

**WASTE AND RECYCLING COMMITTEE MEETING**

Date: 12<sup>th</sup> March 2020  
Subject: Contracts Update – Part A  
Report of: Justin Lomax, Head of Contract Services, Waste and Resources Team

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**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<sup>st</sup> June 2019.

**RECOMMENDATIONS:**

The Committee is recommended to:

- i) Note and comment on the performance of the Contracts;
- ii) Support the principal of establishing dedicated HWRC enforcement resources and request further details be provided to a future meeting of the Committee; and
- iii) Request further detailed proposals for a van permit scheme be developed and presented to a future meeting of the Committee.

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Comments and/or recommendation from the relevant Overview & Scrutiny Committee

Risk Management - see paragraph 6.1

Legal Considerations – see paragraph 7.1

Financial Consequences – Revenue - see paragraph 7.1

Financial Consequences – Capital - see paragraph 7.1

**BACKGROUND PAPERS:**

<b>TRACKING/PROCESS</b>	
Does this report relate to a major strategic decision, as set out in the GMCA Constitution (paragraph 14.2) or in the process (paragraph 13.1 AGMA Constitution) agreed by the AGMA Executive Board:	No
<b>EXEMPTION FROM CALL IN</b>	
Are there any aspects in this report which means it should be considered to be exempt from call in by the AGMA Scrutiny Pool on the grounds of urgency?	N/A

## 1. INTRODUCTION

- 1.1 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.
- 1.2 Performance reporting provided uses verified data to the end of November 2019 (month 6 of the new Contracts).
- 1.3 A progress update on the works at Chichester Street in Rochdale and Reliance Street is provide as well as an update on the implementation of the Household Waste Recycling Centre access restriction policy.

## 2. CONTRACT PERFORMANCE

- 2.1 This report uses verified data, which at the time of writing was available for the period from April to the end of November 2019. For April and May, the data is taken from the final 2 months of the Interim (Run off) Contract with Viridor; then from June to November from the first 6 months of the 2 Contracts with Suez.
- 2.2 Data for the annual position (financial year 2019/20) is provided below, to show the overall position for comparison to the previous year:

<b>Annual Performance Comparison (Year to date – April to November)</b>	<b>2019 / 2020</b>	<b>2018 / 2019</b>
<b>OVERALL performance</b>		
Total arisings (t)	767,487.62	761,070.45
Recycling Rate (%)	46.78%	46.87%
Landfill Diversion Rate (%)	91.67%	90.34%
<b>HWRC performance</b>		
Recycling Rate (Household Waste) %	41.89%	43.68%
Diversion (Total Arising, inc. rubble) %	90.32%	77.92%
<b>Longley Lane MRF</b>		
Rejection of Kerbside Recycling Collections (t)	429.35	662.01
MRF Contamination Rate (Commingled) %	18.61%	18.75%

- 2.3 Total waste arisings were approaching 770k tonnes, which is close to 1% higher than for the same period of last year. The recycling rate currently remains at nearly 47%, although actual tonnage of material recycled is slightly higher for this year, this is balanced by the increase in overall arisings.

- 2.4 Landfill diversion figures continue to show a positive trend, with an increased diversion rate towards 92%, which is over 1% higher than in this period last year. Landfilled tonnage was nearly 10kt lower than for this time last year.
- 2.5 At the HWRCs (across the 2 Contracts = 9 sites in WRMS and 11 in HWRCMS) the combined recycling rate is at nearly 42%, with an increased diversion rate reaching over 90% across all HWRC sites. The overall household waste recycling performance at the HWRCs is currently lower than the same period for last year, however, the landfill diversion rate has significantly increased, by over 12%. The higher recycling rate for last year reflects the higher capture of green waste due to the dry weather in the summer, the same level of green waste arisings have not happened this year due to poorer weather conditions. Increased staffing levels combined with the introduction of new initiatives to capture carpets and mattresses for recycling from December 2019 will improve performance at the sites.
- 2.6 In summary, the overall performance for both contracts for the period April to November 2019/20, shows a diversion rate of nearly 92% and recycling at 47%. Whilst overall arisings have grown, this has been offset by increased recycling and diversion from landfill.
- 2.7 Contamination levels of kerbside collected recyclates, from unacceptable materials extracted by the MRF process, were slightly lower at c.19%. The tonnage of materials rejected at the point of reception, from collected WCA loads, was c.430 tonnes, remaining significantly lower than this period of the previous year.

