



Scrutiny Committee – 3 April 2013

Waste Management Contract Performance Report

Purpose of report: To update members on the performance of the waste management contract against the performance indicators for the contact.

Attachment(s): None

1.0 Introduction

- 1.1 The waste collection and recycling contract has now been in place since August 2011 and is subject to a number of performance management measures which are reported as part of the Environmental Services Service Plan.
- 1.2 For information, these performance measures are monitored on a monthly basis as part of the on going contract management and reported quarterly to Waste and Recycling Working Party and Performance Plus.

2.0 Contract Performance

- 2.1 The waste management indicators as reported in the Environmental Services service plan for April to December 2012 are summarised below. It should be noted that the indicators for Fly-tipping are not strictly contractual targets, but are reported as part of the suite of indicators for the waste, recycling and street cleansing service.

2.2. Average time taken to investigate fly-tips

2.2.1

Indicator	Target	Actual Q1	Actual Q2	Actual Q3
Average time taken to investigate fly-tips	2 days	0.75 days	0.65 days	0.81 days

- 2.2.2 Between April and December 2012, 89% of investigations into fly-tips were carried out on the same day as they were reported, or the next day. Members of the waste management team will attend each incidence of fly-tipping to ensure that any evidence which would allow ENC to take enforcement action is properly recovered.

2.3 Average time taken to remove fly-tips.

2.3.1

Indicator	Target	Actual Q1	Actual Q2	Actual Q3
Average time taken to remove fly-tips	1 day	1.1 days	1.3 days	1.2 days

- 2.3.2. Between April and December 2012, approximately 84% of fly-tips were cleared either the same day as reported to our contractor, or the following day.

2.4 Percentage of fly tipping incidents resulting in enforcement activity.

2.4.1

Indicator	Target	Actual Q1	Actual Q2	Actual Q3
% of fly-tipping incidents resulting in enforcement activity	10%	9.2%	6.7%	0.9%

2.4.2 Over the period April to December 2012, a total of 168 investigations were carried out by the Waste Management Team (over half of all incidents were investigated). Unfortunately evidence is found in only a small number of cases. It should be noted that a significant proportion of fly-tipped waste comprises items such as furniture, household appliances or green waste, that by their nature are extremely unlikely to yield any evidence.

During quarter three of this year the main type of fly tipping which has occurred has been single large items or commercial / industrial waste found in laybys and more remote locations. This type of material is far harder to trace offenders and enforcement is problematic as evidence can be difficult to get. However it is worth noting that there have been far less of the smaller accumulations typically found in more urban areas which tend to be household waste and has far higher chance of containing evidence which allow the offenders to be traced.

2.4.3 In 18 cases the incidents resulted in some form of enforcement action being taken: 8 Fixed Penalty Notices for unauthorised deposit of waste; 1 Fixed Penalty Notice for failure to produce waste documents; 7 Warning Notices and 2 Informal Warnings

2.5 Percentage of household waste sent to landfill

2.5.1

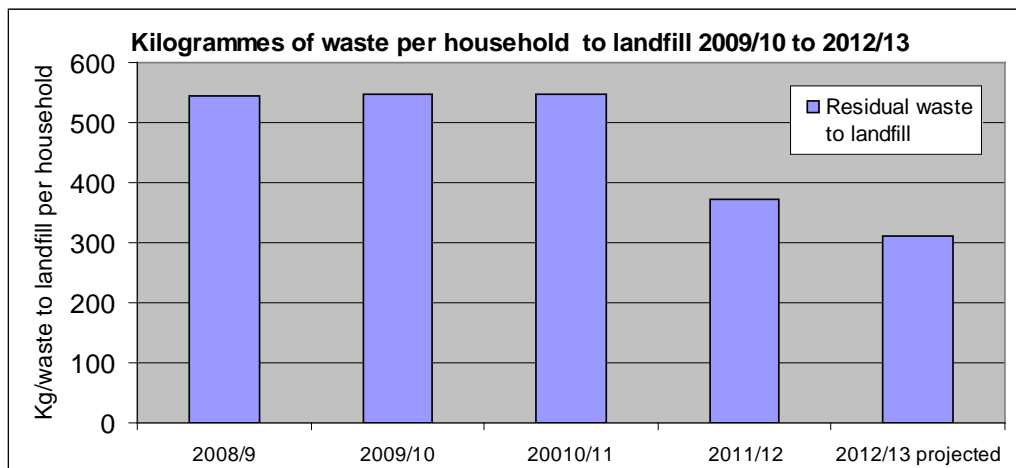
Indicator	Target	Actual Q1	Actual Q2	Actual Q3
% of household waste sent to landfill (lower is better)	47.6%	45.6%	46.7%	48.6%

2.5.2 This indicator includes refuse collection round waste, street sweepings and litter bin waste. Fly-tipped waste is not included in this indicator.

