

## **Waste and Recycling Committee**

Date: 13 July 2022

Subject: Contracts Update – Part A

Report of: Justin Lomax, Head of Contract Services,  
Waste and Resources Team

---

### **Purpose Of Report**

To update the Committee on performance of the Waste and Resource Management Services and Household Waste Recycling Centre Management Services Contracts that commenced on 1 June 2019.

### **Recommendations:**

Members of the Committee are recommended to:

1. Note and comment on the matters set out in the report.

### **Contact Officers**

Justin Lomax  
Head of Contract Services  
Waste and Resources Team  
[Justin.lomax@greatermanchester-ca.gov.uk](mailto:Justin.lomax@greatermanchester-ca.gov.uk)

## **Equalities Impact, Carbon and Sustainability Assessment:**

There are no equalities impacts arising from the matters set out in this report. A fundamental principle of the WRMS and HWRCMS contracts is the sustainable management of waste in order to reduce carbon emissions from landfill disposal. The carbon impacts of the contracts are monitored and provided annually by the contractor.

## **Risk Management**

Performance of the contracts and associated risks are captured in the GMCA corporate risk register.

## **Legal Considerations**

Activities set out in this report are in accordance with the terms of the WRMS and HWRCMS contracts.

## **Financial Consequences – Revenue**

Activities set out in this report are in accordance with the Waste revenue budget.

## **Financial Consequences – Capital**

Activities set out in this report are in accordance with the Waste capital budget.

**Number of attachments to the report:** None

## **Comments/recommendations from Overview & Scrutiny Committee**

N/A

## **Background Papers**

19/1/2019 - Waste Procurement, Corporate Issues and Reform Committee

## **Tracking/ Process**

Does this report relate to a major strategic decision, as set out in the GMCA Constitution

Yes

## **Exemption from call in**

Are there any aspects in this report which means it should be considered to be exempt from call in by the relevant Scrutiny Committee on the grounds of urgency? N/A

**GM Transport Committee**

N/A

**Overview and Scrutiny Committee**

N/A

## 1. Introduction

This report provides the Waste and Recycling Committee with an overview of performance of the Waste and Resources Management Services (WRMS) and the Household Waste Recycling Centre Management Services (HWRCMS) Contracts, with updates on key issues currently affecting the waste management services during this period.

## 2. Contract Performance

This report uses cumulative annual data, for the period up to the end of Quarter 4 (April 2021 to March 2022) of the financial year 2021/22 (Contract year 3), for the two Contracts held by Suez. This is the latest verified data available at the time of writing of the report.

### 2.1 Cumulative Data

Data is also provided for comparison with the same period of the previous year, 2020/21:

<b>Year to Date Performance – 2021/22 - Cumulative (April 21 to March 22)</b>	<b>2021 / 2022</b>	<b>2020 / 2021</b>
<b>OVERALL Combined Performance</b>		
<b>Total arisings (t)</b>	1,103,077	1,129,122
<b>Recycling Rate (%)</b>	45.98	45.79
<b>Diversion Rate (%)</b>	99.14	98.50
<b>HWRC Combined Performance</b>		
Recycling Rate (Household Waste) %	49.28	46.42
Diversion (Household Waste) %	97.45	97.36
<b>Longley Lane MRF</b>		
Rejected Kerbside Recycling Collections (t)	2,498	7,412
MRF Contamination Rate (Commingled) %	13.15	17.67

### 2.2 Total Waste Arisings

Total waste arisings for this period were just over 1.1 million tonnes(t), which is slightly lower than for the previous year (2020/21), with a marginal improvement in recycling levels, to almost 46%.

## **2.3 Landfill Diversion**

Landfill diversion has also been maintained, remaining at a high rate of over 99% of material diverted away from landfill disposal.

## **2.4 HWRC Recycling Rate**

At the HWRCs (combined for both Contracts = 20 sites total, with 9 sites in the WRMS contract plus 11 in the HWRCMS contract) the combined recycling rate was over 49% - an increase of nearly 3% compared to the same period last year. For both contracts combined, the overall diversion of HWRC materials is over 97%.

## **2.5 Overall Recycling Rate**

In summary, the overall performance for Contract year 3 (2021/22), across both contracts combined, achieved a recycling rate over 49%, resulting in a diversion from landfill rate of over 97%.