### **3. HEALTH AND SAFETY**

- 3.1 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.
- 3.1.1 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 (Suez) and communicated to all staff.
- 3.2 The Committee were updated on the two RIDDOR incidents up to September 2019 at previous meetings. Unfortunately, a further RIDDOR incident was reported in October. The incident involved a member of staff tripping and falling on office stairs, which resulted in bruising and a fractured rib.

### **4. CONSTRUCTION AND HWRC WORKS UPDATE**

- 4.1 Works at Chichester Street, Rochdale on the biowaste transfer loading station have progressed well. At the time of writing the position was as follows:
- Primary structural steelwork installation 100% completed;

- Cladding rails installation 100% completed;
- Temporary safety netting to roof installed;
- Roof cladding circa 30% installed;
- Pile caps exposed under vehicle manoeuvring slab; and
- Fire main installation and services ducting commenced.

4.2 Bad weather and high winds during the latter part of February have impacted on the cladding progress, however, this has not affected the overall programme. Key activities in the next period will be to complete the cladding works and then the commencement of the electrical installation for lighting, fire detection and alarm systems.

4.3 Works at Reliance Street, Newton Heath on the mechanical treatment and reception (MTR) facility are also progressing well. At the time of writing the position was as follows:

- All reception pits filled with hardcore to create working platform inside the reception building;
- Demolition of reception building 50% completed, all internals removed;
- Pipebridge removed;
- Dismantling, breaking down and removal of equipment from pulper building;
- Pulper building demolition completed; and
- Steelwork design commenced.

4.4 Key activities for the next stage are the completion of the demolition by 27<sup>th</sup> March and then commencement of piling in April. A presentation will be provided to the meeting showing progress photos for each site.

## **5. HWRC ACCESS CONTROL POLICY**

5.1 The HWRC access restriction policy came into effect on Monday 10<sup>th</sup> February 2020. Prior to this, starting on 26<sup>th</sup> December 2019, information leaflets and trade waste information packs were issued to site users at every site. The website was updated with information regarding the implementation of the scheme and social media channels were used to promote and publicise this change to the services. The service change was covered in the media with articles in the Manchester Evening News and Bolton Evening News. There was some misreporting of the access limit for cars stating that this was one visit per week as opposed to 52 visits in a 12 month period. This misreporting resulted in a lot of telephone and social media contact from residents and required a significant amount of clarification responses to be issued as well as issue of further press releases to confirm the actual thresholds and how they will be applied.

5.2 Complaint levels to date have been low with the following formal written complaints received by Suez since the publicising of the scheme in December 2019:

- December 19 – 20 complaints;
- January 20 – 8 complaints; and
- February 20 (to 23rd February only) – 18 complaints.

5.3 In the first 2 weeks of the scheme following implementation on the 10<sup>th</sup> February 2019, numbers of vehicle visits were down when compared to previous months. This may be due to the weather in that period with Storm Ciara and Storm Dennis both bringing heavy rain and high winds which will have discouraged some site users. There was also a reduction in numbers of vans visiting the sites which may be as a result of the scheme implementation. The number of visits is set out below:

<b>Vehicle Type</b>	<b>December 19</b>	<b>January 20</b>	<b>February 20*</b>
Car	511,828	445,941	312,362
Van	13,952	20,307	10,894
<b>Total</b>	<b>525,780</b>	<b>466,248</b>	<b>323,256</b>

