

Annual Report

April 2017 to March 2018



Executive Summary

Veolia Environmental Services Nottinghamshire Ltd (Veolia) has been operating Nottinghamshire's waste and recycling services for Nottinghamshire County Council (NCC) since 2005 through the 26 year PFI Contract.

This annual report covers activities during the period April 2017 to March 2018, the twelfth year of the PFI project agreement.

Veolia invoiced NCC £27.3 million (excluding VAT) for waste management services during this review period.

Veolia's new Refuse Derived Fuel (RDF) facility commenced operations at the beginning of the contract year. Welshcroft Close provides Ashfield and Mansfield District Councils with a dedicated contract facility for their non-recyclable wastes giving both waste collection authorities priority turnaround times when tipping at the facility.

Recycle for Nottinghamshire continued to deliver educational sessions for schools, and tours and presentations to a wide range of organisations who were interested in recycling and wanted to see how the materials recovery facility sorts the kerbside collections from Nottinghamshire residents.

Veolia's Christmas campaign encouraged residents to recycle drinks cans and plastic bottles to help raise money for local people being cared for at Nottinghamshire Hospice, Nottinghamshire County Council Chairman's nominated charity. As a result of the campaign £2,995 was donated to the Nottinghamshire Hospice.

Veolia's composting site at Oxtun was extended and refurbished during the winter. A new entrance road to the site has been constructed allowing deliveries to be accepted seven days a week. In addition these works have increased the capacity for processing compostable waste at the site.

Veolia looks forward to working in partnership with NCC over the next twelve months to improve Nottinghamshire's recycling, composting and diversion performance.



Annual Service Report

Annual Waste Summary - WCA (tonnes)

	Type	ADC	BDC	BBC	GBC	MDC	NSDC	RBC	Total
Part A	Composted Waste	8,465	2,116	6,258	5,152	7,238	1,754	12,944	43,927
Part B	Landfill	10	949	9,463	2,885	0	201	7,068	20,575
	Treatment (Diverted from Landfill)	27,950	32,599	15,672	27,866	30,313	32,935	15,340	182,675
Part D	Recycling	8,008	6,608	6,877	7,441	6,572	7,606	7,413	50,525
	Mechanical Streetsweepings	1,159	1,261	1,147	1,221	1,122	1,675	832	8,416
Other	Other Recycling	0	19	13	108	12	10	32	194
Total		45,591	43,551	39,429	44,673	45,257	44,182	43,629	306,312

Annual Waste Summary - HWRC (tonnes)

HWRC	HWRC Waste	Tonnage
Part A	Waste Composted	21,805
Part B	Waste Diverted from Landfill	12,623
	Waste Landfilled	319
	Charity Waste sent to Landfill	460
Part C	Waste Recycled	30,682
	Inert Waste	18,347
Total		84,237



Annual Waste Summary - WCA (Percentage)

	Type	ADC	BDC	BBC	GBC	MDC	NSDC	RBC	Total
Part A	Composted Waste	2.76%	0.69%	2.04%	1.68%	2.36%	0.57%	4.23%	14.34%
Part B	Landfill	0.00%	0.31%	3.09%	0.94%	0.00%	0.07%	2.31%	6.72%
	Treatment (Diverted from Landfill)	9.12%	10.64%	5.12%	9.10%	9.90%	10.75%	5.01%	59.64%
Part D	Recycling	2.61%	2.16%	2.24%	2.43%	2.15%	2.48%	2.42%	16.49%
	Mechanical Streetsweepings	0.38%	0.41%	0.37%	0.40%	0.37%	0.55%	0.27%	2.75%
Other	Other Recycling	0.00%	0.01%	0.00%	0.04%	0.00%	0.00%	0.01%	0.06%
	Total	14.88%	14.22%	12.87%	14.58%	14.77%	14.42%	14.24%	100.00%

HWRC Waste Treatment Summary (Percentage)

HWRC Waste	Percentage
Waste Composted	25.88%
Waste Diverted from Landfill	14.99%
Waste Landfilled	0.38%
Charity Waste sent to Landfill	0.55%
Waste Recycled	36.42%
Inert Waste	21.78%
Total	100.00%

Annual Facility Availability Summary

Site	Units of Availability	
	Contractual	Actual
Mansfield MRF	10,012	15,759
Giltbrook TS	15,759	15,759
Freeth Street	15,759	15,759
Newark TS	15,759	15,759
Worksop TS	15,759	15,759
Welshcroft Close RDF	15,759	15,759
HWRCs	180,096	180,093



Part A: Composting Services

A chargeable kerbside collection service for compostable green waste is provided by all seven Waste Collection Authorities (WCAs) in Nottinghamshire.