## **2.6 Contamination Levels**

Contamination levels of kerbside collected recyclate, from unacceptable materials extracted by the MRF process, have remained around 13% - meaning there has been a reduction of 4.5% less incorrect material needing to be extracted from this stream, when compared to last year. For the tonnage of collected WCA loads rejected at the reception points across the Contract, the significant positive trend has continued downwards, with over 66% less tonnage from rejected loads (nearly 5kt lower than last year). Whilst this position continues to improve, recycling collections still had c.2.5kt rejected due to contamination being above acceptable levels, requiring ongoing measures to reduce contamination and encourage accurate recycling by residents.

## **3. Health And Safety**

Health and Safety statistics are provided monthly in the Contractor Monthly Services Reports for each Contract and are considered at the monthly Suez Contract Management meeting.

### **3.1 Reporting Categories**

Health and Safety data is reported in key categories, separating incidents involving the Contractor staff and operations, from those involving members of the public (MoP), plus a Near Miss category. Near miss, Incident and Notifiable Incident data is collected centrally and analysed to feed into local, regional and national lessons learned across the Contractor organisation and communicated to all staff.

### **3.2 RIDDORS**

For the annual position, up to the end of Quarter 4 (April 2021 to March 2022) the total of RIDDOR incidents remained at a total of 2 (ie no further incidents since the last Report), both of which have been previously reported to the Committee. They related to an operative striking their finger whilst using a hammer and a scald injury following a vehicle overheating. In both cases, safe working practices and procedures were consequently reviewed, with alternative methods and guidance issued.

