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Merton Council

South London Waste Partnership Joint Committee Agenda

Membership

Councillors:

Natasha Irons (Chair)
Billy Christie (Vice-Chair)
Councillor Jason Cummings
Councillor Scott Roche
Councillor Ian Manders
Councillor John Sweeney
Councillor Barry Lewis
Councillor Christopher Woolmer

Co-opted members:

Substitute Members:

Councillor Alasdair Stewart
Councillor Robert Ward
Councillor Luke Taylor

Date: Thursday 12 January 2023

Time: 6.30 pm

Venue: Merton Civic Centre

This is a public meeting and attendance by the public is encouraged and welcomed. For more information about the agenda please contact democratic.services@merton.gov.uk or telephone [020 8545 3616](tel:02085453616).

All Press contacts: communications@merton.gov.uk, 020 8545 3181

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South London Waste Partnership Joint Committee Agenda

12 January 2023

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Note on declarations of interest

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. For further advice please speak with the Managing Director, South London Legal Partnership.

Agenda Item 4

All minutes are draft until agreed at the next meeting of the committee/panel. To find out the date of the next meeting please check the calendar of events at your local library or online at www.merton.gov.uk/committee.

SOUTH LONDON WASTE PARTNERSHIP JOINT COMMITTEE 28 SEPTEMBER 2022

(6.30 pm - 7.55 pm)

PRESENT Councillors Councillor Natasha Irons (in the Chair),
Councillor Billy Christie, Councillor Scott Roche, Councillor John
Sweeney, Councillor Christopher Woolmer and Councillor Luke
Taylor

ALSO PRESENT Andrea Keys (Partnership Director), John Haynes
(Communications Advisor) and Richard Seedhouse (Democratic
Services Officer)

1 WELCOME AND INTRODUCTIONS (Agenda Item 1)

The Chair welcomed those present in the chamber and on the livestream.

2 APOLOGIES FOR ABSENCE (Agenda Item 2)

Apologies were received from Councillors Jason Cummings, Barry Lewis and Ian Manders. Councillor Luke Taylor attended as substitute for Councillor Barry Lewis.

3 DECLARATIONS OF INTEREST (Agenda Item 3)

There were no declarations of interest.

4 MINUTES OF THE PREVIOUS MEETING (Agenda Item 4)

RESOLVED: That the minutes of the meeting held on 13 July 2022 were agreed as an accurate record.

5 CONTRACT PERFORMANCE (Agenda Item 5)

The Partnership Director presented the report to the Committee. In response to questions from the Committee, the Partnership Director confirmed that the abuse of Nitrous Oxide and the gas bottle litter associated with it required a combined approach of talking to residents and commercial customers to ensure that the bottles don't go into general waste, and to make it clear how they should be disposed of. Traditionally take-back schemes had operated through suppliers, but the growth in online purchases created a challenge for such schemes. Safety checks are made at the point of disposal, when received, at check in with drivers and at discharge.

Artificial intelligence applications are taught to recognise unauthorised waste, similar to that used in airports, but this is a new application of the technology, so still in its trial stage for this applied use.

The British Compressed Gas Association are lobbying the government for a ban on sales. Viridor have briefed and lobby local MPs and are putting a significant budget into an awareness campaign which is expected to go live in the next few weeks.

Soil separation recycling is done manually at site by customers with assistance from operatives, it's a manual process, which has been well received.

The reuse shop at Fishers Farm is going to be opened up 7 days a week, and an increase in use is expected in the run up to Christmas, particularly for children's bikes. The Partnership agreed to look at recycling an advertising campaign from a previous year in order to boost awareness

The upcycling programme is waiting for the delivery of the specialist container that will become the 'classroom' building. The workshops are ready to go, but can't be advertised until the building is delivered, Updates will be provided at future meetings.

These schemes are similar to those operated in other boroughs, however the scheme stands out in focusing on upcycling rather than repairs.

The Partnership Director explained that data on emissions comes from different sources and is sometimes published by third parties without being fact checked, there is a role for Viridor in proactively responding to such reports.

RESOLVED: That the committee commented and noted the report.

6 BUDGET UPDATE (Agenda Item 6)

The Partnership Director presented the Budget Update.

In response to questions the Partnership Director confirmed that the first indication of an overspend on the waste composition analysis project came after the initial assumptions had been made and when project was costed, inflation and resourcing between that time and implementation had also had an impact. The increase in costs were offset with savings in other areas, and the commission report sought balance these out. Waste composition analysis is very important for our future services and climate agendas. The work has not been done for some time, and so it has put pressure on the team, but the experience will ensure more accurate budget setting in the future.

In reference to the carbon impact of collections and residual waste, the Partnership Director informed the committee that the first step was to understand holistically the impact of our services, collection treatment and transfer, etc. It is then possible to quantify the investment before making decision on where to focus efforts on the areas where the largest impact can be achieved,

RESOLVED: That the committee noted the report.

7 COMMUNICATIONS (Agenda Item 7)

The Communications Advisor presented the report.

The Advisor agreed to return with figures on the efficiency of AD facilities in generating electricity, but noted that 10s of thousands of homes can be powered.

The current website relies on google analytics, the new website provided by Huxley comes with a 3 year maintenance and support package and will provide information on how the site is performing.

The Advisor agreed to explore using QR codes on bins to help users identify which bin to use for their waste.

Data on the Carbon impact will be available following the WCA survey, from that we will be able to extrapolate the carbon impact of targeting certain categories of waste.

The Environment Agency (EA) consultation on the Viridor/Beddington ERF permit variation application will be hosted through gov.uk and we will be able to use local communication channels to promote the survey once it has gone live (expected to be December 2022). Once the responses are gathered and assessed, officer's understanding is that the EA will hold a further round of consultation on what they are 'minded to do'.

RESOLVED: That the committee noted the report.

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Report to: South London Waste Partnership (SLWP) Joint Committee
Date: 12th January 2023
Author(s): Andrea Keys, Partnership Director
Report title: Contract Performance Report

Summary

This report provides Joint Committee with an update on the performance of the transfer, treatment, recycling and disposal services that are procured and managed by the South London Waste Partnership on behalf of the four London boroughs of Croydon, Kingston, Merton and Sutton. The services being reported are as follows:

- I. Food and green waste services (including the expiry of the 2008 food and green contracts, and the mobilisation of the new receipt, transfer and treatment services),
- II. Household Reuse and Recycling Centre (HRRC) services, and
- III. Residual waste treatment services.

This report provides the performance data for the period 1st April 2022 to 30th September 2022.

Recommendations

The Joint Committee is asked to;

- note the contents of this report, and
- comment on any aspects of the performance of the Partnership's transfer, treatment, recycling and disposal contracts

Background Documents

Contract Performance Monitoring Reports have been presented to the SLWP Joint Committee since 22 July 2010. The most recent reports were presented at the meeting in September 2022 by the Partnership Director, Andrea Keys.

BACKGROUND

- 1.1. **Food and green waste - Receipt and transport** - The now expired food and green waste receipt and transport services contract was procured in

2008 and was operated by Viridor Energy Limited Ltd. The contract originally included residual waste disposal via landfill, as well as transfer station and haulage services. The residual waste disposal element of this contract ceased on the 3rd March 2019 and since the 4th March 2019 the SLWP's residual waste has been managed through the Residual Waste Treatment Contract operated by Viridor South London Ltd. The remaining services in relation to green and food waste then ceased on 31st August 2022.

- 1.2. During the reporting period, up to and including the 31st August 2022, the London Boroughs of Croydon, Merton and Sutton direct delivered kerbside-collected green and food waste into a waste transfer station located at the Beddington Lane site that was owned and operated by Viridor Energy Ltd.
- 1.3. The Royal Borough of Kingston direct delivered kerbside-collected green and food waste into the Kingston Council owned Villiers Road waste transfer station that was partially operated under this contract up to the 31st August 2022.
- 1.4. **Food and green waste - treatment** - The now expired 2008 food and green waste treatment services contract was utilised by the boroughs during the reporting period up to and including the 31st August 2022. Under this 2008 Food and Green waste treatment contract, once the food and green wastes were delivered to their respective transfer stations the material was hauled to one of a number of facilities for treatment. This treatment service was also managed by Viridor Energy Ltd and the contract ran until 31st August 2022.
- 1.5. **New contracts for food and green waste** – As detailed above, two food and green waste contracts were procured by the SLWP in 2008 and expired 31st August 2022. The following four contracts replaced the 2008 contracts and will deliver food and green waste services from the 1st September 2022 until no later than the 31st March 2030. The four new contracts are summarised as follows:
 - 1.5.1. Bio Collectors Ltd – receipt and treatment of food waste
 - 1.5.2. Olleco – collection and treatment of food waste
 - 1.5.3. Countrystyle Recycling – collection and treatment of green waste
 - 1.5.4. SUEZ Recycling and Recovery UK (SUEZ) – receipt, bulking, transportation and treatment of green and food waste
- 1.6. **Household Reuse and Recycling Centre (HRR) services** - the HRR service is operated by Veolia (ES) (UK) Ltd. The contract commenced on the 1st October 2015 and includes the management of the six HRR sites in the SLWP region, the operation of the waste transfer station at Villiers Road, and the marketing of the recyclates collected at each of the HRR sites. This service operates until the 31st March 2025.

- 1.7. **Residual waste treatment contract** - Viridor South London Limited ('Viridor SL') was awarded a contract for the treatment and disposal of residual waste in November 2012. To deliver the contract, Viridor designed, built and now operates an Energy Recovery Facility (ERF) at the Beddington Lane site in Sutton.

