



Wiltshire Waste Contract

Annual service review 2006/07



 **recycle**
for Wiltshire



Introduction

Purpose of the Review

Welcome to the fifth annual review produced under the Wiltshire Waste and Recycling Contract. This report relates to the contract year April 2006 to March 2007. The report reviews and summarises the service provided by Hills Waste Solutions (formerly Hills Minerals & Waste Ltd.) under the contract and highlights particular challenges and successes during the year.

The Company is once again pleased to report a substantial increase in recycling, and consequent diversion of waste from landfill. In 2006/07, 39.6% or 104,095 tonnes of municipal waste was diverted from landfill, compared to the 2005/06 achievement of 34.7% or 88,467 tonnes. This increase of 15,628 tonnes or 18% is consistent with the previous annual review.

This achievement enabled Wiltshire County Council to improve its Best Value (BV) recycling and composting performance, which increased from 31.6% (71,152 tonnes) in 2005/06 to 38.1% (86,762 tonnes) in 2006/07 (Note: BV performance does not include diversion of rubble & soil from landfill, or recycling from County Hall. It is a measure of recycling achieved for household waste only).

Achieving The Non-Landfill Targets

2006/07 Non-Landfill Achievements					
Recycling Initiative	N Wilts Tonnes	Kennet Tonnes	Salisbury Tonnes	W Wilts Tonnes	Wiltshire Tonnes
District Mini Recycling Sites Scheme	1,732	1,474	2,217	1,899	7,323
Kerbside Mixed Paper	0	0	3,272	0	3,272
Kerbside Paper	0	0	0	0	0
Multi-Material Kerbside	5,940	5,313	2,656	7,597	21,506
Kerbside Green waste	980	2,854	1,118	10,640	15,591
Metal & White Goods	72	70	87	0	229
Road Sweepings	1,218	1,216	1,034	193	3,661
DC Depot Tyres	14	0	4	4	22
Everleigh HRC	0	2,728	0	0	2,728
Devizes HRC	0	4,514	0	0	4,514
Stanton HRC	6,816	0	0	0	6,816
Purton HRC	5,894	0	0	0	5,894
Honeyball HRC	3,225	0	0	0	3,225
Melksham HRC	0	0	0	4,743	4,743
Warminster HRC	0	0	0	5,684	5,684
Trowbridge HRC	0	0	0	7,070	7,070
Salisbury HRC	0	0	9,053	0	9,053
Amesbury HRC	0	0	4,125	0	4,125
County Hall	0	0	0	0	64
Green Waste rejects	0	0	0	0	-980
MRF rejects	0	0	0	0	-401
Non-Landfill Achieved	25,891	18,169	23,567	37,849	104,095

Recycling and composting 2006/07

The Company's non-landfill target for 2006/07 was 76,814 tonnes, the amount of non-landfill achieved in 2004/5. As reported earlier, this target was exceeded significantly, with a total of 104,095 tonnes being processed. Dry recyclate such as paper/card, glass, wood/timber and tins totalled about 46,000 tonnes, almost 80% more than 6 years ago. Composted green waste has experienced a further growth rate; this totalled about 29,000 tonnes due to expansions of the 'alternate weekly collections' schemes (AWC). The remaining tonnage consisted of recycled soil and rubble.

To improve our performance during 2006/07 we continued to increase recycling through the ten Household Recycling Centres (HRC's) with further separation of recyclable material such as plasterboard (abandoned later in 2007), chipboard and non-ferrous metals.

There was also further growth in the numbers of properties covered by the Kerbside Recycling Service. These additional services were funded by the contract with Wiltshire County Council. The District Councils provided contributions to the black box kerbside recycling collections through the Wiltshire Waste Partnership.

Hills Waste Solutions also provides a collection service for many of the county's local mini recycling sites. Overall tonnage collected at these sites continued to fall as residents made more use of kerbside collections. The mini recycling sites have been through a review by the Wiltshire Waste Partnership and Hills, details are included within this report.