\* data for period 1<sup>st</sup> February to 23<sup>rd</sup> February only

- 5.4 Analysis of the Automatic Number Plate Recognition (ANPR) system is being undertaken at the time of writing and data for the full month of February 2020 will be presented at the meeting.
- 5.5 Additional security personnel have been deployed at 4 sites since the 10<sup>th</sup> February with additional mobile patrols then being deployed at other sites as necessary. In the first month of the scheme the main focus has been to stop vehicles from parking outside the site and attempting to walk waste into the sites. This is in order to control the health and safety on the site access roads and remove pedestrians from the road way. The numbers of genuine residents that live locally attempting to walk waste into sites has been very low with 5 incidents recorded to 23rd February. In all cases the small quantity of waste each was carrying was accepted by site operatives at the gate and disposed of appropriately in the site. Traders have sought to adapt to the measures to prevent walk ins and have been observed changing number plates prior to entering the sites, obscuring number plates with tape, tailgating other vehicles to avoid the ANPR and offloading from a van to a car outside the site and then making multiple trips with the car to offload their waste. In order to address these issues, additional traffic calming measures are being installed to slow vehicles down as they access the sites to ensure number plate capture and officers are in discussion with other agencies regarding the vehicle offences that may be being committed. Enforcement officers from district councils have also been on sites and are reviewing potential locations for CCTV cameras in the vicinity of the HWRCs to further deter parking infringements and offences outside sites. Parking restrictions outside the sites are also being reviewed with districts reviewing each location for potential enforceable parking and unloading restrictions.

- 5.6 Support has been provided by district enforcement officers during the implementation phase of the scheme in February 20 with further support to be provided through multi agency events and enforcement days. However, to give consistent and ongoing, targeted enforcement resources specifically to the HWRC network, work is underway with WCAs to develop a GM co-ordinated enforcement approach. One option that is being considered as part of this, is to create a dedicated GM resource. The funding for the final solution would be included in the waste levy in future years and shared equally by the nine districts. This will include enforcement activity across the network of 20 sites, which will be prioritised according to need. The legal framework to enable this is being reviewed and subject to confirmation, proposals will be fully developed. The Committee is recommended to support the principle of establishing this dedicated enforcement resource.
- 5.7 Looking ahead, it may be necessary to consider further controls around vans accessing the sites. Based on observations on site, it is evident that vans make up a significant proportion of the vehicles that are abusing the sites with trade waste. In some cases, individual vans are attending sites in excess of 50 times in a month and clearly cannot be depositing household waste. In other local authority areas where access controls have been implemented at HWRCs, the local authorities have typically evolved their access policies to then include a permit scheme for vans that may be used by a householder to deposit household waste. There are range of schemes in operation, some based on paper permits with site staff crosschecking vehicles and numbers of visits on site and others which are web based and use an electronic permit that must be shown on a phone or tablet in order to access the HWRC. Given the number of HWRCs and level of use in Greater Manchester an electronic system is favoured given the reduced administration requirement.
- 5.8 An example of a scheme of this type is that which is in operation in Hertfordshire. Details can be found at: [https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/recycling-and-waste/recycling-and-waste.aspx?utm\\_source=homepage&utm\\_medium=top%20task%20tiles&utm\\_campaign=top%20task%20tracking&utm\\_term=recycling%20and%20waste](https://www.hertfordshire.gov.uk/services/recycling-waste-and-environment/recycling-and-waste/recycling-and-waste.aspx?utm_source=homepage&utm_medium=top%20task%20tiles&utm_campaign=top%20task%20tracking&utm_term=recycling%20and%20waste)
- 5.9 The scheme requires a resident with a van that wants to access the HWRCs to apply on line to set up an account. Once they have done this and entered their details and details of the vehicle, they are issued with a unique electronic permit that is valid for 12 visits in a 12 month period (the GMCA scheme is currently set at 18 visits in a 12 month period for a van). On arrival at site, the permit must be shown, the waste checked and the number of remaining visits is then adjusted and recorded. A similar scheme could be developed for GMCA HWRCs and ideally linked to the ANPR system so that each visit is automatically recorded and the permit holder can check their account on line to see how many remaining visits they have. It is recommended that officers review other schemes and present the outcome of this review with recommendations to a future meeting of the Committee. This will give time for data to be compiled on how the scheme is operating in practice and also to determine what

additional measures may be required based on how traders seek to adapt their behaviour to continue to access the sites to deposit trade waste illegally.

## **6. RISK MANAGEMENT**

- 6.1 Risks arising from the WRMS and HWRCMS contracts are reflected in the GMCA Corporate Risk Register.

## **7. FINANCE AND LEGAL CONSIDERATIONS**

- 7.1 Activities described in this report are in line with revenue and capital budgets for 2019/20 and are in accordance with the terms of the WRMS and HWRCMS contracts.