## **4. HWRC Overview**

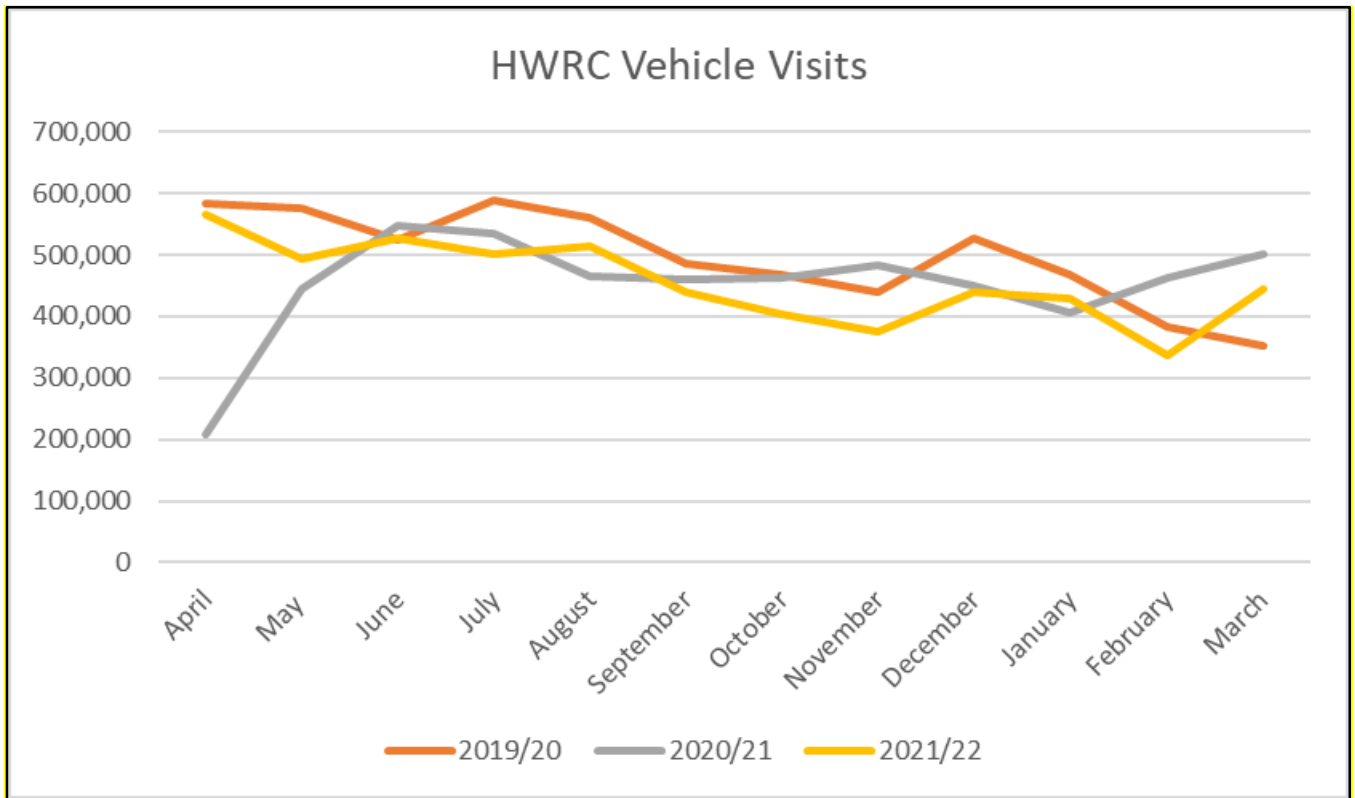
### **4.1 HWRC Visit Levels**

The graph below shows monthly HWRC visit levels over the financial year 2021/22, covering April 21 to March 22 (Yellow line in graph below), compared to the three previous years.

Overall, with almost 5.5 million visits over the year 2021/22, the HWRC visitor numbers have stayed below levels seen in the pre-Covid years and were only c.1% higher than in 2019/20, (Covid Lockdown 1 meant the sites were closed in April 2019, with a gradual re-opening over Quarter 1 of 19/20 – see the Grey line in graph below).

Also, note that the seasonal upturn in visitor numbers usually seen in March time, was not seen in March 2019, as this month was also affected by Covid impacts.

Since July 21, the visitor numbers settled, following Covid effects, and have begun to follow similar seasonal trends to the years prior to the impact of Lockdown restrictions, although at 8% lower than 19/20 levels.

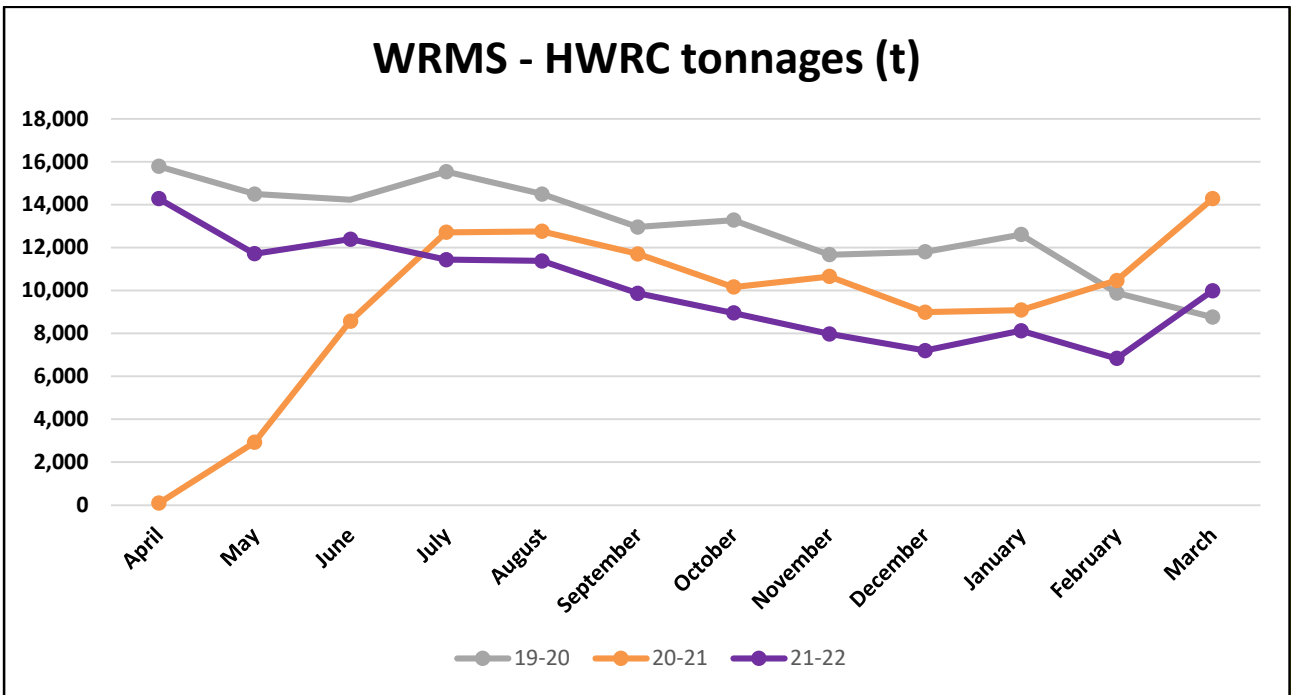


#### 4.2 WRMS Contract HWRC Tonnage Levels

The data in the table below shows the tonnages received at the 9 HWRCs in the WRMS contract for the Contract year 2021/22 (Purple line in graph below), with a month-on-month comparison for the previous two years.