2006/07 Non-Landfill by Material	
Material	Wiltshire (tonnes)
Paper	22,552
Yellow Pages	14
Cardboard	3,168
Glass	8,745
Cans	2,555
Plastic Bottles	919
Metals	5,239
Fridges/Freezers	843
White Goods	147
Garden waste	28,658
Rubble	13,484
Soil	3,849
Batteries	292
Textiles	1,261
Oil	78
Furniture	177
Gully Sweepings	3,662
Gas Bottles	57
Timber	5,097
Chipboard/MDF	4,269
Plasterboard	93
Tyres	248
Carpet	43
Fluorescent Tubes	3
WEEE	9
Green Waste rejects	-980
MRF rejects	-401
Total	104,095

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Mini Recycling Sites

Tonnage data for 2006/07 shows a further drop in performance by 2% compared with the previous year 2005/06.

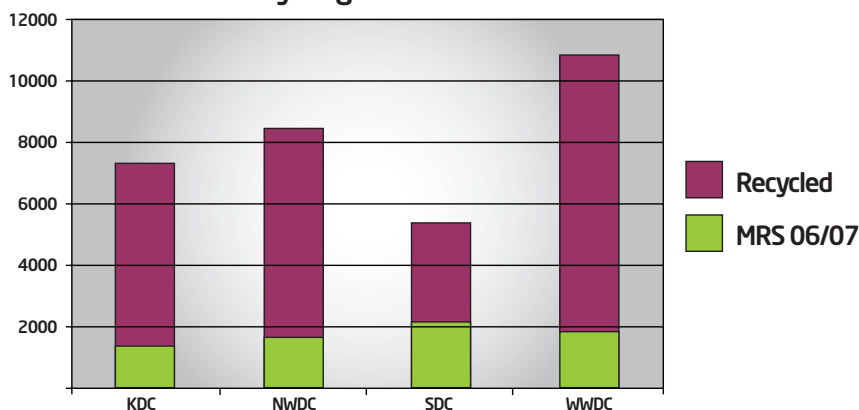
Despite the continued down turn in performance, mini recycling sites still contributed around 7% (7,323 tonnes) of the total amount of municipal waste recycled in Wiltshire (104,095 tonnes). The Kerbside Recycling Service now contributes over 20% (21,506 tonnes) of all landfill diversion, and the HRCs contribute in the order of 52% of the total landfill diversion in Wiltshire. Kerbside collection of green waste contributes a further 28%, an increase of 20% on last year's collection which is attributed to the AWC schemes in West Wiltshire and Kennet, as well as increased participation in the opt in schemes in Salisbury and North Wiltshire.

As a result of this down turn in tonnages collected via the mini recycling sites, and as part of a range of measures to provide improved facilities for cardboard recycling, as well as minimising contamination of compostable garden waste, a trial of converting bring banks to collect plastics and card only commenced in March 2007.

The mini recycling sites themselves continue to make valuable contributions to individual District Council recycling tonnages. The table and graph illustrates this point in more detail.

	MRS Tonnage 06/07	Tonnage from other DC recycling activity	Overall DC recycling tonnage 06/07	MRS contribution as %
KDC	1,474	9,453	10,927	13%
NWDC	1,732	8,210	9,942	17%
SDC	2,217	8,168	10,385	21%
WWDC	1,899	18,430	20,329	9%
Total	7,323	44,260	51,583	14%

Mini Recycling Site Contribution



Sponsored Sites

In West Wiltshire, Hills has continued the Sponsored Sites Scheme. For those organisations whose sites collect more than five tonnes per annum, £10 per tonne is paid in exchange for accommodating the recycling bins and providing a tidying service. The fund paid out = £5,670 (2006/07)

Charity/Group Collections

There are 5 charitable groups in West Wiltshire who receive payments at £10 per tonne for paper and textiles collected. In 2006/07 the payments to these organisations were as follows:

- Salvation Army - £362
- British Heart Foundation - £661
- SCOPE - £283
- Southwick and North Bradley Scouts - £832
- Save the Children - £870



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West Wiltshire turns to plastic and cardboard

During the year a number of problems were experienced with the co-mingled green waste and cardboard from Salisbury District and West Wiltshire District collections. The on-farm site at Grateley, Hampshire, could no longer accept the Salisbury material as a result of contamination issues.