Nottinghamshire residents may also deliver compostable green waste (free of charge) to all 12 recycling centres operated by Veolia.

During the review period 65,732 tonnes of green compostable waste was handled through the Contract; 43,927 tonnes was collected by the WCAs and 21,805 tonnes was delivered to recycling centres by residents. A 2.6% reduction on the previous years tonnages.

Once collected the compostable green waste was taken for processing at the following facilities:-

- Veolia, Oxtun
- Freeland Horticulture, Doncaster
- Sherwood Farms, Stragglethorpe
- Stanton Recycling Ltd, Ilkeston

Regular liaison meetings have taken place with the composting sites to ensure that a high quality service is maintained for both the WCAs and the recycling centre network.



Part B: Residual Waste Management and Disposal Services

During the review period the management of residual waste saw the majority of non-recyclable waste sent for treatment with energy recovery or treatment to a refuse derived fuel (RDF) with energy recovery. Disposal to landfill was minimised and generally only used during planned and unplanned outage periods at the energy recovery facilities.

The WCAs direct delivered 203,250 tonnes of residual waste to transfer stations or treatment facilities. Bulky wastes not suitable for thermal treatment were transferred to landfill for disposal.

Welshcroft Close transfer station commenced operations on 31st March 2017. The facility is operated under a permit issued by the Environment Agency with a maximum capacity of 75,000 tonne per annum.

This new Contract facility has been provided for Ashfield and Mansfield District Councils to deliver their residual waste where it is then processed. The waste is shredded, then baled and wrapped in plastic before being exported for treatment with energy recovery.

The facility attracted a significant amount of interest in the local area when it commenced operations and as a result a Community Liaison Group was formed to respond to questions and concerns from residents, local elected members and businesses in the surrounding area.

During the four week planned shutdown at Veolia Sheffield waste from Newark & Sherwood and Bassetlaw District Councils was transferred to both alternative treatment facilities and landfill.

Eastcroft shutdown waste from Broxtowe, Gedling and Rushcliffe Borough Councils was managed by Veolia through the transfer stations at Freeth Street and Derby and then transferred to third party treatment facilities or to landfill for disposal. The four week planned shutdown at Eastcroft EfW was extended to twelve weeks due to operational issues at the site. This resulted in more waste going to landfill that would be normal in a four week planned shutdown.

Recycling centres handled 13,403 tonnes of residual waste during the review period. The majority of this waste was treated locally to either a RDF or Solid Recovered Fuel (SRF) and then treated with energy recovery.

Regular liaison meetings take place with the WCAs to ensure that a high quality service is maintained at the contract transfer stations.

Nottinghamshire County Council continued to provide a chargeable service for the disposal of asbestos which is received at Freeth Street transfer station. A total of 40 tonnes of asbestos was received and disposed of at appropriately licensed landfill sites during the review period.



Part C: Household Waste Recycling Centre Services

Veolia operated 12 recycling centres across Nottinghamshire during the review period. The recycling centres are designed to ensure that they are easy for residents to use and provide the maximum opportunity for recycling. In March 2018 the site signage design was refreshed and the new signs were installed on all sites over a period of six weeks.

Each site adheres to a corporate style and accepts a wide range of household waste types.



The 12 facilities are located across the County as shown below:-

Recycling Centre Location	Waste Collection Authority Area
Hucknall RC, Wigwam Lane, Hucknall Kirkby RC, Sidings Road, Lowmoor Industrial Estate, Kirkby	Ashfield District Council
Retford RC, Hallcroft Road, Retford Worksop RC, Shireoakes Road, Worksop	Bassetlaw District Council
Beeston RC, Lilac Grove, Beeston Gitbrook RC, Gilthill, Giltbrook	Broxtowe Borough Council
Calverton RC, Hollingwood Lane, Calverton	Gedling Borough Council
Mansfield RC, Kestral Park, Kestral Road, Mansfield Warsop RC, Oakfield Lane, Warsop	Mansfield District Council
Bilsthorpe RC, Brailwood Road, Bilsthorpe Newark RC, Brunel Drive, Newark	Newark and Sherwood District Council
West Bridgford RC, Rugby Road, West Bridgford	Rushcliffe Borough Council