PERFORMANCE DETAIL

2. **Food and green waste receipt and haul services (Viridor Energy Limited)** – Under the 2008 contract, food and green waste from the London boroughs of Corydon, Merton and Sutton were delivered to the Viridor-owned and operated waste transfer station facility that was located at Beddington Lane, in Sutton. The materials was then bulked and hauled off-site for treatment in one of a number of third party facilities.
 - 2.1. Under this contract Viridor also managed an area within the Kingston Council-owned waste transfer station facility (the Villiers site) and received deliveries of kerbside-collected food, green and recycling. This material was bulked at the Villiers site and then hauled away to various third party facilities for processing.
 - 2.2. This contract continued to operate effectively during the reporting period, as it has done throughout its entire term. There are no issues to report in relation to the services and no issues to report in relation to the transfer of the services to the new contractual arrangements on the 31st August 2022.
3. **Food and green waste treatment services (Viridor Energy Limited)**
 - 3.1. Under the 2008 food and green waste treatment contract, once received under the receipt and transport contract, the green waste was delivered to a range of UK composting facilities and processed in order to produce a BSI PAS100-compliant compost product.
 - 3.2. Under the 2008 treatment agreement, food waste was transferred by Viridor to the Severn Trent Trumps Farm Anaerobic Digestion (AD) facility located in Surrey. The Severn Trent facility produces a BSI PAS 110 bio-fertiliser product for use on UK farmland. The gasses produced during the digestion process are captured and used to drive a turbine which generates electricity. The facility produces enough electricity to power thousands of homes.
 - 3.3. This contract continued to operate effectively throughout the reporting period, as it has done through its entire term. There are no issues to report in relation to the services and no issue to report in relation to the transfer of the services to the new contractual arrangements on the 31st August 2022.
4. **Food and green waste contract** – As above, the 2008 food and green waste receipt, transport and treatment contracts expired in August 2022.

The new food and green contracts enable the continuation of our separate collection methodology, which supports Partner borough recycling rates.

- 4.1. **Receipt** - Under these new contracts, the London Boroughs of Croydon, Merton and Sutton deliver kerbside-collected green waste and food waste into the SUEZ waste transfer station located in Merton. Under this new arrangement there is also the option to direct deliver food waste to a local Anaerobic Digestion (AD) facility up to an agreed capacity of 5,000 tpa.
- 4.2. The Royal Borough of Kingston direct delivers kerbside-collected green and food waste into the Kingston Council owned Villiers Road waste transfer station.
- 4.3. **Treatment** - Food waste is treated at three separate Anaerobic Digestion (AD) facilities. A proportion of food waste is treated via a direct delivery contract with Bio Collectors Ltd at their Anaerobic Digestion (AD) site in Merton. The remaining food waste is bulked at the waste transfer stations detailed above, and then hauled to either the Severn Trent AD facility located in Surrey or the Olleco site located in Aylesbury.
- 4.4. Green waste is also bulk hauled via the waste transfer station facilities detailed above and is currently being treated at Laverstoke Park Farm in Hampshire.
- 4.5. The new food and green waste services mobilised successfully on the 1st September 2022 with no issues to report.
- 4.6. **Food and Green waste volumes** - Food and green waste tonnes have continued to decrease over the reporting period 1st April – 30th September 2022 when compared to the same period last year. There has been a 22% reduction in the total SLWP green waste, most likely due to the dry hot summer period, and a 12% drop in food waste.
5. **HRRC Services - Management of the Household Reuse and Recycling Centres by Veolia (ES) (UK) Ltd**
 - 5.1. **HRRC Contract Performance Review:** The scope of the HRRC services can be summarised in three parts: the general management of the sites (including staffing, plant, equipment and site layouts); the transportation of materials; and the recycling, treatment and/or disposal of waste collected at the HRRC sites (excluding green and residual waste).
 - 5.2. The contract specification focuses on three key performance categories; site user experience, health and safety, and material recycling.
 - 5.3. **Site user experience:** Veolia started customer satisfaction surveys in July 2016 in order to monitor site user experience. Customer satisfaction questionnaires are undertaken at the six HRRC sites for two weeks in turn for each round. Surveys have continued since that date, with only a brief suspension and some precautionary measures adapted during COVID.

- 5.4. A number of service changes have been made at the sites since the surveys first started, so the questions were updated in January 2022 in order to seek feedback on those changes, including the booking forms introduced at three of the six sites and the fair use policies introduced at two of the sites. An extract of the survey results can be found in Appendix B. A summary dashboard is also available to download from the SLWP website.
- 5.5. **Recycling Performance** – Each month the SLWP looks at materials recycled, recycling markets, and the impact of the wider SLWP recycling services, in order to better understand HRRC recycling rates and assess the Contractor’s performance.
- 5.6. Table 2a (Appendix A) details the recycling performance by site and by month (please note the year end performance figure is based on the raw tonnage data, not an average of the recycling performance per month). At the end of quarter 2 the combined performance at the SLWP HRRC sites was 66%.
- 5.7. **Recycling Performance analysis** – Notable changes in tonnes are as follows: All sites have seen a drop in total tonnes brought to the sites by residents when compared with the same quarter 2 period last year. Kimpton Park Way in Sutton and Fishers Farm in Croydon have seen the greatest reduction in total tonnes at -31% and -19% respectively. Garth Road in Merton and Factory lane in Croydon have seen the smallest drop in total tonnes, at just -3% and -1% respectively.
6. Residual waste brought into the six HRRC sites was 9% lower than the same period last year. This downward trend is broadly comparable to the kerbside residual waste arisings. The largest reduction in residual waste is noted in Sutton (-27%) and Kingston (-19%).
- 6.1. There was also a significant drop in green waste tonnes across all sites during the reporting period, with Fishers Farm Croydon and Kimpton Park Way Sutton showing more than 30% less green waste tonnes brought to the site when compared to last year. Whilst fluctuations in total green waste tonnes are weather related, our analysis also shows that more green waste is now collected at the kerbside than is presented by residents at the HRRC sites, contributing to this downward trend in tonnes at the HRRC sites. The percentage of material collected at the kerbside is as follows: Croydon 68%, Merton 76%, Kingston 77% and Sutton 87%.
- 6.2. Table 2b in Appendix A uses data from the last three years in order to compare performance to date in 2022/23 with the same period from the previous two years. The blue bars show the recycling performance to date for the reporting Contract Year 2022/23. The yellow and blue bars show recycling performance for the same period in the previous two years.
- 6.3. **Improvement measures**

- 6.4. Soil separation and recycling – In 2019 Veolia launched a soil separation trial to increase recycling and to reduce haulage and treatment costs. The project looked to work with residents to split out soil from rubble and the subsequent soil fraction is kept clean enough to be reused. This project has continued to work effectively and is now in operation at all six sites. In the reporting period approximately 1,260 tonnes of soil have been diverted for recycling.
- 6.5. Reuse Shops – The reuse shop at Kimpton Park Way HRRRC (Sutton) has been in operation since the HRRRC contract first started in 2015 and the Fishers Farm HRRRC Community Reuse Shop opened in November 2021. Both shops sell items that our residents no longer want or need. Residents bring unwanted items to any one of our Household Reuse and Recycling Centres and the operatives at each of the sites will collect and store anything that can be reused, including electrical items, bikes, bric-a-brac, furniture and toys. The Community Reuse Shop team will then collect suitable items and take them back to the reuse shops where they are fully checked to ensure they work properly and safely, and meet any legal requirements, such as fire labels.
- 6.6. HRRRC Xmas toy give away – In December Veolia and their reuse partners hosted a free toy giveaway. Toys which had been donated by residents across the six SLWP HRRRCs were checked to ensure they were complete and in safe working condition and were offered free of charge to residents across the partnership. The toys were available for collection from either Factory lane in Croydon or either of the reuse shops in Kimpton Park Way Sutton and Fishers Farm Croydon. A number of charities also received children's toys and gifts as part of the free toy giveaway, including the Coulsdon Manor Rotary Club, the Croydon refugee day center, and also the Stripey Stalk.
- 6.7. 'Upcycle Workshops' – Preparations continue for an 'Upcycle workshop' trial at Kimpton Park Way site continue. The trial will see workshops and tutorials on how to upcycle furniture by painting and renovating, as well as how to complete basic bicycle repairs and so on. The New Upcycle Classroom has now been delivered to Kimpton Park and preparations are being made to have it connected to the electricity supplies. Over the next Year Veolia and the SLWP will be looking to work with local groups that can offer upcycling projects at this new facility.
- 6.8. **Booking Forms** – A booking form system has been in place at the HRRRC sites in Kingston, Merton and Sutton since 13th May 2020. Initially introduced to help manage visitor numbers at the sites and comply with Covid-19 restrictions, the booking forms proved popular with site staff and site users, so have been retained. Following feedback from residents and Joint Committee members, the SLWP procured a new online booking system that, amongst other new features, sends a reminder text message or email to the customer ahead of their booked time slot, and enables customers to amend or cancel their booking slot, book multiple slots on the same day, and view the details of bookings that they have made to

date. The new system delivered by Pentagul has been in use since early 2022 and has received positive feedback from residents.