2.5.3 Waste tonnages tend to show a noticeable seasonal variance year on year when being compared on a quarterly basis. All national indicators are calculated on an annual basis to ensure that these variances do not give a false result when comparing performance. In the winter months, particularly around Christmas, it is usual to see a rise in the amount of material which is disposed of using the non recycling container than in the summer months.

2.5.4 By way of comparison, and to demonstrate how the annual figures tend to stabilise, the graph below shows the level of household waste sent to landfill. After being virtually unchanged between 2008/9 and 2010/11, figures fell sharply over the 2011/12 period. Projections for the final quarter of 2012/13 indicate that the amount of landfilled material will fall further this year compared with 2011/12.

2.5.5



2.6 Percentage of household waste sent for recycling

2.6.1

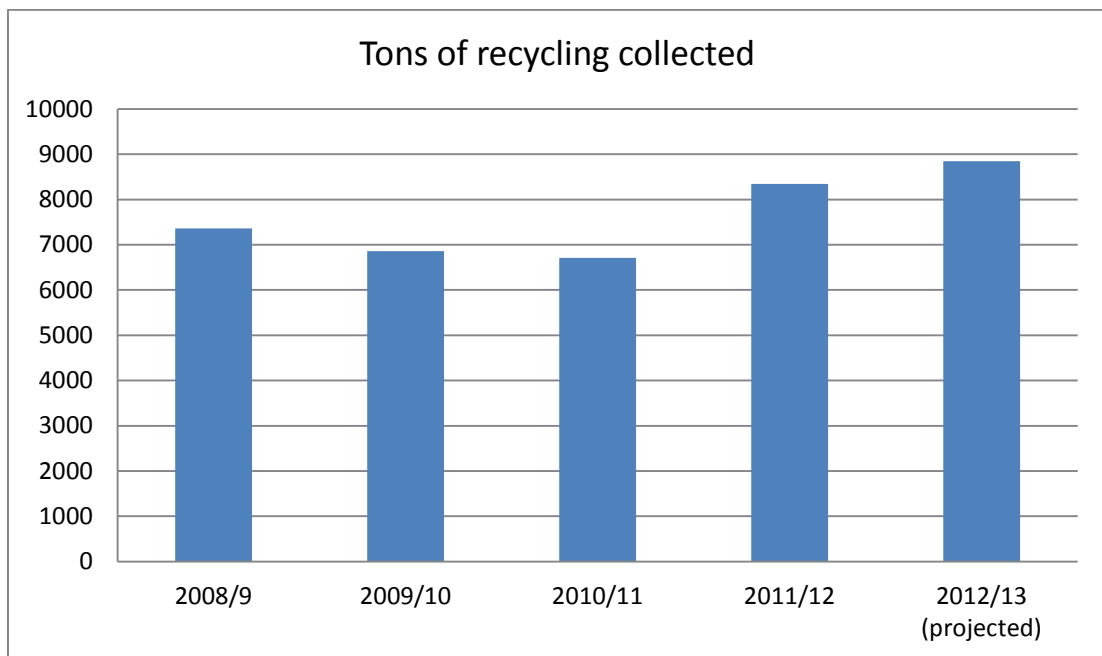
Indicator	Target	Actual Q1	Actual Q2	Actual Q3
% of household waste sent for recycling (co-mingled recycling)	36.0%	37.1%	35.1%	34.3%

2.6.2 This indicator is household waste sent for materials recycling (the mixed recyclables such as paper, plastic, glass etc. collected in the green lidded bin). About 10% by weight of the mixed recyclables are rejected during the sorting process. The rejected percentage is not landfilled, but is used to make a refuse derived fuel, therefore reducing the household waste to landfill indicator.

2.6.3 In the last full year of the previous contract (2010/11), 22.8% of household waste was sent for recycling. This rose to 31.1% in 2011/12 (which included eight months of the new contract). The projected figure for 2012/13 is approximately 36%.

