	<b>Performance and Finance Select Committee</b>  <b>24<sup>th</sup> June 2009</b>
For Information	Wards Affected: ALL
<b>Report Title: Waste Contract Performance</b>	

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

A recycling rate of 28.2% was achieved in 2008/09. This was a 5.9 percentage point increase on the previous year. There has been further improvement in 2009/10 with an average rate of 33.5% after 2 months.

	Monthly Rate 07/08	Monthly Rate 08/09	Monthly Rate 09/10	Diff +/-
April	22.3%	26.3%	32.9%	6.55%
May	25.3%	29.4%	34.2%	4.86%
June	25.4%	27.0%		
July	21.1%	31.6%		
August	22.4%	29.0%		
September	22.9%	34.8%		
October	26.4%	27.1%		
November	23.9%	29.7%		
December	17.7%	27.1%		
January	18.1%	22.6%		
February	23.5%	25.5%		
March	18.3%	27.8%		
<b>YEAR AVERAGE</b>	<b>22.3%</b>	<b>28.2%</b>	<b>33.5%</b>	

## Dry Recycling

The amount of 'dry' material collected for recycling increased by 1892 tonnes in 2008/09. This is a measure of the effectiveness of the compulsory recycling initiative. 2009/10 figures show a further 511 tonne increase in April and May.

	07/08	08/09	09/10	Diff +/-
<b>DRY</b>				
April	1113	1214	1512	298
May	1150	1310	1522	213
June	1202	1313		
July	1146	1451		
August	1365	1504		
September	1235	1552		
October	1399	1492		
November	1271	1367		
December	1182	1413		
January	1343	1451		
February	1175	1273		
March	1281	1414		
	<b>14862</b>	<b>16754</b>	<b>3035</b>	<b>511</b>

## Composting

The amount of waste collected for composting increased by 3575 tonnes in 2008/09. A further 613 tonne increase has been achieved in April and May.

	07/08	08/09	09/10	Diff +/-
<b>ORGANIC</b>				
April	965	832	1410	579
May	1174	1599	1633	35
June	1199	1468		
July	1128	1406		
August	984	1359		
September	787	1654		
October	956	1258		
November	830	1033		
December	383	595		
January	362	612		
February	490	591		
March	498	925		
	<b>9755</b>	<b>13330</b>	<b>3044</b>	<b>613</b>



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The total amount of waste either recycled or composted in 2008/09 was 5467 tonnes more than the previous year. A further increase of 1124 has been seen in April and May.

	07/08	08/09	09/10	Diff +/-
<b>TOTAL RECYCLED / COMPOSTED</b>				
April	2079	2046	2923	877
May	2324	2908	3156	247
June	2401	2781		
July	2274	2857		
August	2348	2863		
September	2022	3207		
October	2355	2750		
November	2101	2399		
December	1565	2007		
January	1705	2063		
February	1665	1864		
March	1779	2339		
	<b>24617</b>	<b>30084</b>	<b>6078</b>	<b>1124</b>

### Landfilled Waste

9581 less tonnes were landfilled in 2008/09 compared to 2007/08. There has been a 837 tonne increase so far this year.

<b>LANDFILLED</b>				
April	7847	6313	7204	891
May	7427	7604	7550	-54
June	7669	8138		
July	9123	6804		
August	8795	7611		
September	7401	6595		
October	7149	8023		
November	7266	6302		
December	7869	5977		
January	8280	7680		
February	5996	6066		
March	8542	6671		
	<b>93364</b>	<b>83783</b>	<b>14754</b>	<b>837</b>



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## 2. Collections

Levels of missed collections have remained relatively stable in the last two quarters and are much improved on the mid-point of 2008/09. The trend in missed refuse collections is upwards, however, and this will be addressed with the contractor.