Similar problems were experienced at the composting facility at Lower Compton, where wind-blown litter was an issue. In addition, the finished product was of poor quality, often containing un-composted material and on occasion, high levels of bacteria from food wastes.

In order to provide a number of sustainable outlets for the compost products the process at Lower Compton has been accredited to BSI PAS100 2005. However, the presence of the co-mingled materials were causing a problem in terms of compliance with the standard. In order to produce compost to the standard and safeguard its sustainability, a decision was reached to change the West Wiltshire scheme to green waste only.

As a result of this change to collections, the Wiltshire Waste Partnership considered how alternative facilities for cardboard recycling could be provided in West Wiltshire.

A full audit was carried out on the 'mini recycling sites' in West Wiltshire, and provided data that enabled a project to be piloted to include collection of cardboard from these sites in place of those materials now collected by the kerbside recycling scheme.

In total, 30 sites in West Wiltshire were selected to receive containers for plastic bottles and cardboard in place of paper, glass and cans, and some containers were replaced during March 2007.



The changes in green waste collections took effect on 1st April 2007 which in turn coincided with the commencement of a new collection contract in West Wilts.

Weight data is collected daily from the 30 sites serviced by a Refuse Collection Vehicle (RCV) funded by the County Council for a six month period and shows an encouraging trend upwards on the tonnages since the scheme has settled down. At the time of writing this report average daily collection is in excess of 1.3 tonnes per collection. However, it will also be assumed that black box performance will increase slightly following the publicity drive concerning the changes regarding green waste/cardboard, and the provision of an expanded plastics collection service.

NVQ Assessments at Level 2

A group of 15 Candidates, including HRC Supervisors and Assistants, Hooklift and Kerbsider Drivers, and office-based staff completed their coursework in their NVQ Level 2 qualifications in Waste Collection. Mike Webster, Managing Director, is pleased with the achievements made by the staff - "I am impressed with the dedication they put into their jobs and attitude with development training. The staff all realise the importance of working as a team and the need to put the public at the forefront of their daily tasks. The company have a robust training programme for investing in our employees across the company."



L-R M Hunt, R Maslen, S Pocock
A Holmes, D Webb. ▶

◀ L-R standing: N Bray, D Cottee,
A Doman, R Silk, M Stevens, J Quinn.
Front kneeling: M Beswick, E Mewton.



Schools Recycling Scheme



The purpose of the Schools Recycling scheme is to support and inspire young people to reduce waste at school, at home and in the community, and to demonstrate the links between actions in these three areas.

Recent events such as the Fashion show at John Bentley School demonstrate the enthusiasm and innovation of the younger generation in driving the message to reduce the need for landfilling rubbish. The event was supported by both the Wiltshire Wildlife Trust and our very own Waste Warrior and a good evening was enjoyed by all participants and invited guests.

The Hills Group, via the Landfill Community Fund (formerly the Landfill Tax Credit Scheme) continue to support the Trust's work on waste education with schools. We organise the logistics for the scheme by providing participating schools with paper recycling bins and organising for their collection.

Tonnage for the year came in at 534 tonnes for which the company presented funds to the value of £10 per tonne to the participating schools. The paper collected by Wiltshire schools is taken to the Material Recycling Facility for recycling into newspaper. Hills Waste Solutions Ltd will continue to provide participating schools with bins for recycling paper and will continue their collection.

As well as providing containers and a collection service, Hills Waste Solutions Ltd also hosts a number of visits to the Materials Recycling Facility at Lower Compton as part of the Schools Recycling Scheme. This activity is also provided for the local community groups who find the visit very informative and beneficial in raising the awareness for managing their rubbish carefully.



