	<p><b>Performance and Finance Select Committee</b> 25<sup>th</sup> March 2009</p>
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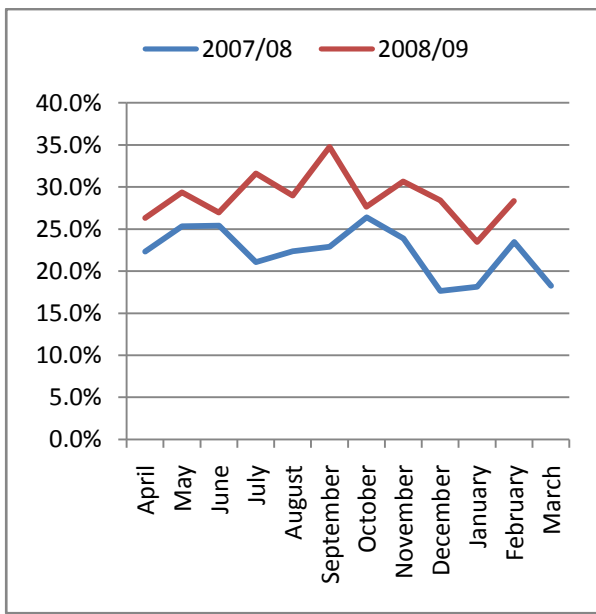
For Information	Wards Affected: ALL
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**Waste Contract Performance**

This report provides an update on the performance of the Council's Waste Services Contract with Veolia, specifically with respect to recycling, street cleansing, missed collections and complaints.

**1. Waste & Recycling**

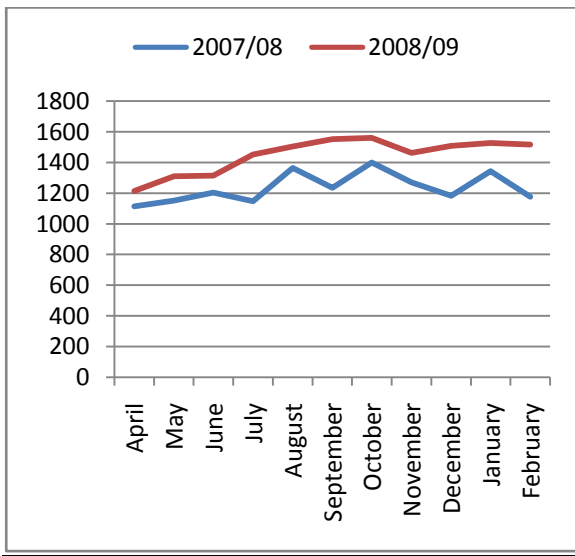
The compulsory recycling initiative continues to be effective in sustaining an increased rate of recycling this year. After 11 months, the recycling rate has risen to 29% from the 22% achieved during 2007/08. This exceeds our target of 27% for this year.



	Monthly Rate 07/08	Monthly Rate 08/09	Diff +/-
April	22.3%	26.3%	4.00%
May	25.3%	29.4%	4.04%
June	25.4%	27.0%	1.55%
July	21.1%	31.6%	10.53%
August	22.4%	29.0%	6.64%
September	22.9%	34.8%	11.89%
October	26.4%	27.6%	1.25%
November	23.9%	30.7%	6.78%
December	17.7%	28.4%	10.75%
January	18.1%	23.5%	5.32%
February	23.5%	28.3%	4.85%
March	18.3%	-	-
<b>YEAR AVERAGE</b>	<b>22.3%</b>	<b>28.8%</b>	

## Dry Recycling

The amount of 'dry' material collected for recycling has increased by 2337 tonnes.