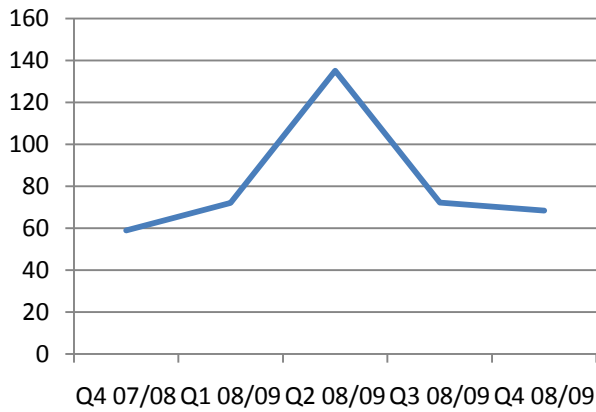
(Graphs on next page)



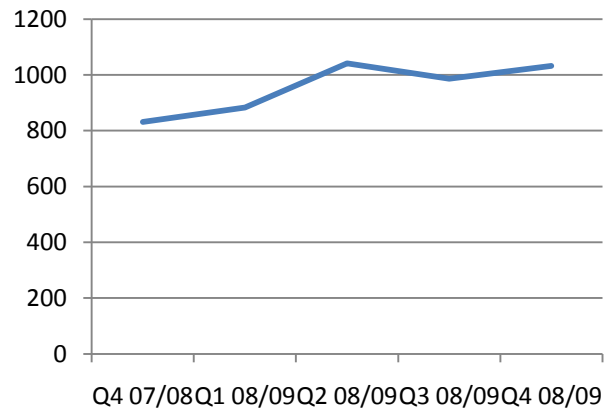
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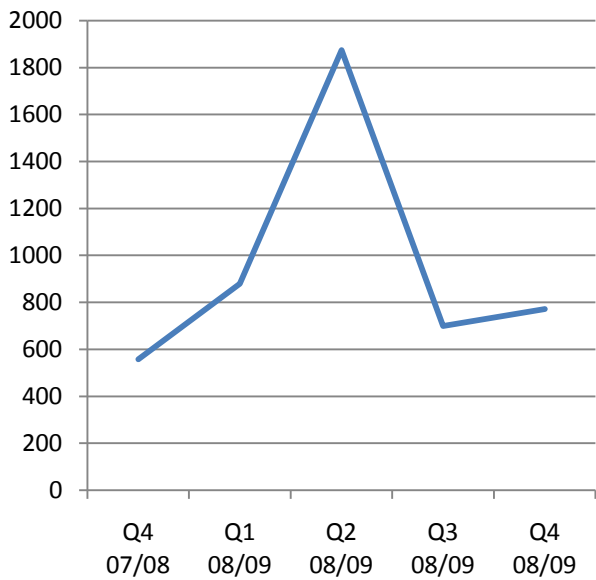
### Total Missed Collections per 100,000



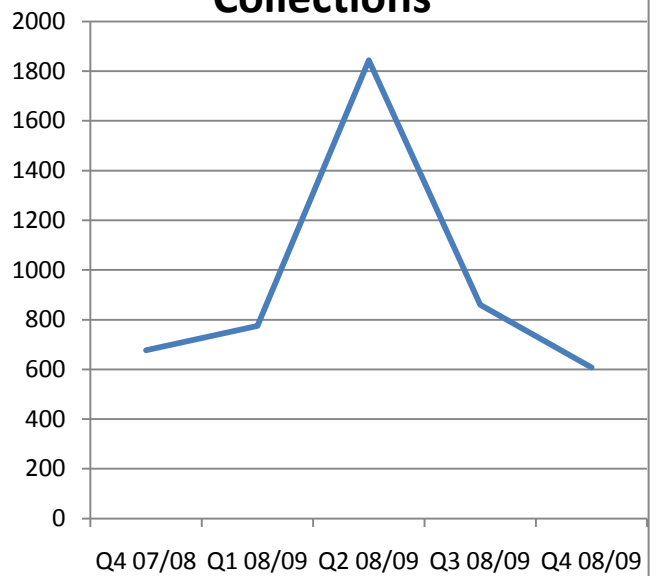
### Total Missed Refuse Collections



### Total Missed Organic Collections



### Total Missed Green Box Collections



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### 3. Street Cleansing.