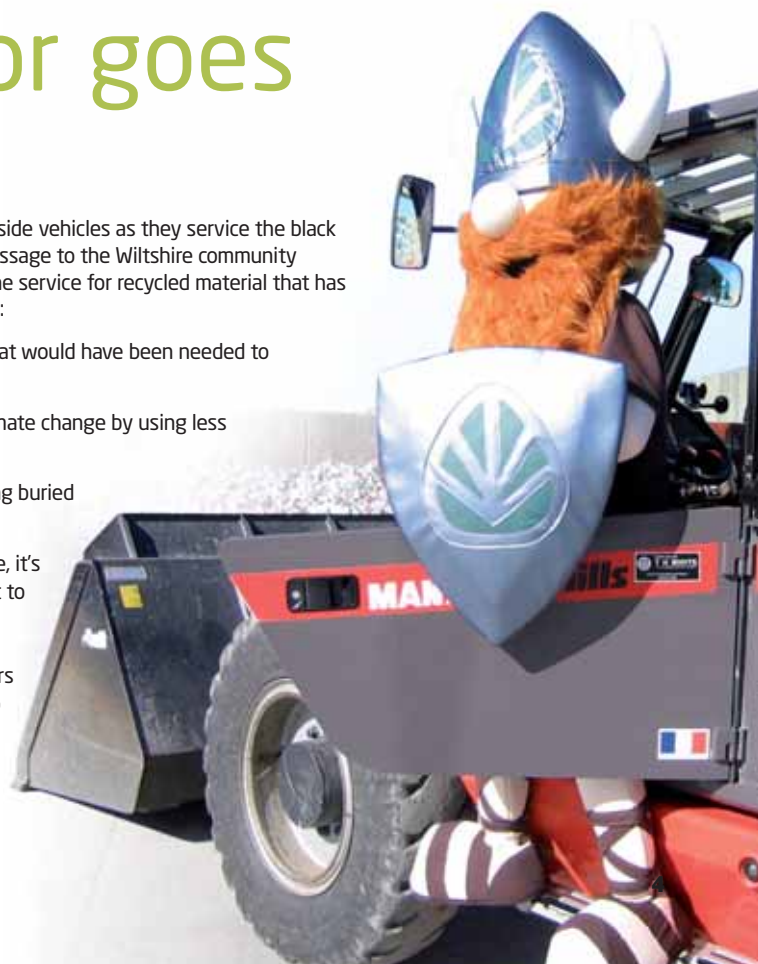
The Waste Warrior goes for a make-over!



Years of waging war on waste had left Hagar looking haggard and earlier this year the recycling wardrobe team was called in to give him a much needed makeover. Whilst he might not look "ten years younger", Hagar certainly stands head and shoulders above the rest and at 8 feet tall he provides an awesome figure for the children to look up to when they visit the MRF at Lower Compton to learn about recycling. He and his family continue to be the focus for all the recycling across Wiltshire with the family

image charging from the Kerbside vehicles as they service the black boxes across Wiltshire. His message to the Wiltshire community continues to focus on using the service for recycled material that has benefited the environment by:

- saving the raw materials that would have been needed to make the new products
- Reducing the impact on climate change by using less energy to process.
- preventing the rubbish being buried at a landfill site
- saving energy - for example, it's much more energy efficient to make new newspapers by pulping, de-inking and reprocessing old newspapers and magazines, than it is to cut down, transport and process trees to be made into newsprint.



Quality Compost

Hills has continued to strive to develop sustainable markets for the Warrior Compost product, which was again awarded PAS 100 accreditation during the year.

This industry recognised quality mark will help to ensure our customers remain confident in the quality of the finished compost. This degree of confidence is reflected in the continually improving sales of the product through the Household Recycling Centres and the recently introduced 1m³ bulk bags.

Warrior Compost products are now available in a range of sizes, very fine for the sports pitch industry, medium grade for normal compost and coarse grade for use as a soil conditioner, and all are manufactured to the PAS 100 standard.