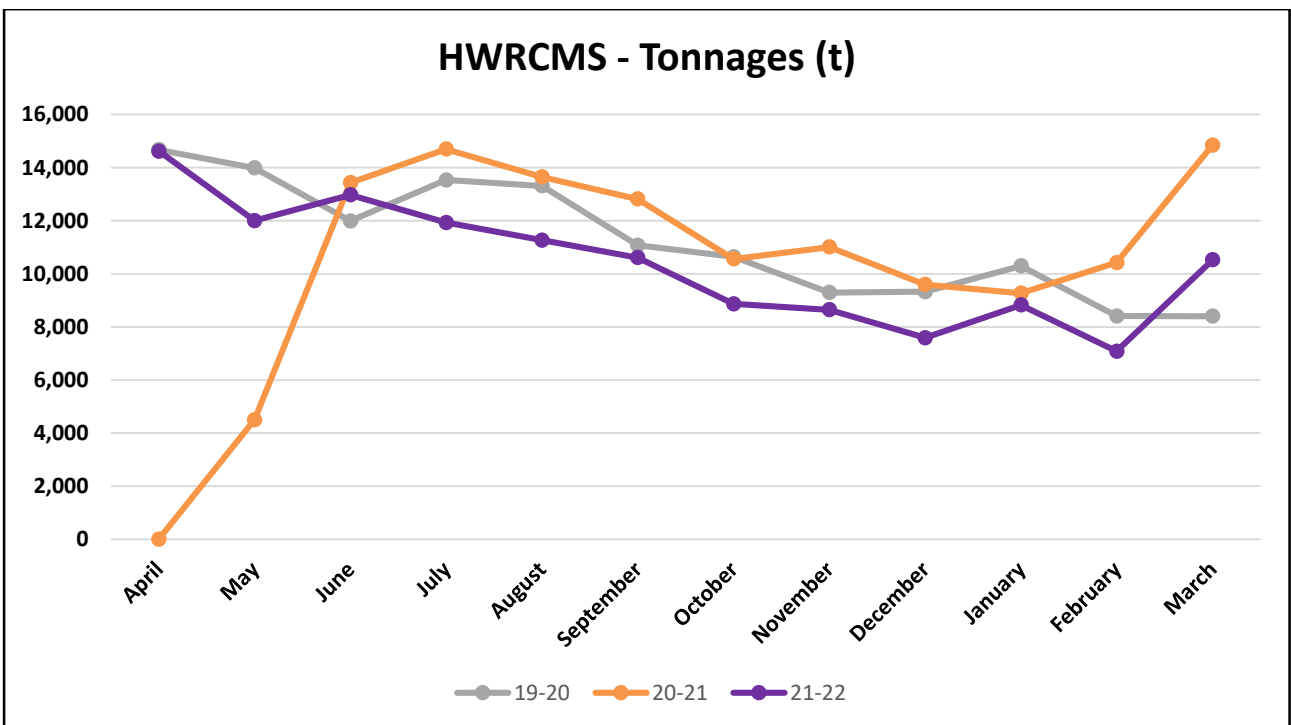
2020/21 data was directly impacted by Covid restrictions, so a more indicative comparison is against the 2019/20 tonnage.

Tonnage levels in 2021/22 remained below pre-Covid-year levels, with consistently less household material being received at sites than in 2019/20 (with the exception of March 2020, which was also affected by the onset of the Covid impacts).



### 4.3 HWRCMS Contract HWRC Tonnage Levels

The table below shows the tonnages received at the 11 HWRCs in the HWRCMS contract for the Contract year 2021/22 (Purple line in graph below), with a month-on-month comparison for the previous two years. Trends are very similar to WRMS sites.





#### **4.4 Overall Combined HWRC Tonnage Levels**

Overall, the cumulative figures, up to the year end for 21/22, show that the household tonnages going through the 20 HWRCs, across both Contracts, are 20% lower than the same period of the 2019/20 (pre-Covid year) arisings. This equates to c.50k tonnes less material being delivered to these sites over the 12 month period.