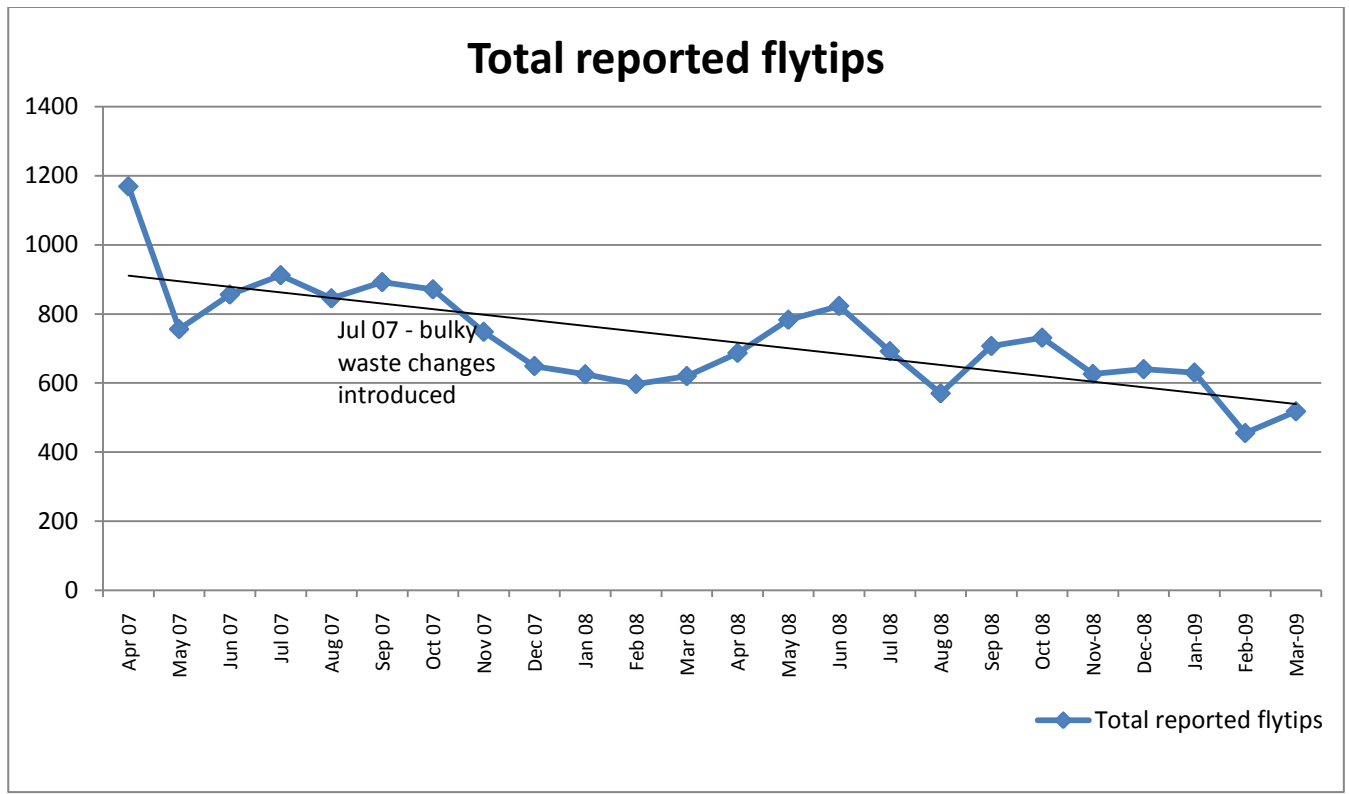
The upgraded cleansing specification delivered a step change in cleansing performance in Year 2 of the new contract. An average of 16% ensured the LAA target of 19% was achieved.

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

No data has yet been received for 2009/10, although a new system has been adopted for removing weeds and this is expected to deliver a much improved Tranche 2 score.

### Fly-tipping

Our fly-tip performance for 2008/09, as calculated by DEFRA's Flycapture reporting system, was "Effective" (grade 2).