- 6.9. **Assisted Tipping** – At all sites, the site parking arrangements have been reconfigured to enable a larger bay to accommodate assisted tipping so that anyone needing help from site staff or a carer has plenty of room. When not in use for assisted tipping this larger parking bay can also be used for residents with bulky items or side access vehicles. For those sites operating a booking system, a new section has been added to the booking forms to enable customers to book assistance at the larger bay in advance.
- 6.10. **Rubble Charging at Kimpton Park Way (Sutton)** – The introduction of a charge for the disposal of rubble at Kimpton Park Way (Sutton) commenced in July 2021. This charge was introduced to recover the costs associated with the disposal of this waste type and to deter potential site abuse from trade and commercial businesses. Residents are advised of the rubble charge via the booking form, which also provides alternative options for disposal, such as via the trade person completing the work (if applicable) or via a bag disposal system, mini skip, grab lorry or other commercial waste service if completing the work themselves. A list of trade waste disposal sites is also available on the council website. Rubble tonnages have fallen by 87% during the reporting period when compared to the same period last year. This significant reduction is believed to be due to deterring trade visitors posing as residents and disposing of this waste free of charge. To date, there is no evidence to suggest there is a correlation between the implementation of this charge and a rise in fly tipping.
- 6.11. **Fair Use Policy** – Fair use policies have been introduced at the Kingston and Sutton HRRCs. The aim of these policies is to ensure that these HRRC sites are reserved for Kingston and Sutton residents, and only receive, process and pay for the recycling and disposal of household waste.
- 6.12. In Kingston, the fair use policy allows Kingston households, travelling by car, to book up to 20 visits per year. The fair use policy was introduced in April 2021 and, based on 2019/20 usage data, only impacts 3.2% of site users.
- 6.13. In Sutton the fair use policy allows Sutton households, travelling by car, to book up to 24 visits per year. The policy was introduced in July 2021 and reviewed in June 2022, and historical data indicates that for 99.9% of Sutton residents, the fair use policy will have no impact on their annual visits to the site.
7. **Residual Waste treatment Contract (Viridor South London Limited)**
- 7.1. Viridor South London has been delivering the services under the Residual Waste Treatment contract since 4th March 2019.

- 7.2. In the reporting period, 1st April 2022 to 30th September 2022, the SLWP boroughs delivered just over 98,000 tonnes of residual waste to Beddington. This is over 8,000 tonnes less than the same period last year and equates to a 7.7% drop in residual waste tonnes. Please see Appendix A (Table 1a) for further detail. Appendix A, table 3a shows the total volume of materials collected over the last 8 years, and highlights the positive impact of the 2017/18 kerbside collection service changes as well as the challenges that boroughs faced due to the impact of COVID in 2020/21.
- 7.3. **Landfill Diversion** - In the reporting period, 100% of the residual waste delivered by SLWP partner boroughs was diverted away from landfill. Please see Appendix A (Table 1b and table 1b) for further diversion data.
- 7.4. **Emissions** – The emissions from the Beddington ERF are sampled every 10 seconds, 7 days a week, 365 days a year. The results are fed back to the ERF Control Room, so any potential issues are known about immediately and appropriate action can be taken. The results from the continuous emissions monitoring systems (CEMS) are reported to the Environment Agency (EA - the regulator for the facility) and uploaded by Viridor to a publicly-accessible website (www.beddingtonerf.info). The EA sets limits (based on 10-minute, 30-minute, and daily averages) for different types of emissions. The Beddington ERF has been designed to operate at the very highest international standards and, during normal operating conditions, emissions are well below the limits set by the EA.
- 7.5. The last Joint Committee reviewed the permit exceedances in the table below as reported by Viridor. These were the first exceedances to have occurred at the facility for over 12 months. Viridor have indicated that the likely cause of a number of exceedances are gas bottles going through the facility which, if they explode, can result in a spike in emissions. As discussed at the last committee, the recent increase in large nitrous oxide canisters has been particularly challenging. New operational measures have already been implemented, including; driver training, loader training, and waste 'blend' training to ensure a more homogeneous waste. A trial into the use of artificial intelligence in the bunker in order to detect gas bottles is due to commence in early 2023 at the Beddington site and will increase the interception and capture of these materials. In addition to the operational measures listed above, communication tools are also being progressed and this is covered in more detail in the SLWP Communications paper.
- 7.6. Exceedances during the reporting period are detailed in the table below.

Date	Emission	Daily or half-hourly limit	Limit	Reading	Cause submitted
03.05.22	Hydrochloric Acid (HCL)	Half-hourly	60mg/Nm ³	60.2mg/Nm ³	Technical issue with lime dosing equipment
16.05.22	Carbon Monoxide	Daily	50mg/Nm ³	77mg/Nm ³	Gas bottle
21.05.22	Carbon Monoxide	Daily	50mg/Nm ³	51mg/Nm ³	Over-fire in the boiler
21.05.22	Volatile Organic Compounds	Half-hourly	20mg/Nm ³	29.4mg/Nm ³	Gas bottle
13.06.22	Volatile Organic Compounds	Half-hourly	20mg/Nm ³	22.48mg/Nm ³	Over-fire in the boiler
27.06.2022	Volatile Organic Compounds	Half-hourly	20mg/Nm ⁴	35.28 mg/Nm ³	Overfire on the grate due to waste and explosion
15.09.2022	Volatile Organic Compounds	Half-hourly	20mg/Nm ⁴	22.32mg/Nm ³	Waste Feed temporarily stopped
23.12.2022	Hydrochloric Acid (HCL)	Half-hourly	60mg/Nm ³	76.60mg/Nm ³	Waste composition caused high HCL peak, despite the maximum lime dosing

- 7.7. **Transparency of Emissions data** - Viridor publish detailed emissions reports on the Beddington ERF Virtual Visitor Centre on a regular basis (www.beddingtonerf.info). A link to the emissions information can be found in the top right corner of the site's home page. An archive of reports dating back to 2019 is available for the public to view here. This is done to ensure local residents have access to detailed information about the performance of the plant. A detailed 'Guidance Note' is provided to help residents interpret the emissions reports accurately. We are not aware of any other energy from waste facility in the country that provides this level of openness and transparency.
- 7.8. It is important to note that the facility must operate in accordance with its Environmental Permit which is issued and regulated by the Environment Agency (EA). The site cannot operate without its permit from the EA and if the site is not compliant with its permit, the EA has the power to serve both enforcement and suspension notices. The SLWP will continue to work closely with Viridor and the EA to ensure the Beddington ERF is operating safely.
- 7.9. **Environmental Permit variation** – In 2020, the EA approved a permit variation relating to the Beddington ERF which allowed Viridor to increase the capacity of the Beddington ERF by 15%, from 302,500 tpa to 347,000 tpa. That application was achieved by having less 'down time' from fewer maintenance outages.
- 7.10. On the 23rd December 2021 Viridor submitted a further application to the Environment Agency (EA) to vary the environmental permit. The application is seeking to increase the amount of waste that can be processed at the Beddington ERF by a further 10%, from 347,000 tonnes per annum (tpa) to 382,000 tpa.
- 7.11. Viridor's permit variation application was duly made by the EA and a six week public consultation was launched on the 10th November 2022. During the consultation period, local residents and stakeholders were able to review the technical information submitted by Viridor in support of the

application (including newly modelled Air Quality Assessment and Human Health Risk Assessment), and share feedback with the EA directly.

- 7.12. Next Steps – The EA have stated that they will consider all comments and feedback made in the consultation, and will then summarise the key issues into a decision document and explain how and why a decision is reached. If, following the first consultation process, the EA reaches the decision to issue the permit variation, they will then enter into a second phase of consultation called "Minded to issue" consultation. Should this be required, the consultation process will follow the same pattern and timescale as the initial consultation. Further details are provided in the Communications and Engagement Update Report.

8. **RECOMMENDATIONS**

- 8.1. It is recommended that the Joint Waste Committee:

- a) Note the contents of this report, and
- b) comment on any aspects of the performance of the Partnership's transfer, treatment, recycling and disposal contracts

9. **IMPACTS AND IMPLICATIONS**

- 9.1. LEGAL -There are no legal considerations arising directly out of the recommendation in this report.

- 9.2. FINANCE - There are no financial considerations arising directly out of the recommendation in this report.

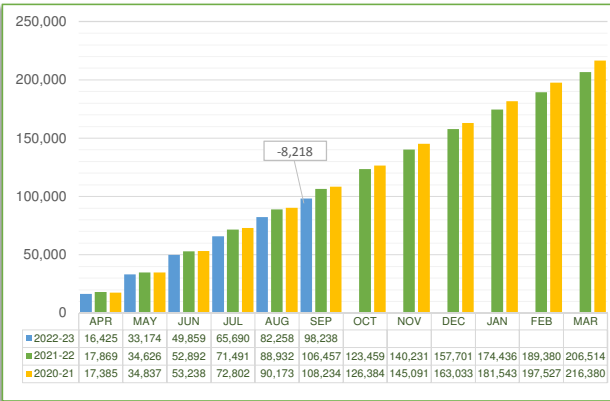
10. **Appendices**

- 10.1. Appendix A provides data on the performance of the five jointly procured treatment and disposal contracts for the reporting period 1st April 2022 to the 30th September 2022.
- 10.2. Appendix B provides a dashboard summary of the HRRC customer survey results from February 2021 until October 2022.