### **5. Household Waste Recycling Centre Usage Update (including car ANPR, van permit and height barriers)**

Since the adoption of the HWRC Access Policy in 2019 there have been some significant developments in the management and use of the HWRCs which contribute to the aims of that policy. This report provides an update on the usage of the HWRC network over the last year, the impact of the van permits scheme and some early feedback on the height barrier removal trial allowing high side vehicles into the HWRCs.

#### **5.1 ANPR Analysis of Car User Visits**

The HWRC Access Policy sets an allocation of 52 HWRC visits per annum per individual car registration. This is monitored through each site's automatic number recognition system (ANPR) which counts each visit for each registration (it is not then linked to other external databases). Registrations that are close to or over the 52 visit allocation receive an additional enquiry by the site's meet and greet operative to ensure the waste brought to site is genuinely household waste.

At the end of contract year 2021/2022 an analysis of ANPR data was undertaken to assess site usage by car users particularly. This analysis was based on four months of data because of the volume of data the ANPR system generates. The key points of the analysis are:

- 2,581 registrations visited more than 52 times in the year – of these the average is 64 visits;
- This represents only 0.6% of total visits;
- The highest user – 204 visits but this includes regular visits to the site's Renew shop; and

- Based on the four-month sample analysis each unique car visits 1.35 times each month - 16 times a year, significantly below the 52 visit allocation.

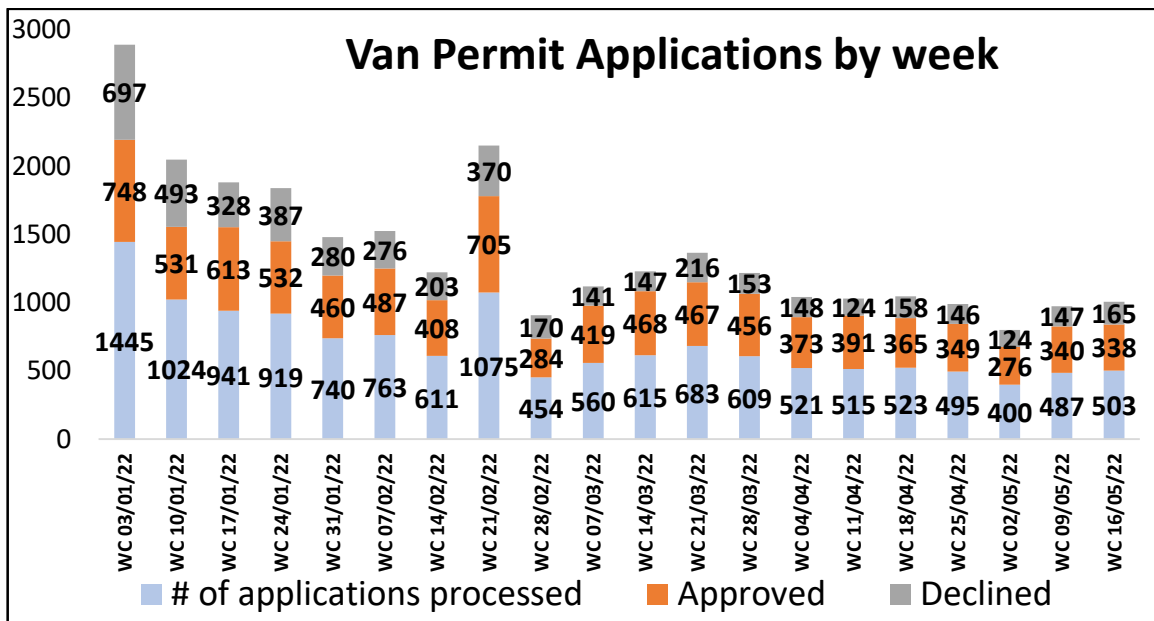
The analysis indicates car owners visit on average 16 times each year and this provides the evidence to support the allocation of 18 permits for van owners giving them comparable average usage access to cars.

The key action to be pursued from the analysis is the need to continue to focus on the 'top ten' car visitors using ANPR data and flag any registrations that suggest traders may be accessing the sites. All site visitors, irrespective of visit history, may be asked about the origin of their waste to ensure trade waste is eliminated from GM's household waste arisings.