Veolia's site staff at all recycling centres actively encourage residents to maximise recycling of wastes brought to sites, these efforts are rewarded by high recycling rates as shown in the table below:

Contract Year April 2017 to March 2018	
Calverton	87.15%
Beeston	83.25%
West Bridgford	82.61%
Bilsthorpe	81.98%
Warsop	81.77%
Newark	80.57%
Giltbrook	79.41%
Worksop	79.30%
Retford	77.04%
Mansfield	75.64%
Hucknall	75.51%
Kirkby	73.21%

Nottinghamshire County Council Average 80.22%

Initiatives to support the recycling centre service

Charities and community groups from Nottinghamshire, Nottingham City, and surrounding counties can collect unwanted household paint for reuse free of charge from Beeston, Calverton, Newark or Warsop recycling centres, as part of the Community RePaint Nottinghamshire scheme.

During the review period 79 community group appointments were made and 19 residents made appointments for paint open evenings held in July and October 2017. Approximately 4,081 litres of paint was re-used and diverted from disposal.

Customer service improvement trials were explored this year at Worksop and Giltbrook Recycling Centres. A downloadable site plan for Worksop which will be introduced as a printed version on site next year, and festival flags to identify the containers at Giltbrook has been introduced.

Contract Logistics

Dedicated Contract vehicles are based at Freeth Street, Newark and Worksop Transfer Stations and Mansfield MRF. The front line fleet comprises of 8 Roll on / Roll off vehicles



and 8 articulated vehicles. Veolia also retains spare vehicles to supplement the service provision, during busy periods additional vehicles based at Freeth Street are deployed (2 Roll on / Roll off vehicles plus 1 articulated vehicle) if further resources are required then these are provided through Veolia's commercial depot in Derby or by short term hire.

During the review period Veolia replaced 1 Roll On/ Roll Off fleet vehicle. The majority of the contract fleet are now operating with Euro 6 compliant engines. Euro 6 engines reduce levels of harmful exhaust emissions including nitrogen oxide (NOx), carbon monoxide (CO), hydrocarbons (THC and NMHC) and particulate matter (PM). The Roll on / Roll off vehicles collected and transferred 81,619 tonnes of Recycling Centre waste to recycling, composting or treatment /disposal facilities; this waste comprises of the following waste types:-

- Compostable waste
- Carpet
- Ferrous metal including cans
- Glass
- Paper and card
- Plastic bottles
- Plasterboard
- WEEE
- Wood and Chipboard
- Non-recyclable waste
- Inert waste

Additionally third party collections are arranged for the following wastes:-

- Batteries - household & lead acid
- CRTs
- Fluorescent tubes
- Fridges and freezers
- Paint – at 4 sites only; Beeston, Calverton, Newark and Warsop
- Oil – vegetable and mineral
- Textiles

The articulated vehicles transfer dry recyclable waste from Freeth Street, Giltbrook, Newark and Worksop Transfer stations to the Contract MRF. Additionally they also remove residual waste from Freeth Street, Newark and Worksop Transfer Stations to treatment and disposal sites and mechanical street sweepings from Transfer Stations to Veolia's Ling Hall Road Sweeping plant. Waste from Welshcroft Close Transfer Station is handled by sub-contracted haulage companies.

All Veolia's professional drivers have undertaken the required 35 hours of periodic training every 5 years to retain their Driver Certificate of Professional Competence.



Part D: Recyclable Waste and Street Cleansing Waste

Co-mingled dry recyclables comprising of paper, cardboard, food and drink cans, plastic bottles, margarine tubs and yoghurt pots are received at the Contract Materials Recovery Facility (MRF) in Mansfield

The facility is located on Crown Farm Industrial Estate, Warren Way, Mansfield and operates under a permit issued by the Environment Agency and is permitted to accept up to 85,000 tonnes of waste per annum.

The Contract MRF receives direct delivered co-mingled dry recyclables from

- Ashfield District Council
- Gedling Borough Council
- Newark & Sherwood District Council
- Mansfield District Council

Co-mingled dry recyclables are also received via the Contract transfer stations at Freeth Street, Giltbrook, Newark and Worksop from the following WCAs

- Bassetlaw District Council
- Broxtowe Borough Council
- Gedling Borough Council
- Newark and Sherwood District Council
- Rushcliffe Borough Council

During the review period 50,525 tonnes of co-mingled dry recyclables were received from the seven districts and boroughs in Nottinghamshire. A reduction of 4.4% on the previous year.