2.6.4 High recycling tonnages in Q1, and low tonnages in Q3 (as some was carried over into Q4 due to the Christmas break) give a false impression that there is a trend that the recycling figures are falling. This is due in part to the way the recycling delivered to the materials recycling facility. Recycling is 'bulked up' at a waste transfer station and taken in large container loads to the recycling facility. Weights for this material are recorded at the point of delivery to the site and not at the point of collection. Less material was delivered to the materials recycling facility in December with an amount of December's collected material being delivered in January. We anticipate that while there is a slight drop in Q3, this will be mitigated by a slight increase in Q4.

2.6.5



2.7 **Percentage of household waste sent for composting**

2.7.1

Indicator	Target	Actual Q1	Actual Q2	Actual Q3
% of household waste sent for composting	6.0%	1.7%	3.1%	1.7%

2.7.2 The proportion of household waste composted has fallen, compared to 7.99% figure recorded in 2011/12, due to the loss of the Green Waste Club and closure of the Rushden and Oundle Recycling Centres. East Northamptonshire Council's new Garden Waste Service has offset some of the lost tonnage and as member numbers continue to grow tonnages will improve.

2.7.3 The percentage of waste composted normally peaks in Q1 and then falls in the successive quarters as garden activity and plant growth falls. The pattern is different in 2012 as increasing Garden Waste Service member numbers have altered the usual collection tonnage trends. The full year figure is projected to be approximately 2% of household waste composted in 2012/13.

2.7.4 If the target of 3,000 Garden Waste Service customers is achieved, this would raise the proportion of household waste composted to approximately 4%

2.8 **Missed collections of refuse and recycling**

2.8.1

Indicator	Target	Actual Q1	Actual Q2	Actual Q3
Missed collections	48 per 100,000	47.5	49.2	38

2.8.2 The indicator is calculated based on the number of missed collections that are reported through the Lagan system. It should be noted that this figure includes ones that Kier dispute are missed collections, as they have recorded the bin was not out on the in-cab technology fitted in their collection vehicles.

2.8.3 For comparison: in 2011/12 Corby Borough Council reported 59.1 missed refuse; 49.8 missed recycling and 30.5 missed green waste per 100,000. South Northamptonshire Council reported total missed collections of 18.3 per 100,000; Borough Council of Wellingborough reported total missed collections of 26.5 per 100,000 (Wellingborough and

South Northamptonshire figures are not available for the individual bins). This comparison shows that while we are not the lowest for missed bins performance we are comparable to the other authorities in Northamptonshire and that the issue of missed collections is similar across all collection authorities.

3.0 Cleansing

3.1 Levels of litter

3.1.1

Indicator	Target	March 2012	July 2012	November 2012
Levels of litter - % of inspections at an acceptable standard	97%	96.2%	99%	97%

3.1.2 The table above identifies the proportion of sampled areas recorded by the waste management team as meeting an acceptable standard for litter. The indicator is based on a simplified version of the discontinued National Indicator 195. A random sample of at least 300 surveys are carried out over a four month period. To ensure the samples are representative, they are spread evenly across the district taking into consideration land use types.

3.2 Levels of detritus

3.2.1

Indicator	Target	March 2012	July 2012	November 2012
Levels of detritus - % of inspections at an acceptable standard	93%	87.5%	86.3%	87.3%

3.2.2 The table above identifies the proportion of sampled areas recorded by the waste management team as meeting an acceptable standard for detritus. The indicator is based on a simplified version of the discontinued National Indicator 195. A random sample of at least 300 surveys are carried out over a four month period. To ensure the samples are representative they are spread evenly across the district taking into consideration land use types.

3.2.3 Much of the material which is recorded as detritus is accumulated organic material and weed growth. This along with the maintenance of the highway falls under the remit of Northamptonshire County Highways and a significant number of the inspections that failed to reach our standard do so as a result of a lack of maintenance in areas that are not within our control. The results of these inspections, along with any specific areas which cause inspecting officers concerns, are reported to Northamptonshire County Council by way of the 'Street Doctor' online reporting system.

4.0 Recommendation

4.1 It is recommended that this report be received and noted.

Legal	Power:				
	Other considerations:				
Background Papers: None					
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Date: 04 March 2013					
CFO		MO		CX	