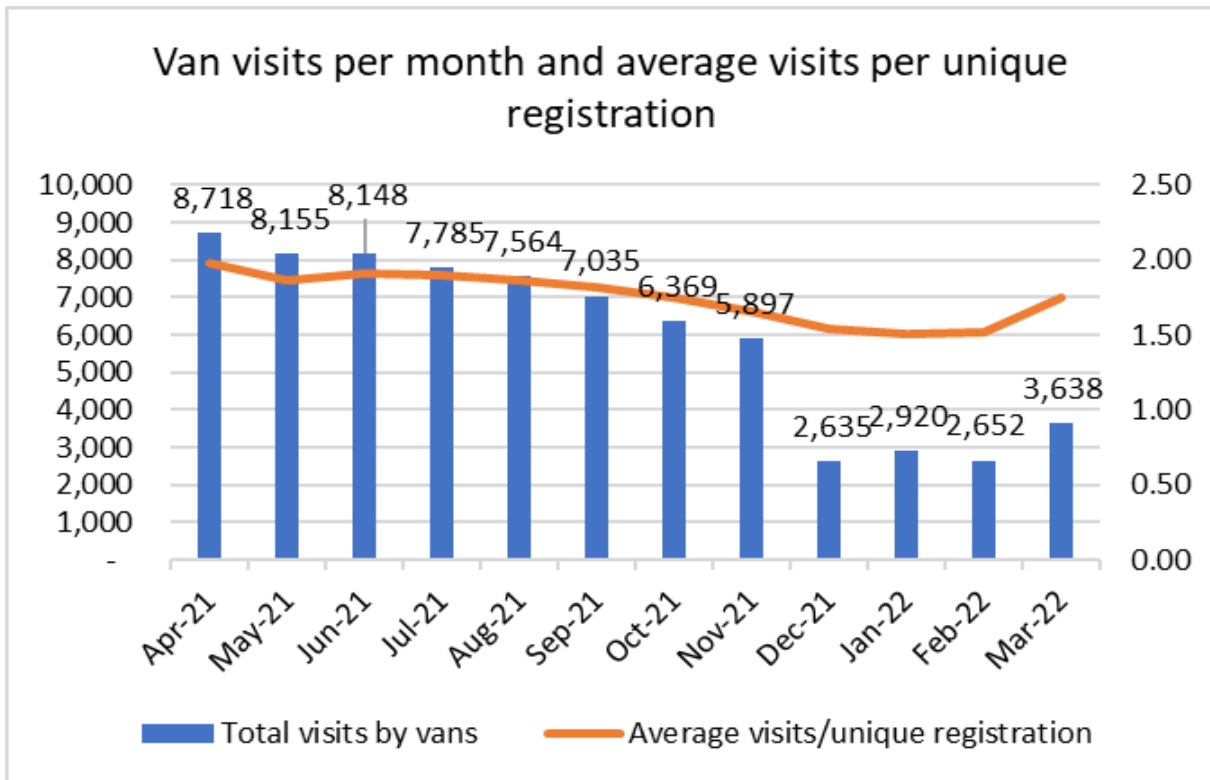
## **5.2 Van Permit Scheme Update**

The van permit scheme has been in place since December 2021. The scheme gives householders who own a van up to 18 visits to our HWRCs annually. Van owners need to apply to Suez via an online portal providing address and van ownership evidence to receive a QR code that is scanned at the HWRC gate to allow access.

From the start of 2022 the number of weekly permit applications has steadily declined from its pre-Christmas peaks (see the graph below) and numbers are now relatively steady suggesting that we are now only receiving applications from occasional visitors who own vans. The proportion of permits approved has increased to 67%.



As the graph below illustrates, the number of vans visiting our HWRCs has reduced significantly from December 2021 (over halved).



### 5.3 Height Barrier ‘Removal’ Trial

As reported at the last meeting Suez, following the successful implementation of the van permit scheme, had proposed to ‘lock off’ the 2 metre height barriers at the HWRCs so that high sided vehicles could access these sites. The advantages to this included the

removal of the need for high sided vehicle drivers to provide their own Personal Protective Equipment (PPE) to access the transfer loading stations and the ability to capture more of this waste for recycling. High sided vans are still subject to the permit scheme.

The trial commenced in mid-May and runs until September. Early indications are that the move is popular with high sided vehicle owners and that more material is being segregated for recycling. At the time of writing no firm data could be provided and updates will be reported to future meetings of the Committee.