The quality of deliveries is referenced against the input specification and is measured by a defined sampling schedule. This sampling schedule which complies with the Environmental Permitting (England and Wales) (Amendment) Regulations 2014 continued in the review period. The Regulations place an obligation on operators of permitted Materials Recovery Facilities processing more than 1,000 tonnes of dry recyclables per annum to routinely sample and test the composition of their input and output materials and report to the regulator every three months. Regular meetings take place with the Waste Collection Authorities to review the results of the analysis. During the review period the average contamination figure for the county was 11.7% significantly greater than the contractual input standard of 5%.

In order to assist the Waste Collection Authorities reduce contamination Veolia temporarily seconded two members of staff for six months from the MRF to work with WCA collection crews. These recycling inspectors inspected wheeled bins presented for collection and labelled all that contained materials not on the input specification. Crews were supported in Ashfield DC, Mansfield DC and Gedling BC. The WCAs were then able to provide



information and education to the residents to reduce the amount of contamination in the collections.

Veolia has actively sourced opportunities with companies offering a reprocessing service for material that is not suitable for the sorting process at the contract MRF; during the review period all the processing waste was transferred for secondary processing with a minimal amount being disposed of to landfill.

Approximately 88% of the staff who work at the Contract MRF live within a few miles of the Facility.

The Contract MRF site staff undertake regular litter picking on Crown Farm Industrial Estate, they have also volunteered their time to litter pick with the Oak Tree Conservation Group which is an ongoing project run within the Forest Town area.

The maintenance team are continuing to review all of the critical elements of the facility to determine the correct level of spares which should be stocked at all times. This exercise is undertaken to maintain operating availability as the facility's capacity becomes closer to full operational tonnages and the process equipment gets older.

The maintenance team have also covered the Recycling Centres over the review period. The experience and knowledge of the MRF engineering team has been applied to this work allowing the completion of a wider range of tasks in-house.

Mechanical Street Sweepings

The WCAs deliver mechanical street sweepings to the Contract MRF and all Contract transfer stations at Freeth Street, Giltbrook, Newark, and Worksop. The material is stored and then transferred to Veolia's treatment facility at Ling Hall Landfill site where the mechanical street sweepings are processed into materials suitable for landfill restoration.

During the review period 8,416 tonnes of mechanical street sweepings were transferred for processing and recycling at Veolia's Ling Hall facility.

WCA Recyclables

Household Batteries

- A kerbside collection of household batteries by Ashfield DC, Gedling BC and Rushcliffe BC, recycled a total of 11 tonnes during the review period.

Small WEEE bring banks

- Veolia's Compliance Scheme provides four bring banks and a collection and recycling service for Gedling Borough Council. During the review period 6 tonnes of small waste electrical items were collected for recycling.



Broxtowe Borough Council textile collections

- Veolia continued to support Broxtowe Borough Council's kerbside textile recycling service to residents which commenced in November 2014. Textiles are collected by Broxtowe Borough Council and delivered to Giltbrook transfer station from which Veolia makes arrangements for the collection and onward recycling. During the review period 6 tonnes of textiles were recycled.



Contract Marketing and Communications

In order to help residents to reduce and manage their waste effectively a series of campaigns and activities were undertaken to provide tips on waste prevention, reduction, reuse and recycling throughout the year, in partnership with Nottinghamshire County Council. A Communications Plan was prepared which included the objectives and proposed activities.

Educational visits to the Materials Recovery Facility have been undertaken throughout the year. School groups take part in various activities including a recycling sorting game alongside educational tours of the facility and creative science, technology, engineering and mathematics (STEM) activity. Schools sessions are supported by NCC's Schools Education officer. During the review period 79 school visits were hosted at the MRF.

The 'reduce, reuse, recycle play in a day' sessions have been very popular - these are offered first to schools who have had no or little previous interaction, and where possible are spread across the County. A total of 19 play in a day sessions were delivered in the review period.

Community group visits have increased with U3A's, and Scout and Brownie groups particularly showing an interest. 50 community group visits were received at the MRF, and 26 community group talks were given at off site locations.