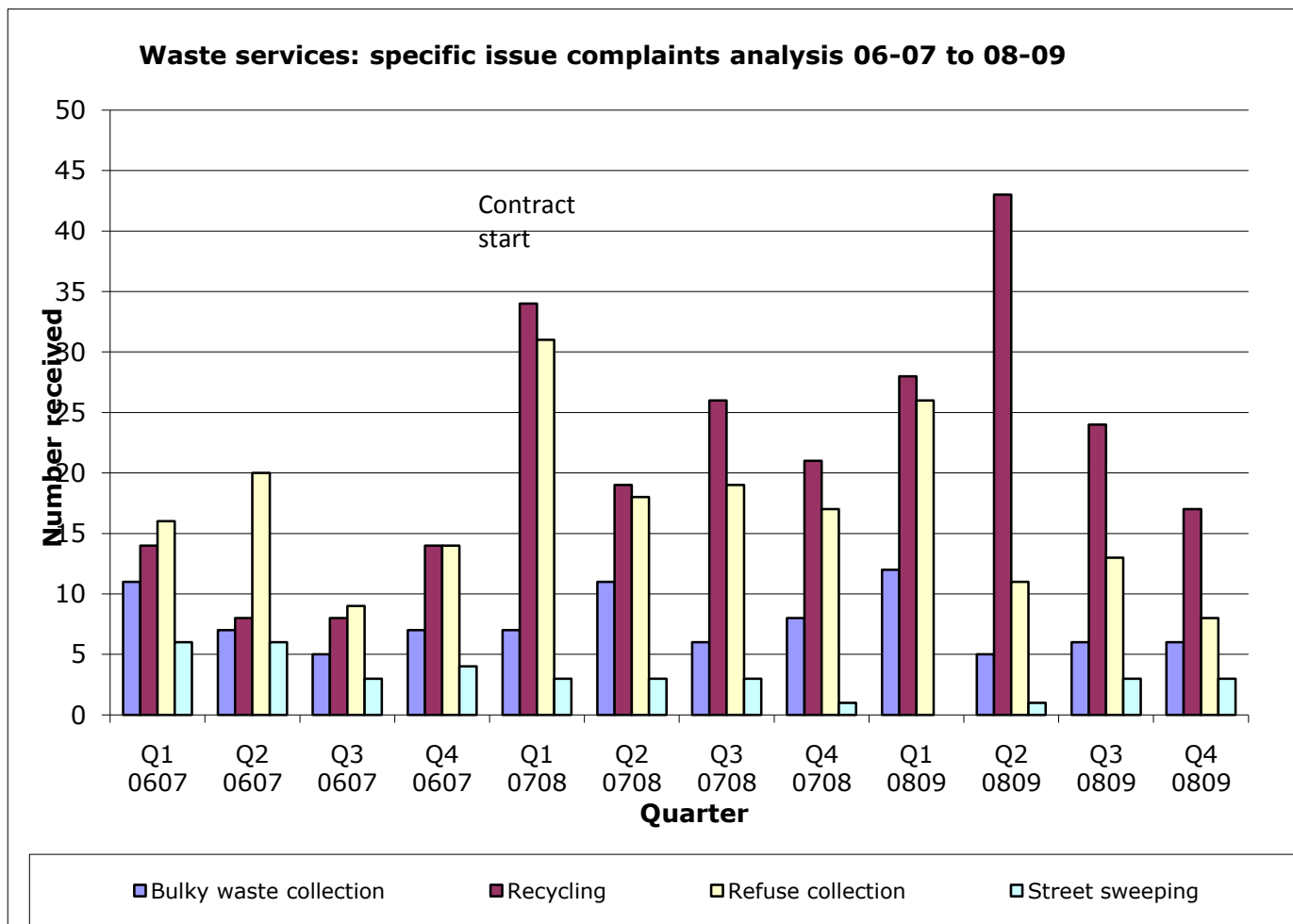
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## 4. Complaints

Levels of complaints in 2008/09 settled in Quarter 4 due to better management of the demands of compulsory recycling.

The recycling service still attracted the most complaints. Refuse and street cleansing complaints were much reduced on the previous year.



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