Shaw School garden club

500,000 tonnes and climbing



Mike Webster Divisional Director and Councillor Toby Sturgis Wiltshire County Council

FIVE hundred cherry trees were offered free to people in Wiltshire to thank them for their recycling efforts.

Hills Waste Solutions ensured that 500,000 tonnes of household waste has been recycled since it started its contract in 1996. The milestone comes as new figures show that people in Wiltshire recycle more of their household waste than ever before.

The figures for 2006/07 show that 38.1% of household waste was recycled - this compares with 31.6% for 2005/6 - which is double what it was in 2002 and well on the way to achieving the Wiltshire Waste Partnership's target of 40% by 2010.

To mark this, Hills Waste Solutions provided 500 cherry trees to customers who use any of the ten Household Recycling Centres (HRCs) in the county. Each five foot sapling will consume a tonne of carbon over its lifetime helping to reduce our impact on the environment.

Mike Webster, Managing Director of Hills Waste Solutions, said: "Hills takes its environmental responsibilities seriously and we also wanted to say thank you to everyone who has been making an effort to recycle their waste. Through our partnership with Wiltshire's County and District Councils we have continually reached and passed the targets set for waste and recycling. We plan to go on improving our performance in the years to come and helping reduce the amount of waste Wiltshire sends to landfill."

"Meanwhile these trees will brighten up gardens across the county and do their own little bit to tackle climate change."

The trees were made available at each of the HRCs through out the county. Toby Sturgis, Wiltshire County Council's cabinet member for planning and waste, said: "Hills has proved a valuable partner in helping people in Wiltshire make such great strides in recycling their household waste. I believe that if we can keep on giving people support and encouragement we can reach our target of 40% well before our 2010 deadline."

Each tree planted 'offsets' some of your environmental impact by 'breathing' in about 730 kg CO₂ emissions over its lifetime. It's estimated that the average person needs to save about 7,000kg of CO₂ per year. So planting just 10 trees each year is one strategy for achieving this. The trees also provide sustainable habitat for wildlife and will enhance the natural landscape with native broad-leaved trees.

Public Awareness Campaign



The major thrust of the promotional activities throughout 2006/07 centred on the expansion of Kerbside Recycling collections, and raising participation through press releases and other media.

The "Recycle for Wiltshire" brand continues to fly the flag for all parties involved with recycling and has clearly had an impact on raising the tonnages collected at kerbside.

During the period of this report significant publicity was generated in the local press and radio. A revamped leaflet publication including the kerbside collection calendar was also produced and distributed throughout the County providing hints and tips on using the service.

Calendar helps boost recycling.

Recyclables collected from Wiltshire doorsteps increased by more than 30% over the last year, with almost 25,000 tonnes being collected at the kerbside, including the paper and cardboard from Salisbury. Paper continues to be the highest percentage of material collected for recycling, with magazines and junk mail accounting for around 65% of the total. Glass accounted for 21% of the box contents, cans 11%, textiles three per cent and foil just 0.01%.

Recyclables collected from Wiltshire doorsteps are taken to the Materials Recycling Facility at Lower Compton near Calne where they are sorted before being sent to reprocessors who treat and prepare them for manufacturing into new products.



The calendar leaflet explains what can be put in the black boxes, what to do if you cannot manage to lift your box, and how to cut down on the amount you throw away.

It lists tips for re-using and recycling as well as the locations of the county's ten Household Recycling Centres where you can drop off bulky rubbish like fridges and furniture.

And it makes sure it answers a host of questions frequently asked by residents ranging from why plastics are not included in the kerbside collections through to what happens to our waste.

The press coverage generated during the year included:

- **West Wiltshire Matters contained several articles promoting the new mini recycling site project for Plastic and Cardboard**
- **WWT Compost Ambassadors were invited to a tour of the MRF**
- **Classic Gold promoted recycling in Wiltshire on the '5 at 5' slots throughout the year. GWR also carried the recycling message on behalf of the company**
- **The County Council Waste Communications Manager has a regular column in the Gazette and Herald**
- **Number of press articles through out the year**

Public view £15m treatment plant plans

Plans for a £15m waste treatment plant in Westbury went on show to the public during January.