SECTION 1: CONTRACT 1 - RESIDUAL WASTE DISPOSAL

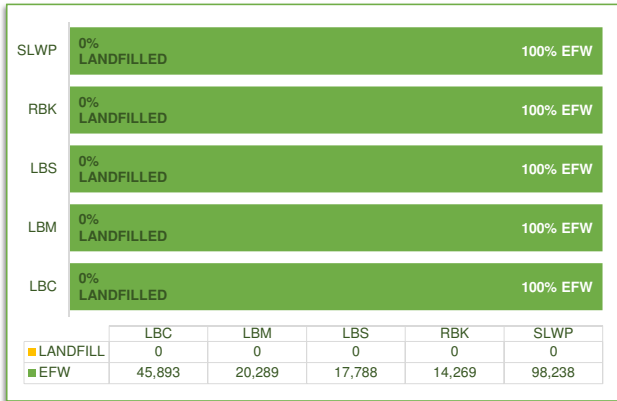
1a - TOTAL RESIDUAL WASTE GROWTH

CUMULATIVE RESIDUAL WASTE - CURRENT YEAR AGAINST 2 PREVIOUS YEARS



1b - DIVERSION FROM LANDFILL

TOTAL TONNES AND % OF WASTE SENT TO ENERGY RECOVERY



SECTION 2: HRRC RECYCLING PERFORMANCE

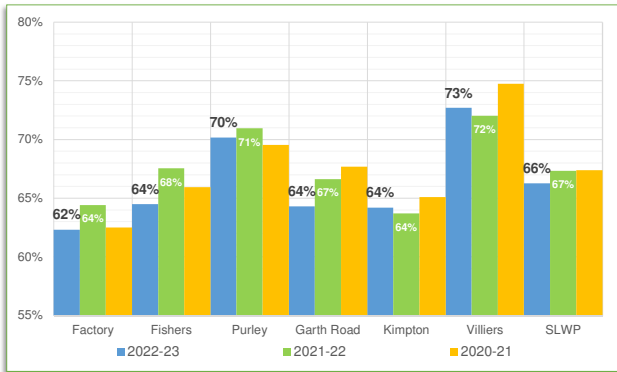
2a: HRRC RECYCLING PERFORMANCE

MONTHLY PERFORMANCE FOR EACH SITE AND SLWP AVERAGE

	FACTORY LANE	FISHERS FARM	PURLEY OAKS	GARTH ROAD	KIMPTON PARK WAY	VILLIERS ROAD	SLWP
APR	64%	63%	71%	65%	64%	73%	66%
MAY	64%	66%	71%	68%	63%	74%	68%
JUN	64%	66%	72%	64%	65%	75%	67%
JUL	61%	65%	71%	64%	67%	70%	66%
AUG	58%	64%	66%	61%	62%	72%	63%
SEP	63%	61%	70%	63%	65%	72%	66%
OCT							
NOV							
DEC							
JAN							
FEB							
MAR							
YTD	62%	64%	70%	64%	64%	73%	66%

2b: YEAR TO DATE RECYCLING PERFORMANCE

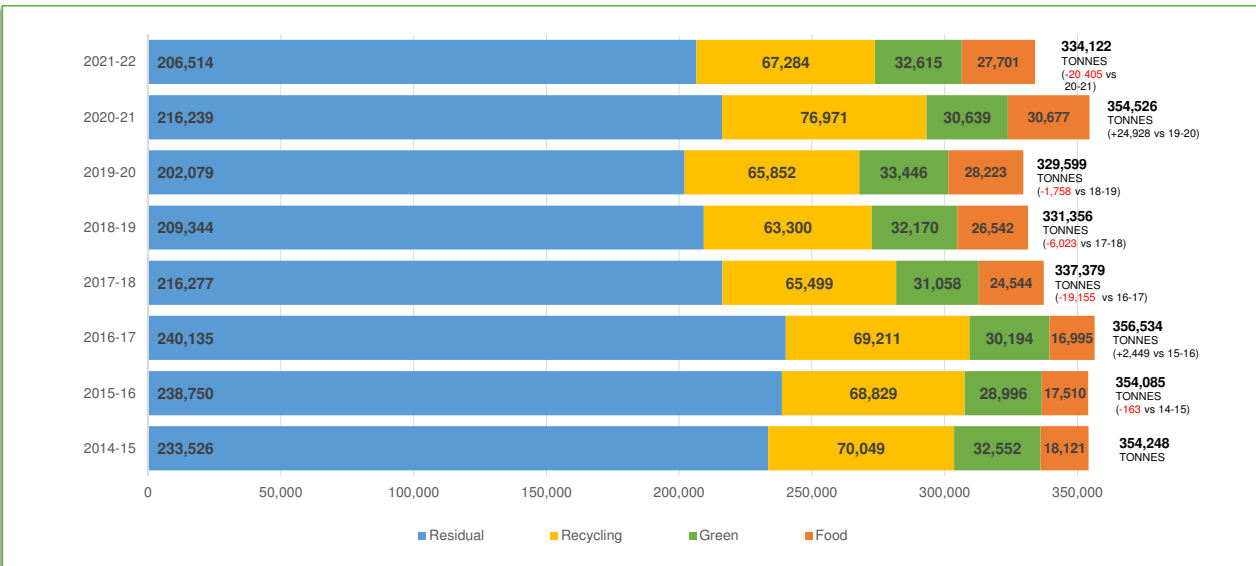
PERFORMANCE COMPARED TO LAST 2 YEARS



SECTION 3: WASTE ARISING

3a: TOTAL ANNUAL WASTE ARISING (INC. NON HOUSEHOLD WASTE)

2021-22 AND PREVIOUS LAST 7 YEARS

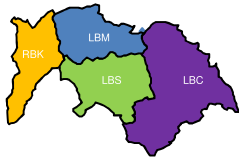


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SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

1a: BACKGROUND INFORMATION

DETAILS OF THE SURVEY PROCESS & REPORT CONTENTS



Across Kingston, Merton, Sutton and Croydon there are 6 HRRC's which operated by Veolia on behalf of the South London Waste Partnership.

Customer Satisfaction Surveys have been in place since July 2016 to test site user experience. Surveys are undertaken for 2 weeks at a time at each site in turn.

To date 23 rounds of surveys have been completed with a total of 22,971 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above.

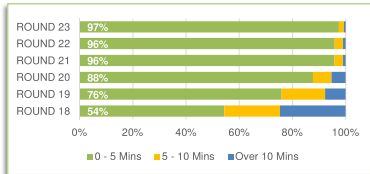
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

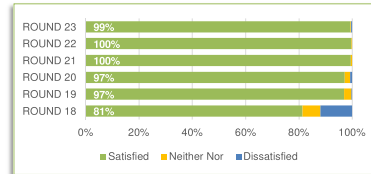
Year	Round	Start Date	End Date	No. of Response
Year 7	Round 23	Aug'22	Oct'22	508
	Round 22	Apr'22	Jul'22	886
Year 6	Round 21	Jan'22	Mar'22	482
	Round 20	Aug'21	Sep'21	598
Year 5	Round 19	May'21	Jul'21	542
	Round 18	Feb'21	Apr'21	565
Year 4	Round 17	Oct'20	Jan'21	604
	Round 16	Jun'20	Sep'20	575

SECTION 1: VIEWS ON SITE OPERATION

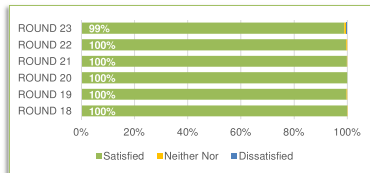
Q5. How long did you queue to enter the site?



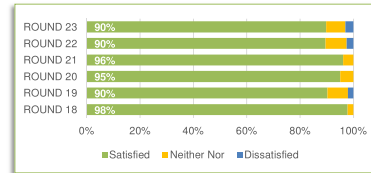
Q10. How satisfied were you with the queue?



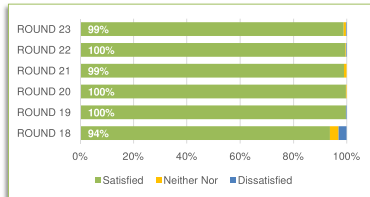
Q13. How satisfied were you with the cleanliness of the site?



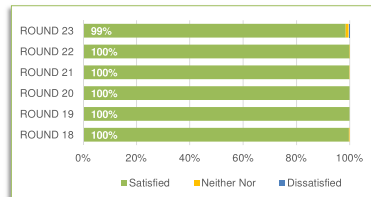
Q16. How satisfied were you with the smell around the site?



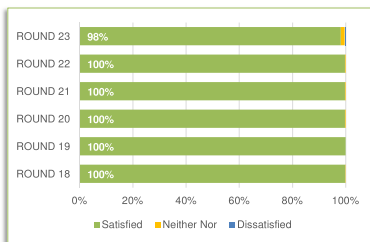
Q17. How satisfied were you with the ease of navigating the site?



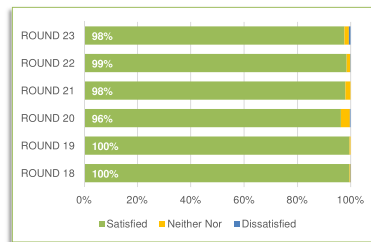
Q18. How satisfied with the signage?



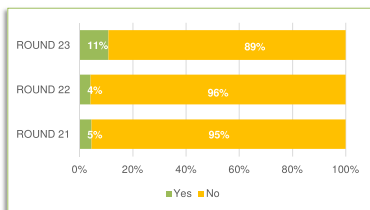
Q11. How satisfied were you with the range of materials accepted?



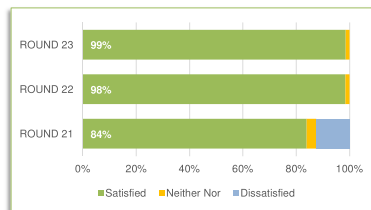
Q12. How safe did you feel on site?



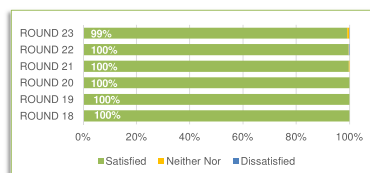
Q20a. Did you need any special assistance?



Q20b. If yes, are you satisfied with the special assistance offered?

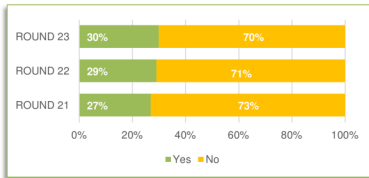


Q19. How satisfied were you with the opening hours?

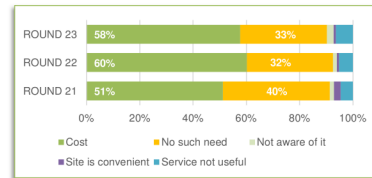


SECTION 2: VIEWS ON GARDEN WASTE COLLECTION SERVICE

Q7a. Do you subscribe to garden waste collection service?