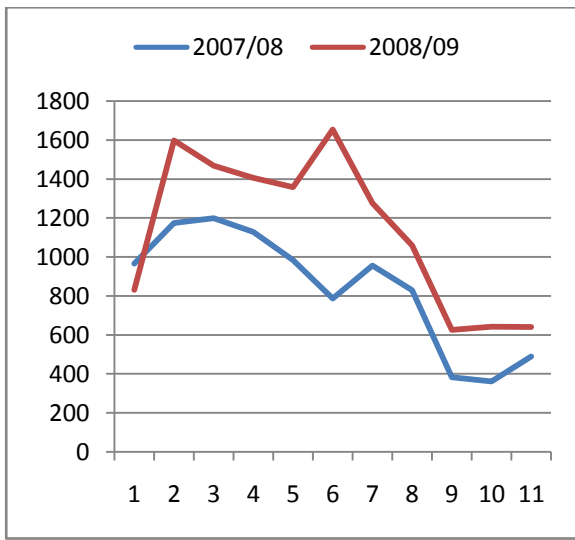


	07/08	08/09	Diff +/-
<b>DRY</b>			
April	1113	1214	101
May	1150	1310	160
June	1202	1313	111
July	1146	1451	305
August	1365	1504	139
September	1235	1552	317
October	1399	1560	161
November	1271	1462	191
December	1182	1507	325
January	1343	1527	184
February	1175	1517	342

**2337**

## Composting

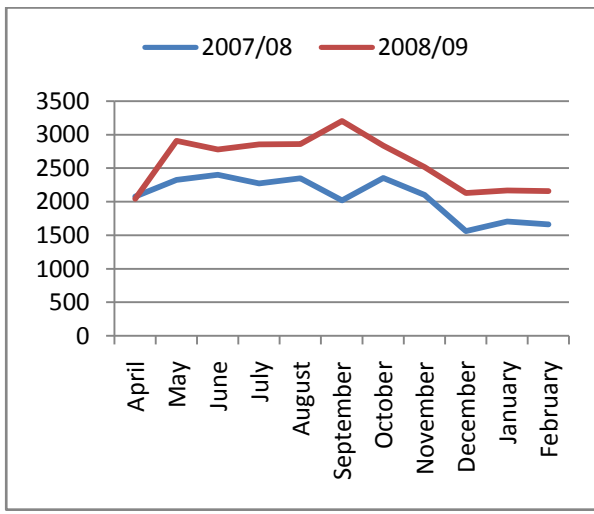
The amount of waste collected for composting has increased by 3307 tonnes



	07/08	08/09	Diff +/-
<b>ORGANIC</b>			
April	965	832	134
May	1174	1599	425
June	1199	1468	269
July	1128	1406	278
August	984	1359	375
September	787	1654	867
October	956	1276	320
November	830	1059	229
December	383	627	244
January	362	642	281
February	490	642	152

**3307**

The total amount of waste either recycled or composted has therefore increased by 5644 tonnes this year.



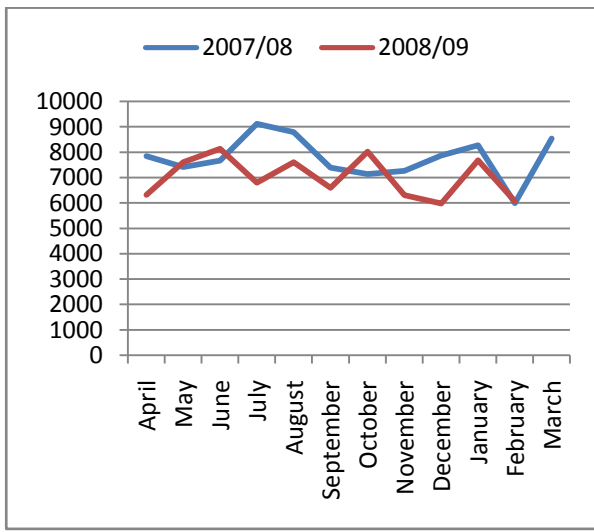
**TOTAL RECYCLED / COMPOSTED**

April	2079	2046	-33
May	2324	2908	585
June	2401	2781	380
July	2274	2857	583
August	2348	2863	514
September	2022	3207	1185
October	2355	2836	481
November	2101	2521	420
December	1565	2134	569
January	1705	2170	465
February	1665	2159	495

**5644**

**Landfilled Waste**

There has been a corresponding and much welcome 7710 tonne reduction in the amount of waste landfilled.