The Hills Group has submitted a planning application for a mechanical biological treatment plant (MBT) on the Northacre Industrial Park, as part of a scheme to reduce the county's reliance on landfill.

The site will also include a proposed £1m Household Recycling Centre for Westbury where people can recycle a wide range of materials.

The two projects come under the banner of the Northacre Resource Recovery Centre, and the plan is to use the latest technology to transform West Wiltshire's household waste into a valuable fuel that can be used at the Westbury Cement Works.

The Hills Group Chief Executive, Alan Pardoe, said: "We are confident that the MBT plant we are proposing will make a major contribution to the drive to reduce the volume of waste sent to landfill from West Wiltshire. It is all the more attractive because its end-product will be a valuable fuel which will help to reduce the use of fossil fuels at Westbury Cement Works. We recognise the importance of involving the local community in a project that is designed to serve their needs".

The exhibition at the Laverton Hall in Bratton Road, Westbury was well attended. The information presented there is also available on the Hills website at:

www.hills-group.co.uk

A recycling you to remember

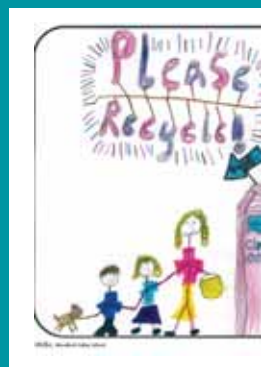


September saw the launch of a county wide school calendar through funding support from Wiltshire Wildlife Trust and the Hills Group. The event attracted over 400 entries from over 24 schools in the county. Youngsters were invited to don their art apparatus and provide pictures to spread the message about recycling across the educational spectrum in Wiltshire.

At the awards ceremony, held in the delightful surrounds of the Hayley Conference Centre in Wroughton, children and family members were gathered for a presentation of certificates and a bundle of goodies made from recycled materials. The Calenders have all been distributed to schools through out the county to help



The winners, wearing their 'warrior' helmets following the awards ceremony



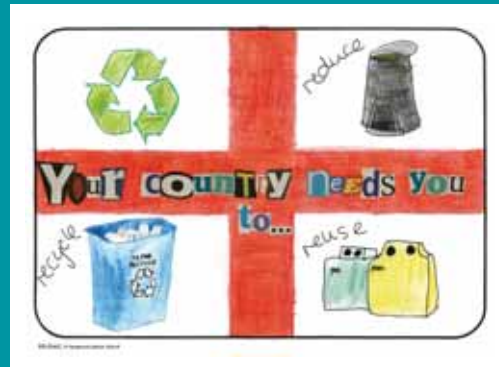
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pass the message on and a number of partnership colleagues have them pinned to notice boards and office walls!

Guests at the event included friends and families of the winning entries, senior management from Wiltshire County Council, Wiltshire Wildlife Trust and Hills.



Michael Booth, whose picture appears on the cover of the calendar, receives his award from Alan Pardoe, Group Chief Executive



Tree recycling promotion a big success



M. Parfitt and A. Morrison MP at the Christmas tree event

Last Christmas, Hills and Whitehall Garden Centre joined forces to promote Waste Minimisation and Recycling.

Hills provided a large visual presentation at Whitehall Garden Centre at Lacock to encourage the recycling of cards, glass, cans, wrapping paper and trees. The display detailed:

HOW we can reduce the amount we waste.

WHY we should recycle.

WHERE we can recycle and the CORRECT container to use.

As a reward for recycling Christmas trees, Whitehall Garden Centre offered every customer who purchased a tree a £5.00 discount voucher.

To be able to spend this voucher, the customer was required to recycle the tree in the Green Waste containers at one of Hills' HRC sites.

Whitehall expected to sell 3,000 - 4,000 trees last Christmas. In the past, the trees were returned to Whitehall, shredded and the mulch used on site.