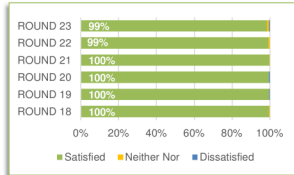


Q7b. If not, please provide reason for not subscribing to garden waste collection service

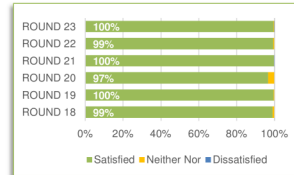


SECTION 3: VIEWS ON STAFF PERFORMANCE

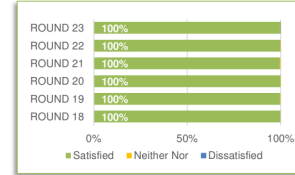
Q9. How satisfied were you with the greeting you received?



Q14. How satisfied are you with the helpfulness of staff?

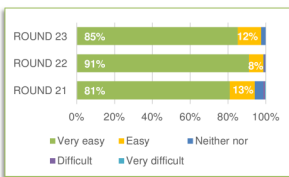


Q15. How satisfied were you with the attitude of staff?

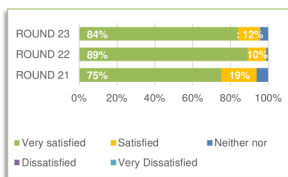


SECTION 4: VIEWS ON BOOKING SYSTEM AND FAIR USE POLICY (only applies to Merton, Sutton and Kingston)

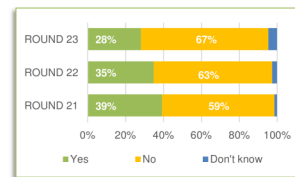
Q6a. How easy to book?



Q6b. How were you satisfied with the availability of slots?

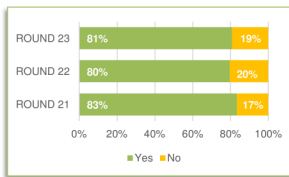


Q6c. Is booking system having a negative impact?

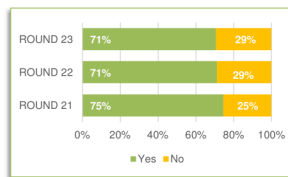


SECTION 5: VIEWS ON REUSE SHOP

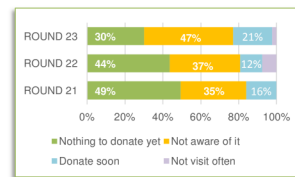
Q8a. Do you know we collect items for reuse at this site?



Q8b. Have you ever donated to the reuse shop?

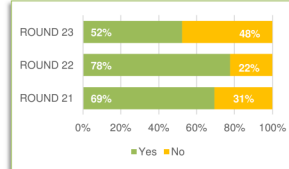


Q8c. If no, why not donated?



Q8d. Have you ever visited the Kimpton Reuse Shop?

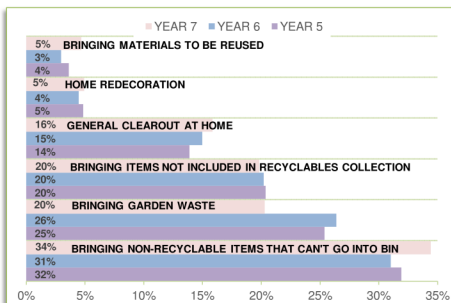
** This question applies to customers in Kimpton Park Way site only*



SECTION 6: OTHERS

Q4. Reasons for visiting HRRC

Most common reasons quoted from customers



Q22. Customer comments

Most common comments provided by customers

RANK	COMMENT	NUMBER OF COMMENTS
1	Positive comment_Site Operation	2221
2	Positive comment_Staff Performance	2113
3	Negative comment_Site Infrastructure	1754
4	Positive comment_Overall	908
5	Negative comment_Site Operation	494
6	Negative comment_Fair Use Policy	301
7	Negative comment_Misc	299
8	Positive comment_Fair Use Policy	169
9	No Comment	135
10	Positive comment_Misc	96



Report to: South London Waste Partnership (SLWP) Joint Waste Committee
Date: 12th January 2023
Author(s): Francesco Grieco, Head of Finance & Business Intelligence
Chair: Councillor Irons
Report title: South London Waste Partnership Budget Update Month 7 2022/23

Summary

This paper provides an update on the Partnership’s budget position for month 7 (October) of the 2022/23 financial year and the projected outturn for the financial year.

1. Background

- 1.1 The Partnership sets its budget in December each year for the forthcoming financial year.
- 1.2 Spend against budget is monitored monthly in order to respond to pressures and to allow budgets to be flexed where appropriate.

2. Financial Position 2022/23

- 2.1 **Core Partnership Activity** - The table below refers to the budget position for the Core Partnership Team activities for month 7 (October) of the 2022/23 financial year. This budget covers core staff salaries, ad hoc advisor support on contract issues and / or variations and document management functions. The core staff activities include contract management and finance administration.

	Budget	Forecast	Variance
Core Partnership Team Activity	£792,000	£794,007	£2,007
Advisors and Corporate Support	£64,400	£66,282	£1,882
Core Staff Resources	£708,000	£707,815	-£185
Document Management	£19,600	£19,910	£310

The budget for the ‘Core Partnership Team Activity’ is forecasting an overspend of £2,007 largely due to a £1,882 overspend on legal support that falls under the Advisors and Corporate Support category.

The SLWP team restructure is complete, all vacant posts recruited to, and all new starters are now in post. Core staffing shows a small underspend of £185.

The Document Management budget line is showing a small overspend of £310.

2.2 **Improvement Projects** - The table below refers to the position of the 'Improvement Projects' budget for month 7 (October) of the 2022/23 financial year.

	Budget	Forecast	Variance
Improvement Projects	£167,000	£150,010	£-16,990
Contract Improvements	£20,000	£3,647	£-16,353
Communication Projects	£147,000	£146,363	£-638

The forecast for our improvement project spend is just over £150k, which is an underspend of £16,990 against budget.

2.3 **Strategy and Commissioning** - The table below refers to the budget position for the 'Strategy Development and Service Commissioning' budget for month 7 (October) of the 2022/23 financial year.

	Budget	Forecast	Variance
Strategy Development and Service Commissioning	£370,000	£379,888	£9,888
Intelligence Gathering	£170,000	£235,072	£65,072
Commissioning Resource	£200,000	£144,816	£-55,184

At month 7, this budget area is forecasting an overspend of £9,888. The budget exceedance for Intelligence Gathering Projects follows a higher than anticipated cost for all of our intelligence gathering exercises, especially labour intensive projects such as the waste composition analysis and resident survey work. In addition to a general increase in costs to deliver these projects, the scope of our waste composition analysis project was increased to include food waste sampling, and the scope was also widened for our carbon baseline project. The forecast overspend from Intelligence gathering activities has been managed through a reduction in other budget areas, and largely from the commissioning resource activities.

2.4 **Summary** - The table below shows the combined position across the three budget areas described above.

	Budget	Forecast	Variance
TOTAL	£1,329,000	£1,323,905	£-5,095
COST PER BOROUGH	£332,250	£330,976	£-1,274

At month 7, the forecast out-turn is an underspend of £5,095 against the total 2022/23 budget. This equates to a forecast cost per borough of £330,976 which is £1,274 below the budgeted amount.

3. Recommendations:

3.1 To note the content of this report.

4. Impacts and Implications

4.1 Finance - Contained within report.



Report to: South London Waste Partnership Joint Committee
Date: 12th January 2223
Author: Andrea Keys
Report title: Proposed SLWP Partnership Team Budget 2023/24

Purpose

The purpose of this report is in three parts. The first is to summarise the work achieved to date against the SLWP's proposed 2022/23 work programme and budget.

The report then sets out the proposed 2023/24 budget and the additional support that SLWP will provide in preparation for the upcoming expiry of three major service delivery contracts.

Finally, the paper sets out the improvement and cost saving activities the SLWP proposes to deliver as part of the 2023/24 budget proposal.

Recommendations

It is recommended that the SLWP Joint Committee notes:

1. An in-year saving of £988k delivered by the SLWP from the activities approved by the Joint Committee in 2022/23.

It is recommended that the SLWP Joint Committee approves the following 23/24 budget:

2. A total SLWP budget of £1.325m, which equates to £331,376 per borough and includes the following:
 - Core Partnership Activities budget of £850k,
 - Intelligence gathering budget reduced to £65k,
 - Environmental services commissioning budget of £200k,
 - HRRC and WTS commissioning budget of £115k, and
 - A resident engagement and improvement budget of £95,500 that is projected to deliver a waste disposal saving of just under £298k in 2023/24.

1. Background

- 1.1. Each year, the SLWP partnership team is required to produce a budget that covers the cost of delivering partnership wide activities and running the partnership team for consideration of the Joint Committee.

- 1.2. The Inter Authority Agreement (IAA) between the Partner boroughs sets out that should a new budget not be agreed by the Joint Committee, the previous year's budget, uplifted by RPI+2%, will be deemed to be agreed and will be the annual budget for the following year.
- 1.3. The partnership team budget is set to enable shared contracts to be managed effectively and the administration of the partnership activities to be carried out. Spend is monitored monthly to allow budgets to be flexed where appropriate in order to respond to any budget pressures.
- 1.4. In 2025, there is a breakpoint in a number of partnership contracts, which coincides with seismic change in the industry resulting from the new National Waste Strategy. This means that significant work is required to develop a new strategy for the partnership, to agree and commission future infrastructure requirements to deliver this strategy, to agree and commission an optimised waste management solution for the partners and to develop appropriate governance arrangements for that solution.
- 1.5. At the same time, there is growing pressure to save money across all services and across all boroughs, and so the SLWP is tasked with seeking opportunities to invest in improvement activities that will reduce the cost base of waste management, and which will offset the cost of delivering this strategy development and commissioning work.

2. SLWP Work Programme 2022/23 – Progress Update

- 2.1. The 2022/23 budget set out the following 'Strategy Development' budget to deliver intelligence gathering data that would support commissioning activities, and also an 'Improvement Projects' budget to support cost saving and contract improvement projects. The total budget for this forward looking work was £537k.