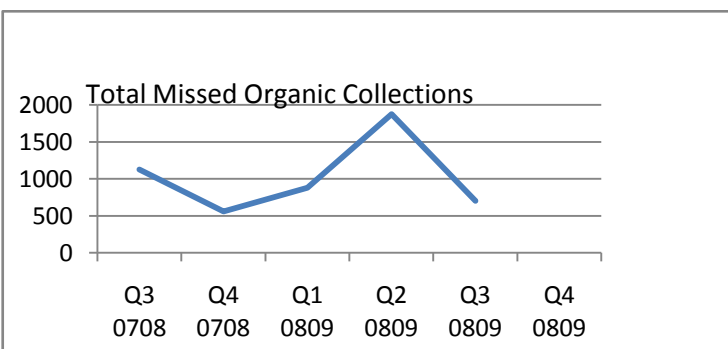
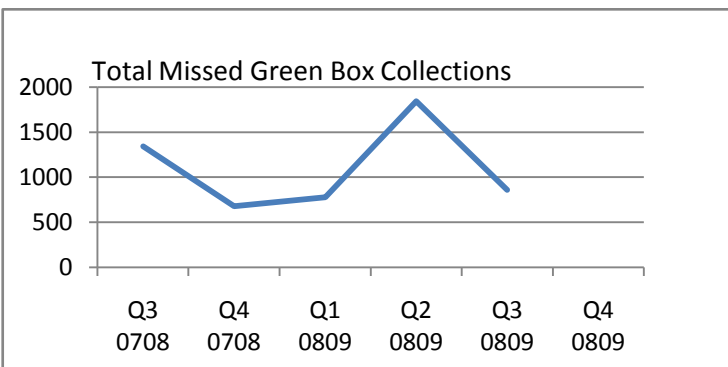
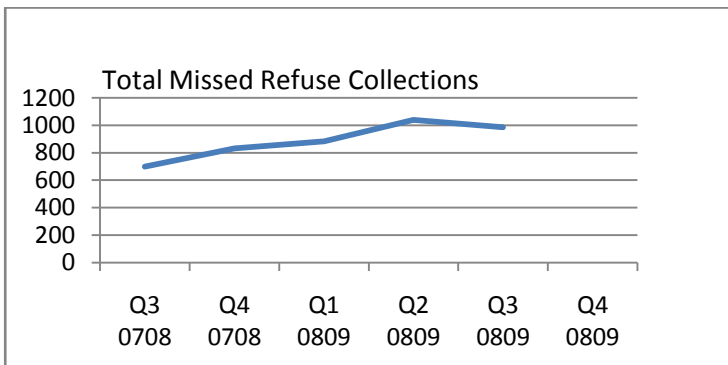
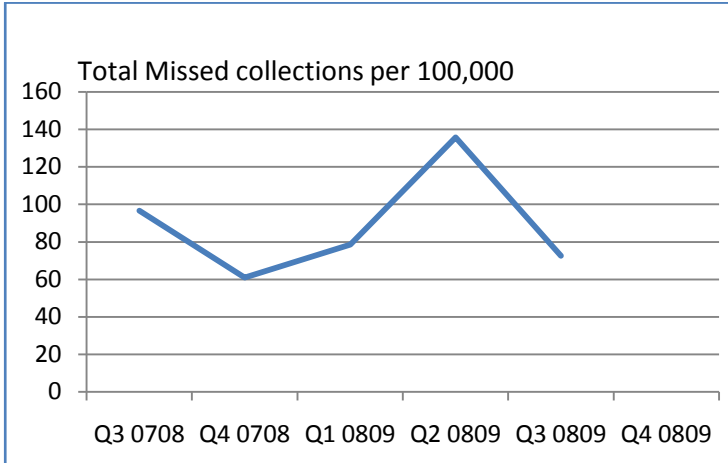
	07/08	08/09	Diff +/-
<b>LANDFILLED</b>			
April	7847	6313	-1535
May	7427	7604	177
June	7669	8138	469
July	9123	6804	-2319
August	8795	7611	-1184
September	7401	6595	-806
October	7149	8023	874
November	7266	6302	-964
December	7869	5977	-1892
January	8280	7680	-600
February	5996	6066	70
March	8542		

**-7710**

## 2. Collections

There has been significant improvement in Q3. Collections have now settled after the reorganisation to accommodate additional recycling rounds in Q2.

Missed dry and organic recycling collection levels are now also significantly better than during the same period last year.