This promotion represented a great opportunity for each site to raise their recycling tonnages further still.



New Projects

A number of developments have taken place within the recycling division.

- Wiltshire currently recycles around 39% of its rubbish - and its Household Recycling Centres are among the best performing nationwide.
- Compost sales progressed at the HRCs, with 9 out of 10 sites having skips for loose material sales as well as pre-bagged material. In late August the sale of compost was expanded to include sales of 1m³ bulk bags and a number of Garden centres have started to sell our product through their outlet.
- Expansion of the kerbside collections to a further 11,800 households and a further 30 rounds were implemented.
- A public exhibition about the MBT plant was held at Westbury during January and a planning application by the company has been submitted.
- Waste from Salisbury district is due to be processed at a new Energy from Waste plant being built at Colnbrook near Slough where rubbish will be turned into energy to feed the National Grid.

Kerbside Recycling Everyone is making a difference

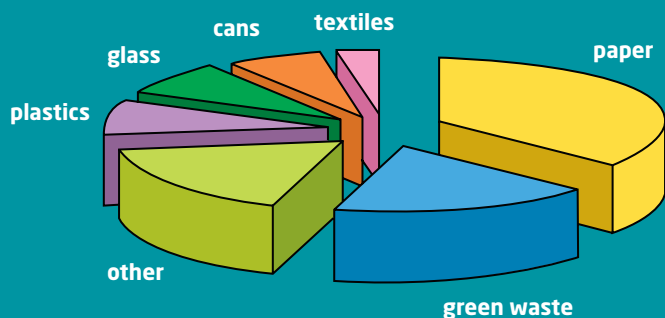


Over 38% of all household waste in Wiltshire was recycled in 2006/7 - and this looks set to rise even more in the coming year with the introduction of more alternate weekly collections across the county.

Thanks to the support of local people, we have exceeded the Government target of 30% recycling by some way and it looks certain that we will achieve our 2010 target of 40% recycling three years early.

Virtually all households now have black boxes and wheeled bins for composted material to enable for recycling everything from paper to cans, and textiles to garden waste. Collecting these from the kerbside every fortnight has helped the partnership to quadruple our recycling rate in just four years.

Before we started kerbside collections, the average rubbish bin contained some 36% paper, 19% green waste, 9% plastics, 8% glass, 7% cans, 3% textiles and 18% other material - so over 70% of the rubbish generated by households can be recycled instead of being sent to landfill.



All of Wiltshire's recycling is taken to the Hills Recycling facility at Lower Compton for processing.

By the end of May 2006, almost all households in North Wiltshire, West Wiltshire and Kennet Districts, and about half the households in Salisbury District, were receiving a black box kerbside collection.

Compliments and complaints

During the year, the following Compliments and Complaints were recorded:

Compliments and Complaints

Site	Compliments	Complaints
Amesbury	21	9*
Salisbury	2	0
Purton	5	1
Stanton	1	1
Honeyball	2	0
Warminster	3	0
Trowbridge	3	1
Melksham	6	10**
Everleigh	2	0
MRF	0	0

* Of which eight refer to lack of available containers during busy periods

** Of which nine refer to lack of available containers during busy periods

Accidents and incidents

Site	Accidents/Incidents	RIDDOR reports
Amesbury	1	0
Salisbury	0	0
Purton	0	0
Stanton	2	0
Honeyball	0	0
Warminster	0	0
Trowbridge	2	0
Melksham	0	0
Everleigh	1	0
MRF	0	0
Kerbside service	14	5
Vehicle	2	0

Markets and products

There were no major shifts in prices for the industry during the period of this report. There were the usual seasonal fluctuations in some commodities. Plastic prices started to fall as a result of falling international demand, in particular from the Far East.



Hills Waste Solutions Ltd

Ailesbury Court

High Street

Marlborough

Wiltshire SN8 1AA

Tel 01672 516999

Fax 01672 516699

Web www.hills-group.co.uk