	22/23 Budget
Strategy Development and Service Commissioning	£370,000
Intelligence Gathering	£170,000
Waste Composition Analysis	£100,000
Carbon Modelling	£30,000
Resident Surveys	£40,000
Commissioning resource	£200,000
Improvement projects	£167,000
Contract and Service Improvements	£20,000
Green Waste Recycling	£40,000
Food waste recycling	£40,000
Plastics Recycling	£40,000
Resident Engagement	£27,000
Total Spend	£537,000

Table One: Approved budget 2022/23

- 2.2. 'Improvement Projects' - the following table provides an update on savings achieved so far this year financial year.

Savings from Improvement Projects	Actual
Contract Improvements	-£878,840
Green Waste Campaign	-£108,649
Food waste Campaign	tbc
Savings total	-£987,489

Table Two Savings year to date 23/24

- 2.3. The table shows that, for the financial year 2022/23, the SLWP has already delivered a £988k saving on our waste contract spend and this has come from service and contract changes and also the green waste campaign. It is also important to note that the £878,840 'Contract and Service Change' savings are calculated as a mid-year saving as the changes only took effect from 1st September 2022. Next year this project will save the boroughs £1.53m. The green waste communications campaign is still an estimated figure and will be updated as more uptake data is established. The garden waste savings figures will likely reoccur in future financial years as a high proportion of new customers (90%+) attracted in 22/23 renew their subscriptions in future years.
- 2.4. It is also important to note that the savings detailed above are in addition to the £1.4m per annum saving that was achieved following the SLWP food and green waste commissioning project, which also took effect within this financial year, commencing on the 1st September 2022.
- 2.5. Savings from the food waste campaign are not included in the savings calculations yet as these are still being evaluated, and so this paper will be presented again as part of the quarter four finance update in order to provide an updated full year savings total.

3. SLWP Proposed Budget 2023/24

- 3.1. The following section presents a draft 2023/24 budget for approval.
- 3.2. **Core Partnership Team** - The core SLWP staffing budget and the new staffing structure were approved in Feb 2022, there are no plans to make changes to the staff structure at this point and therefore no changes are proposed to the core staffing budget for 2023/24 other than the inclusion of all staff now in post, indexation, and the inclusion of the annual staff pay award.

	2022/23 Budget	2023/24 Proposed Budget	Variance
Core Partnership Team Activity	£792,000	£850,005	£58,005
Advisors and Corporate Support	£64,400	£65,608	£1,208
RBK Finance Admin Support	£27,000	£27,500	£500
LBC Finance Admin Support	£27,000	£27,500	£500
In house Legal Support	£10,400	£10,608	£208
Core Staff Resources	£708,000	£764,397	£56,397
Document Management	£19,600	£20,000	£400
Affinixtext	£19,600	£20,000	£400

Table Three Core Partnership Budget

- 3.3. The advisors and corporate support budget allows the SLWP partnership team to engage external and internal advisors to provide expert legal, financial and technical advice in respect of all the partnerships contracts (Food and Green waste contracts, the residual waste treatment contract, Street cleansing recycling contract, HRRC's and the Environmental Services contracts). This also includes costs from RBK for providing finance activities for managing Food and Green waste and street cleansing recycling contract transactions (£27,500), costs from LBC for providing finance activities for the residual waste treatment contract, HRRC's and the Environmental Services contract transactions (£27,500). The core staff resources budget contains provision for 10 posts.
- 3.4. The SLWP Core Partnership Team will continue to commission and manage the delivery of the treatment and disposal functions that are delegated to the SLWP, those being waste receipt, transfer, treatment and disposal.
- 3.5. The core SLWP team will also continue to develop the new SLWP Joint Waste Strategy. The Joint Waste Strategy will be an ambitious document through which we will agree commonalities, key deliverables and the future role of the SLWP. The strategy will set out how we will deliver the key SLWP Joint Committee objectives; to deliver high-quality and cost-effective waste receipt, transfer, treatment and disposal services, to treat all materials as a valuable resource, and to support boroughs in achieving their climate commitments.

4. Additional Activities 2023/24

- 4.1. As above, the SLWP budget is approved once activities for the following year are agreed. In 2025 there is a breakpoint in a number of partnership contracts, which coincides with seismic change in the industry resulting from the new National Waste Strategy, and this means that significant work is required to develop a new strategy for the partnership, to agree and commission future infrastructure requirements to deliver this strategy, to agree and commission an optimised waste management solution for the partners and to develop appropriate governance arrangements for that solution.
- 4.2. The following provides a recommendation on the amount required to support the recommissioning activities for the financial year 2023/24.

	2022/23	2023/24
Improvement and Engagement	£167,000	£95,000
Improvement Projects	£147,000	£95,000
- Green waste recycling Comms Campaign	£40,000	£10,000
- Food waste recycling Comms Campaign	£40,000	£75,000
- Tri-Annual SLWP Residents Survey	£0	£0
- Plastics recycling comms campaign	£40,000	£0
- Resident engagement tools	£27,000	£2,000
- Phase B Engagement	£0	£8,000
- SLWP Governance Project	£0	£0
Strategy and Commissioning	£370,000	£380,000
Intelligence Gathering	£170,000	£65,000
- Composition analysis	£100,000	£0
- Carbon modelling	£30,000	£0
- Resident survey of attitudes and behaviours	£40,000	£0
- Intelligence gathering 2023/24	£0	£65,000
Commissioning Resource	£200,000	£315,000
- Phase C Commissioning Legal Support		£0
- Phase C Commissioning Technical Support		£150,000
- Phase C Commissioning Finance Support		£50,000
- Infrastructure Project - Stage 2		£65,000
- HRRC Total Commissioning Budget		£50,000
TOTAL	£1,329,000	£1,325,005
TOTAL PER BOROUGH	£332,250	£331,251

Table Four Additional Funding

- 4.3. **Commissioning Support** – The total recommended commissioning support budgeted is £315,500k. This equates to £78,750 per borough, £50k of which relates to the recommissioning of Environmental Services contract. This key support function in relation to the recommissioning of Environmental services from the 1st April 2023 will be technical only.
- 4.4. **Intelligence Gathering** - The intelligence gathering work that is being undertaken this year (22/23) will provide the boroughs with valuable information. The waste composition analysis tells us what is left in our waste, and where we should focus our efforts in order to extract valuable resource from the waste. The carbon baseline work will give us valuable insight into the carbon impact of how we undertake our services, enabling us to make key decisions on service changes that will achieve the maximum carbon reduction benefit.
- 4.5. Whilst we have completed the agreed intelligence gathering exercises for 2022/23, it is anticipated that the boroughs will want to undertake further intelligence gathering work in the financial year 2023/24. The exact nature of the intelligence gathering exercises that boroughs will want to undertake will depend on the outcome of the waste composition, the carbon baseline, triennial resident survey and the co-design communications work. SLWP is proposing a draft budget of £65k is reserved for intelligence gathering work, which equates to £16.25k per borough.

4.6. **Communications and Resident engagement** - The resident surveys and co-design work will provide us with valuable insights into how our residents feel and how better to interact and engage with them. Together with the results from our intelligence gathering exercises, it's important that we now act on that data, and use it to inform and to develop our future communication and resident engagement activities. The SLWP is proposing a communications and resident engagement budget of £95,500 which can be broken down as follows:

Promotion	Spend
Garden waste promotional campaign	£10,000
Food waste recycling campaign	£75,000
Beddington ERF awareness campaign	£8,000
SLWP website	£2,000
TOTALS:	£95,000

Table Five Communications and Engagement Budget 2023/24

5. Financial Savings

5.1. The boroughs are all faced with challenging savings targets, and as such it is important to set out how the proposed budget will support cost savings. The following details the targeted savings that are projected as part of the above communications budget, and this equates to a 22.7% saving against the total SLWP budget for 2023/24.

	Spend	Saving
Green waste campaign	£10,000	£20,300
Food waste recycling	£75,000	£277,653
Total Saving		£297,953

Table Six Anticipated savings 23/24



PART A REPORT

Report to: South London Waste Partnership (SLWP) Joint Committee

Date: 12th January 2022

Author(s): John Haynes, Communications Advisor

Report title: **Communications and engagement update**

Summary

This paper provides an update to Members of the South London Waste Partnership Joint Committee on communications and stakeholder engagement activities relating to the Partnership's Phase A (transport & residual waste management, HRRC services and marketing of recyclates) and Phase B (residual waste treatment) contracts.

This report focuses on activity that has taken place between October and December 2022.

Recommendations

The Committee is asked to:

- Note the contents of this report and comment on any aspects of communications and engagement activities relating to the Phase A and Phase B contracts.

1. THE SOUTH LONDON WASTE PARTNERSHIP WEBSITE

- 1.1 An update on progress for the design of the new SLWP website was provided to the Committee in September 2022. Work to add content to the new site is ongoing.

2. HOUSEHOLD REUSE AND RECYCLING CENTRES (HRRCs)

- 2.1 This contract is operated by Veolia on behalf of the Partnership boroughs.
- 2.2 Site user satisfaction - Site user satisfaction surveys continue to be conducted at the six HRRC sites on a rolling basis.

