,056.01	76.54%
Melksham	6,337.78	4,811.39	75.92%
Trowbridge	9,247.22	7,053.06	76.27%
<b>TOTAL</b>	<b>64,812.56</b>	<b>50,599.76</b>	<b>78.07%</b>

### 2.2.1 Proposed HRC Progress

The new Marlborough site opened in late March.

## 2.3 KERBSIDE COLLECTION

### 2.3.1 Service Progress

#### Complaints:

- 4 x North Wilts
- 3 x Salisbury
- 2 x West Wilts

#### Replacement Lids

121 x North Wilts  
121 x Salisbury  
113 x West Wilts

#### Replacement Box Requests:

- 317 x North Wilts
- 418 x Salisbury
- 309 x West Wilts

#### Extra Box

51 x North Wilts  
64 x Salisbury  
50 x West Wilts

#### Missed Collections:

- 9 x North Wilts
- 6 x Salisbury
- 8 x West Wilts

#### Baskets

5 x North Wilts  
7 x Salisbury  
4 x West Wilts

1209 black boxes replaced or delivered as additional boxes..This is a increase of 250 boxes on the last quarter.

Accidents: A reduction in the overall accident rate – with an increase of third party blame.

RIDDOR reportable accidents this quarter was 1.

### General

Street level Risk Assessments have commenced with a sample from each hub to take to the next Contracts Meeting.

Bring sites in the South Hub have been reviewed and we have taken the collection of glass and cans from the South, collected on the top loader, and have handed back the collection of plastics to the South Hub.

Harmonisation meetings continue and it was agreed that all the hubs mirror the black box service so as to cause the least disruption to the householder.

A proposal has been put forward to County for the cost of re-routing Salisbury City Centre to match their collection rounds on the introduction of AWC early in 2012.

## GENERAL RECYCLING MATTERS

### 3.1 MATERIALS/MARKETS

No change to recycle prices in the quarter.

## PROMOTION & PUBLICITY

### 4.1 MEDIA COVERAGE & PROMOTIONAL ACTIVITY

- Opening of Marlborough HRC
- Supply of compost to the Cricklade Bloomers for Britain in Bloom competition

## SCHOOLS RECYCLING SCHEME

### 5.1 SCHOOLS PROMOTIONS

All trips and visits to the MRF are now being undertaken by Wiltshire Wildlife Trust (WWT). A substantial number of visits occurred in quarter 3.

## COMPLIMENTS & COMPLAINTS

### 6.1 Compliments

Site	Date	Compliment /Complaint
Amesbury	19/01/2011	Staff courteous and helpful
Everleigh	13/02/2011	Site tidy staff friendly
Salisbury	09/03/2011	Thanks to the staff who recovered the windward cheques
Salisbury	17/03/2011	Thanks for finding mobile phone
Trowbridge	13/01/2011	Helpful staff. Better than the old dumps
Trowbridge	14/01/2011	Staff friendly and helpful
Trowbridge	15/01/2011	Thanks for help during bad weather
Trowbridge	01/03/2011	Staff polite and helpful
Warminster	22/02/2011	Thanks for old plant pots for the MS society

### 6.2 Complaints

Site	Date	Compliment /Complaint
Honeyball		Had to queue for 2nd time due to bin exchange
Purton		Abuse from member of staff for not recycling cans
Salisbury		Lack of space to manoeuvre

## HEALTH & SAFETY

### 7.1 Inspections

None

### 7.2 Issues

None