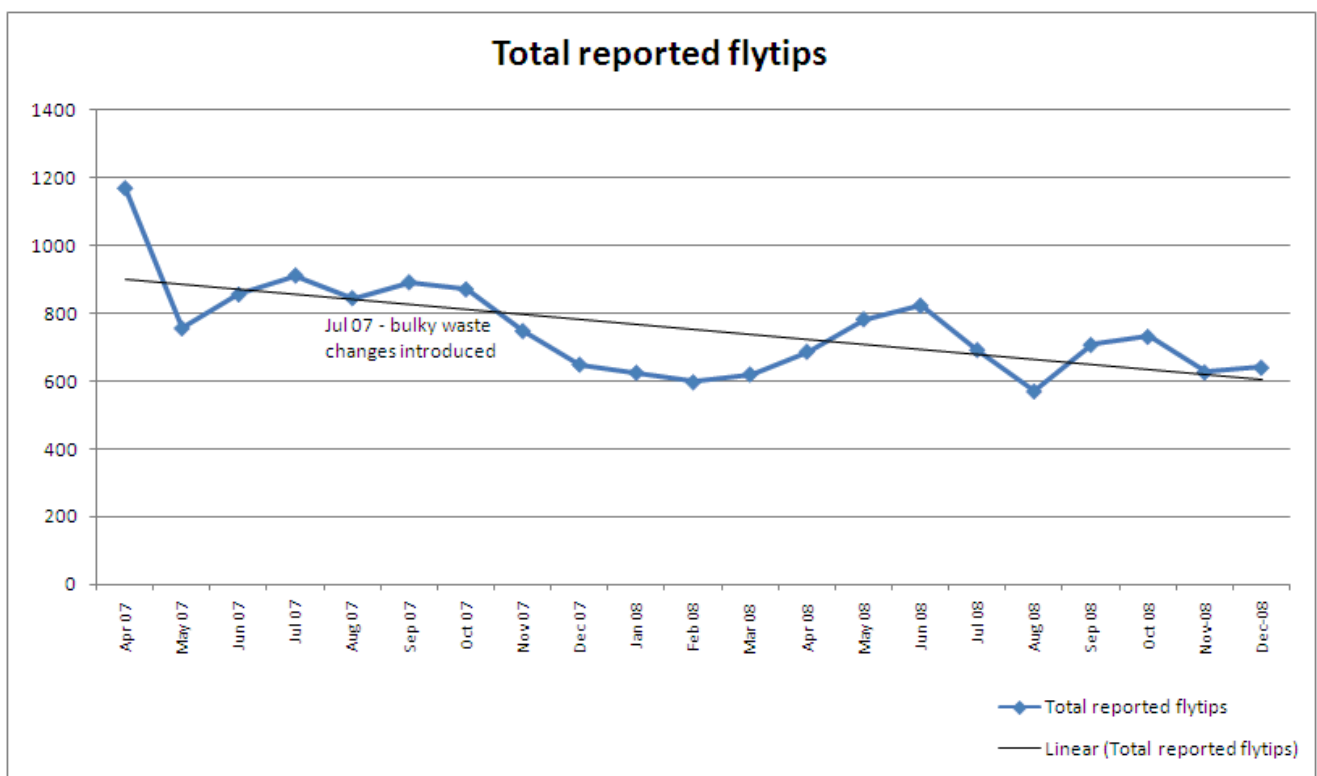
### 3. Street Cleansing.

Although currently still unconfirmed, it appears the upgraded cleansing specification has delivered a step change in cleansing performance in Year 2 of the new contract. We are now in receipt of scores for all 3 tranches this year and an average of 16% ensures the LAA target of 19% has been comfortably achieved.

2008/09	Target	19%
	Tranche 1	13%
	Tranche 2	22%
	Tranche 3	14%
	Average	16%

### Fly-tipping

Our current YTD performance, as calculated by DEFRA's Flycapture reporting system, is "Effective" (grade 2).



It is worth noting that since the introduction of charging for bulky waste collections there has been a downward trend in the incidents of fly-tipping.

## 4. Complaints

Complaints rose significantly in Quarter 2. This can be attributed in part to the pressures created by the launch of the compulsory recycling initiative, i.e. increases in tonnage, contamination and participation.

This started to improve and settle during Q3.

The recycling service still attracts the most complaints. Street cleansing complaints are much reduced on previous years.