- 2.3 A summary of the findings from these surveys is reported to this Committee in the Contract Management Reports, and uploaded to the SLWP website. Some changes have been made to the latest 'satisfaction dashboard' to improve the general layout and include results from the questions added to the survey in 2022 (relating to online booking systems, fair use policies, community re-use shops and the garden waste collection service).
- 2.4 Toy give-away event - On 15 December 2022, Veolia held a free toy give-away event at the Factory Lane Household Reuse and Recycling Centre (HRRC) in Croydon. The toys had been donated to the Community Reuse Shops at HRRC sites across the SLWP region. Veolia worked with local voluntary organisations to raise awareness of the event and issued a press release, which resulted in local press coverage.
- 2.5 The event was a success with many local families visiting the site and walking away with high quality toys that may otherwise have been thrown away. Veolia worked with local charities including Croydon Voluntary Action and the Coulsdon Manor Rotary Club to ensure any toys that were not claimed on the day still found good homes. The SLWP would like to thank Veolia staff who work on the HRRC contract for their efforts and enthusiasm in planning and delivering this event.
- 2.6 Promotion of Community Reuse Shops - At the last meeting of the SLWP Joint Committee, Members requested that more is done to promote the Community Reuse Shops at Kimpton Park Way (Sutton) and Fishers Farm (Croydon).
- 2.7 The SLWP Communications Advisor has been working with the Veolia communications team on a short promotional film to explain how the two Reuse Shops work and how residents from across the SLWP region can donate items for the reuse shops at their local HRRC. Filming took place on 16 December 2022 and the film will be ready to share via council communication channels in early 2023.

3. BEDDINGTON ENERGY RECOVERY FACILITY (ERF)

- 3.1 The Residual Waste Treatment Contract was awarded to Viridor in 2012. In order to fulfil the contract, Viridor has constructed a £205m state-of-the-art Energy Recovery Facility (ERF) in Beddington, Sutton. Household waste from the four Partner boroughs that either cannot be recycled or has not been sorted for recycling is treated at the facility and used to generate electricity.
- 3.2 The SLWP Communications Advisor continues to work closely with Viridor to:
- Ensure Viridor are meeting their contractual requirements with regards to communications and stakeholder engagement around the operation of the Beddington ERF

- Ensure local people understand why it is we need an ERF and provide reassurance around the safety of modern, well-run facilities such as this
 - Ensure the Partnership understands the views of local people with regards to waste treatment and ERF technologies in particular.
- 3.3 Permit variation application – On 10 November 2022, the Environment Agency (EA) launched a public consultation on an application by Viridor (operator of the Beddington ERF) to vary the facility’s environmental permit. If approved by the EA, the variation will allow the facility to treat 10% more waste.
- 3.4 The SLWP boroughs submitted a joint response to the consultation objecting to Viridor’s application. The joint SLWP response was published on the SLWP website ([South London Boroughs object to Viridor’s application to treat more waste at the Beddington Energy Recovery Facility](#)) and shared with trade and local media outlets, resulting in widespread press coverage. Residents were encouraged to visit the EA consultation website, read Viridor’s supporting documentation and express their views.
- 3.5 The SLWP Communications Advisor attended a special meeting on 24th November 2022, hosted by Viridor at the Beddington ERF, of the Beddington Community Liaison Group. The meeting was an opportunity for senior Viridor representatives to discuss their permit variation application in more detail with members of the group and for the group to ask questions.
- 3.6 The EA consultation ended on 23 December 2022 (6-week consultation period). More than 300 responses were submitted. The EA will take these consultation responses into consideration as part of their determination of the permit variation application. If they decide to grant the variation they will explain how they made their decision and how they have addressed the concerns that were raised. The EA says they will only issue a permit if they believe that harm to the environment, people and wildlife will be minimised and that the operator has the ability to meet the conditions of the permit.
- 3.7 If, following the first consultation process, the EA reaches the decision to issue the permit variation, they will then enter into a second phase of consultation called ‘Minded to issue’ consultation. Should this be required, the consultation process will follow the same pattern and timescale as the initial consultation.
- 3.8 Emissions – the environmental performance of the Beddington ERF is reported to this Committee in the Contract Management Report. Viridor continues to upload Emissions Monitoring Reports to the Beddington ERF Virtual Visitor Centre (www.beddingtonerf.info) twice per month.

3.9 The SLWP Communications Advisor will continue to work with Viridor to ensure local residents have access to timely and comprehensive information about the environmental performance of the facility via the Virtual Visitor Centre.

3.10 Gas bottle awareness campaign – in recent months, Viridor has reported a significant increase in the number of large nitrous oxide gas bottles arriving at the Beddington ERF, mixed in with general household waste. Intended for use in the catering industry, nitrous oxide (commonly known as laughing gas) is increasingly being used for recreational purposes. The gas is inhaled from a balloon and stored in canisters. Until recently these tended to be single-use canisters the size of a bullet, which could pass through the ERF without incident. In recent months however, it has become clear that people are increasingly buying and disposing of much larger canisters, approximately the size of a 2-litre water bottle (pictured, right). It is these ‘super-sized’ canisters that are causing operational challenges to the ERF.



3.11 Viridor is successfully intercepting hundreds of these gas bottles each month, but some go undetected and pass through the treatment process, which involves the waste being burnt, in strictly controlled conditions, at temperatures of 850°C. The pressurised gas bottles can explode in the intense heat, resulting in a sudden change in oxygen levels within the furnace, which in turn leads to a short-term spike in combustion-related emissions such as Volatile Organic Compounds and Carbon Monoxide.

3.12 The SLWP is supporting Viridor with their campaign to raise awareness of this issue amongst residents and business owners across the SLWP region. Viridor launched a public information campaign in November, with press adverts appearing in newspapers across the four SLWP boroughs. Further phases of the campaign will be rolled out in the first half of 2023, including advertising across the tram network and a targeted social media campaign.



- 3.13 Viridor’s gas bottle public information campaign will help raise awareness of the issue, but the most effective solution would be to stop the problem at its source. In January 2023 the Chair of the SLWP Joint Committee along with SLWP Officers will attend a round-table event at Westminster, hosted by Viridor. Also in attendance will be local MPs and representatives from the British Compressed Gas Association and ReSolve (the substance abuse charity). The round table event will be an opportunity to discuss the rapidly growing issue of recreational nitrous oxide use and the impact it is having on public health and waste treatment facilities. Local MPs will be asked to support a campaign to ban the retail sales of nitrous oxide, to ensure it can only be purchase only for legitimate use in the future.

4. Collections and street cleansing

- 4.1 Communication and engagement activities relating to recycling & waste collections and street cleansing are not formally under the remit of this Joint Committee. Nevertheless, this short summary of recent activity is provided to Members in order to provide a more complete picture of SLWP communication and engagement efforts.
- 4.2 Garden waste collection service promotion – the 2022 garden waste collection service promotional campaign is now complete and the following results were achieved:
- Targeted promotional letters sent: 89,543
 - Cost of letter campaign: £52,420
 - New subscribers: 3,006
 - Conversion rate: 3.36%
 - Total subscription income: £218,025 (SLWP share: c.£109,012)
 - Return on investment: £4.16 per £1 spent
- 4.3 This is a good return on investment for the campaign, particularly given that the campaign was delivered at a time when the ‘cost of living crisis’ was high on the national news agenda. Detailed analysis of the conversion rates will enable the SLWP boroughs and Veolia to target the campaign even more effectively in future years.

- 4.4 Food waste minimisation and recycling – a major food waste minimisation and recycling participation campaign was delivered successfully in partnership with the Veolia Education and Outreach in the autumn 2022.
- 4.5 Phase 1 (minimisation) September 2022 – a sticker containing food storage tips and signposting residents to the ‘Love Food Hate Waste’ website was applied to the lids of the outdoor food waste caddies of 15,000 households. All of these properties had been targeted over the last two years as part of the highly successful recycling participation campaign. This minimisation campaign will encourage them to take another step up the waste hierarchy and start wasting less food in the first place.
- 4.6 Phase 2 (recycling participation) October 2022 – 50,000 properties on collection rounds that produce relatively low food waste recycling tonnages were targeted with the following interventions:
- ‘No food waste’ sticker on the lid of the general waste bin
 - Leaflet put through the door with information on how to recycle food waste and the environmental benefit of doing so
 - A free roll of 12 food waste caddy lines
- 4.7 The results of this campaign (participation rate and food waste recycling tonnages) are currently being assessed and will be reported back to the next meeting of this Committee.
- 4.8 2023 collection calendars and annual recycling newsletters – copies of the 2023 collection calendars (86 versions in total) were provided to the boroughs in November to be uploaded to council websites and made available (via a postcode search tool) to residents.
- 4.9 Annual recycling newsletters were created for each borough, printed and distributed to every household across the SLWP region in December 2022. The newsletters contained information on:
- The results of phase 1 of the waste composition analysis in each borough – giving residents a sneak peek inside the ‘average’ rubbish bin in their borough and asking how theirs’ compares
 - A quick reference recycling and waste collection service guide
 - Hints and tips for reducing waste at Christmas
 - Changes to collections over the Christmas and New Year Period
- 4.10 Digital copies of the four newsletters can be found appended to this report.
- 4.11 Carbon reduction (plastics) campaign – the SLWP is planning to launch a carbon awareness campaign in the first quarter of 2023. The campaign will raise awareness of the carbon impact of putting plastic

items in the residual waste bin. It will inform residents that 'Not all waste is equal' when it comes to carbon impact and encourage them to use their household collection service to its full potential to recycle plastic bottles, pots, tubs and trays from around the home.

- 4.12 Intelligence gathered from the recent waste composition analysis project will be used to target households across the SLWP region where there is likely to be more plastic waste in the residual waste stream.
- 4.13 Veolia contract extension decision - During October and November 2022, the SLWP boroughs each made their decisions about whether or not to extend the Environmental Services ('Phase C, Lot 1') contract with Veolia (which incorporates waste collections and street cleansing). The officer recommendation in each of the four boroughs was not to extend and the four borough Committees agreed that recommendation.
- 4.14 Given the high profile, resident-facing nature of the services involved, it was important that the messaging was managed carefully. This was achieved through careful planning and the cooperation of the four SLWP boroughs and Veolia.
- 4.15 Working with residents to design services of the future – to support the four SLWP boroughs in recommissioning their waste collection and street cleansing services post-2025, the SLWP is coordinating a programme of resident co-design consultation exercises. This forward-looking exercise (asking residents what they want their services to look like in the future) will complement the more reflective triennial SLWP resident survey and will help the boroughs design service specifications that meet local needs.
- 4.16 The co-design project consists of three key elements:
- an online survey (one per borough) that is open to all;
 - a closed telephone survey conducted with a representative group of 1,600 residents (400 per borough) and
 - a series of eight focus groups (two per borough) providing an opportunity to explore issues raised in the surveys in more detail.

- Each of the surveys was adapted to reflect the priorities of the different boroughs. Each borough promoted the consultation in their respective areas, with some choosing to run pop-up roadshow events and hold online meetings.
- 4.17

The project is approaching its conclusion and all four boroughs will have received their Findings Reports in the coming weeks.

5. Legal impacts and implications

- 5.1 None

6. Communications

- 6.1 This report has been drafted by the Partnership's Communications Advisor, who works closely with the four SLWP boroughs and the partnership's commercial partners to ensure communications and engagements activities support the themes agreed in the SLWP Communications Strategy 2020-2022.

7. Recommendations

- 7.1 The Committee is asked to:
- Note the contents of this report and comment on any aspects of communications and engagement activities relating to the Phase A and Phase B contracts.



PART A REPORT

Report to: South London Waste Partnership (SLWP) Joint Committee

Date: 12th January 2023

Author(s): John Haynes, Communications Advisor

Report title: **SLWP Resident Survey (2022) Findings**

Summary

This paper provides an update to Members of the South London Waste Partnership Joint Committee on the findings of the recent 2022 SLWP resident survey, which has been conducted on a triennial basis since 2010.

Recommendations

The Committee is asked to:

- Note the contents of this report and comment on any aspects of the SLWP 2022 triennial resident survey.

1. Background and introduction

- 1.1 Following a competitive tender process (through RB Kingston), DJS Research was appointed on 13 June 2022 to conduct the 2022 triennial resident survey on behalf of the Partnership.
- 1.2 1,007 computer-aided telephone interviews (CATI) were conducted with a demographically representative sample of residents from across the SLWP region during July and August 2022. This robust approach provides findings with a maximum margin of error of +/-3% (at the 95% confidence level). This means that 19 times out of 20, the figures in the opinion poll will be within 3% of the 'true' answer you'd get if you interviewed the entire population.
- 1.3 As far as was possible, this 2022 survey used the same methodology as previous surveys conducted in 2010, 2013, 2016 and 2019, to enable direct comparisons to be made and long-term trends identified. In addition to the core 'tracker' questions, some new topics were explored for the first time this year including:
 - Covid-19 and how this has changed household waste and recycling habits

- Levels of carbon literacy amongst local residents and awareness of the initiatives the councils are working on to reduce the carbon impact of their environmental services
 - Opinion of the online booking systems and Fair Use Policies that have been introduced at some of the local Household Reuse and Recycling Centre (HRRC) sites within the SLWP region.
- 1.4 Alongside the core telephone survey, an additional 350 face-to-face surveys were conducted with residents who live in the six Wards closest to the Beddington Lane site (where the SLWP's residual waste management and treatment activities are focused):
- Beddington (Sutton)
 - Hackbridge (Sutton)
 - Broad Green Ward (Croydon)
 - West Thornton Ward (Croydon)
 - Cricket Green Ward (Merton)
 - Pollards Hill Ward (Merton)
- 1.5 This allows us to see whether the views of people who live closer to the Beddington site differ from those who live further afield. The findings from these face-to-face 'booster' surveys are subject to a maximum margin of error of +/-5.1% (at the 95% confidence level).

2. Survey findings

- 2.1 A copy of the Findings Report prepared independently by DJS Research and published in November 2022 is appended to this report.
- 2.2 A presentation of the key findings will be given to Members of the SLWP Joint Committee at the meeting on 12th January 2023. The following findings will be highlighted and discussed:

Challenges:

- There's been a slight dip in commitment to recycle since the peak in 2019 (post collection service change), although it is still higher than in 2016
- Younger residents (under 34s) still need to be encouraged to play their part and make more effort to recycle as much as they can
- Residents remain concerned that their recycling efforts do not make a difference; it's just a 'drop in the ocean'. They continue to do it because they know it's the 'right thing', but they need to be reassured that it's also worthwhile
- Trust (that everything that's sorted for recycling is *actually* recycled) has fallen slightly since a peak in 2019 and residents

have made it clear that they would like more information about where their recycling goes and what it's turned into

- Satisfaction with street cleansing services has dropped further, with around of third of residents now dissatisfied with cleanliness standards in residential roads and town centres
- Almost half of residents (42%) are concerned about emissions from energy recovery facilities (the same as in 2019), although these facilities remain popular as an alternative to landfill for dealing with non-recyclable waste

Reasons to be encouraged:

- Satisfaction with waste and recycling collection services has remained stable, despite the operational challenges experienced around Covid-19 and HGV driver shortages. Satisfaction with the garden waste collection service has improved
- The majority of residents agree that the Covid-19 pandemic resulted in them producing more waste at home - so we can expect waste volumes to continue to reduce as we return to pre-pandemic routines
- A small majority of residents feel they waste less and recycle more than they did one year ago
- Residents have a much more realistic view about their borough's current recycling rate - this can be used as a motivator to do even better
- Satisfaction with Household Reuse and Recycling Centres remains high - including the recently-introduced online booking forms (where used)
- There is increasing support for energy from waste as a good alternative to landfill for dealing with non-recyclable waste, with three-quarters now expressing that view when prompted. Support is equally high amongst residents in Wards surrounding the Beddington site (including Beddington Ward), where awareness of the Beddington ERF is also high

2.3 The findings from the survey will inform the Partnership's Joint Waste Strategy, Communications Strategy (2023-2025) and wider decision-making, service design and policy setting.

3. Legal impacts and implications

3.1 None

4. Communications

- 4.1 This report has been drafted by the Partnership's Communications Advisor, who works closely with the four SLWP boroughs and the partnership's commercial partners to ensure communications and engagements activities support the themes agreed in the SLWP Communications Strategy 2020-2022.

5. Recommendations

- 5.1 The Committee is asked to:
- Note the contents of this report and comment on any aspects of the SLWP 2022 triennial residents survey.



PART A REPORT

Report to: South London Waste Partnership (SLWP) Joint Committee

Date: 12th January 2023

Author(s): John Haynes, Communications Advisor

Report title: **Waste Composition Analysis Findings**

Summary

This paper provides an update to Members of the South London Waste Partnership Joint Committee on the findings of a recent waste composition analysis project that was conducted across two phases in the summer and autumn 2022.

Recommendations

The Committee is asked to:

- Note the contents of this report and comment on any aspects of the waste composition analysis project.

1. Background and introduction

- 1.1 Working with specialist environmental consultancy, Resource Futures, the SLWP boroughs conducted a comprehensive waste composition analysis exercise in 2022. Following best practise, the analysis was conducted across two phases (sampling at different times of year is important due to the seasonal variability in the composition of waste):
 - Phase 1 – July and August 2022
 - Phase 2 – October 2022
- 1.2 35,331kg of waste (residual, recycling and food) was sampled from 1,469 kerbside properties and 785 flatted properties. Resource Futures followed best practice and used the Office for National Statistics (ONS) London Output Area Classification (LOAC) tool to identify a representative sample of households in each of the four boroughs for inclusion in the study.
- 1.3 This robust methodology, and the substantial size of the sample, means that the findings are subject to a maximum standard error of +/-

3% at the SLWP level (and between +/-5.7% - +/-6.2% at borough level) at the 95% confidence level. In other words, we can be confident that 19 times out of 20, the figures obtained from the study will be within 3% (either way) of the 'true' figures you'd have got if waste samples had been taken from the entire SLWP population.

2. Findings

- 2.1 A summary of the interim findings from Phase 1 of the waste composition analysis project was presented to Members of the SLWP Joint Committee in September 2022. Members asked that the full findings were shared once phase 2 of the sampling had been completed.
- 2.2 A presentation of the key findings from both phases of the project will be given to Members of the SLWP Joint Committee at the meeting on 12th January 2023. The following findings will be highlighted and discussed:
- 55.7% of what's in the average residual waste bin (by weight) could have been recycled using the councils' recycling collection services. This includes food waste (29.2%), of which 12.5% was still in its packaging and 8.8% was edible/avoidable.
 - A further 8.5% of what's in the average residual waste bin could have been recycled at the local Household Reuse and Recycling Centre (HRRC), e.g. scrap metal and wood.
 - 7.1% of what's in the average residual waste bin could have been recycled at local shops/supermarkets (e.g. soft, flexible plastics)
 - 28.8% of what's in the average residual waste bin is considered difficult to recycle.
- 2.3 The findings from the waste composition analysis project will:
- Help the SLWP boroughs further improve their recycling rates by gaining a better understanding of what residents are putting in their residual waste bins and using this knowledge to tailor and target behaviour change campaigns accordingly.
 - Calculate capture rates per commodity, enabling the boroughs to understand where the improvement areas are so that we can target our communications and operational efforts in the areas where the most impact can be achieved.
 - Enable the SLWP boroughs to more accurately measure the carbon impact of their residual waste treatment activities and monitor progress against reduction targets.

- Support waste minimisation by identifying which items are currently going to the ERF which could be rehomed, reused or upcycled.
- Model the impacts of possible future national legislation changes such as a Deposit Return Scheme and free garden waste collections.

3. Legal impacts and implications

3.1 None

4. Communications

4.1 This report has been drafted by the Partnership's Communications Advisor, who works closely with the four SLWP boroughs and the partnership's commercial partners to ensure communications and engagements activities support the themes agreed in the SLWP Communications Strategy 2020-2022.

5. Recommendations

5.1 The Committee is asked to:

- Note the contents of this report and comment on any aspects of the waste composition analysis project.

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