WCA Contamination Working Group

Following a commitment from both Joint Waste Management Committee and Joint Officer Board the seven WCAs were tasked to collaborate on a Memorandum of Understanding of consistency on rejection procedures for all Nottinghamshire residents recycling bins. NCC and Veolia are supporting this and Veolia have facilitated the creation of the MoU along with the design of a suite of Recycle for Nottinghamshire materials for use by all. Monthly meetings continue to address the contamination problems, share best practice and work towards a combined solution.

Press Releases

15 Press releases were released during the review period, the topics covered site opening hours, paint open days, the Father Christmas recycling good deeds competition and the Recycle for Charity campaign.

Welshcroft Close Transfer Station Community Liaison Group

In 2017 the new Refuse Derived Fuel facility opened in Kirkby in Ashfield. During the commissioning phase interest was received from local residents. In response a Community Liaison Group was formed, two meetings were held and an observation reporting mechanism created on the Veolia website. The meeting will continue bi-annually while the group continues to have interested parties in attendance.



Christmas campaign for Nottinghamshire Hospice

The 'Recycle for Charity' campaign launched on the 1st of January and was promoted on twitter, email and in press releases with a good take up of interest from the local media. To mark the starting day the Notts Hospice tower was lit up green (Notts Hospice being the beneficiary NCC Chairman's charity). 1247.26 tonnes of recyclable plastic bottles and cans were collected and the final Recycle for Charity total of £2,995 was announced for Nottinghamshire Hospice in February with a big cheque photo and the total laid out in cans. The total was promoted on twitter, a special email release and press releases which gained press coverage.

General Communication Activity

In order to help residents to reduce and manage their waste effectively a series of campaigns and activities were run to provide tips on waste prevention, reduction, reuse and recycling throughout the year, in partnership with Nottinghamshire County Council. A Communications Plan was prepared which included the objectives and proposed activities.



Contract KPI Performance

The PFI Contract is configured to be self-monitoring and to ensure that Veolia supplies information to the Council so that its performance can be measured against a number of Key Performance Indicators (KPIs).

The Contract has 10 KPIs. These cover a wide variety of activities, ranging from District Council vehicle turnaround times at contract delivery points; the provision and management of a website; reporting accuracy and calculating the recycling and composting performance of the services. The following section provides information on the KPI performance during the twelfth contract year.



Monthly Contract KPIs

KPI 1 - WCA collection vehicle turnaround times at Veolia delivery points.

This KPI monitors deliveries by the WCAs into Veolia's facilities at Giltbrook, Freeth Street, Newark, Welshcroft Close, and Worksop transfer stations and the Contract MRF.

2017-18	KPI 1a Average Target <15 minutes	KPI 1b Target no one vehicle > 30 minutes
	Average mm:ss	
April	06:35	0 > 30 minutes
May	06:54	0 > 30 minutes
June	06:35	0 > 30 minutes
July	06:33	0 > 30 minutes
August	06:31	0 > 30 minutes
September	06:56	0 > 30 minutes
October	06:46	0 > 30 minutes
November	07:03	0 > 30 minutes
December	06:46	0 > 30 minutes
January	06:45	0 > 30 minutes
February	07:02	0 > 30 minutes
March	06:33	0 > 30 minutes

KPI 2 - Delivery Point Capacity at Veolia Facilities

This KPI measures the available capacity for vehicles delivering Contract Waste to Veolia facilities.

Delivery Point	Capacity
Giltbrook Waste Transfer Station	2
Freeth Street Waste Transfer Station	3
Newark & Sherwood Waste Transfer Station	4
Mansfield MRF	3
Welshcroft Close Waste Transfer Station	2
Worksop Waste Transfer Station	4



There were no recorded incidents of non-performance during the review period.

KPI 3 - Accuracy, Completeness and timeliness of reporting

This KPI measures the submission of the monthly reports to the Authority which are to be submitted within 28 days of the end of each payment period. The Authority has 14 days to assess whether the report is complete and accurate, and can request further information or amendments. One error or misrepresentation can lever a reporting failure.

Contract Year 12	Target Timeliness	Target Accuracy & Completeness	Reporting Failure Deduction
April 2017 - March 2018	Target Met	Target Not Met	£13,200

KPI 10 - Interface Plan

This KPI measures the reporting obligations set out in the Interface Plan. The Interface Plan details how Veolia will manage the flow of WCA residual waste on a month by month basis. The Interface Plan is updated monthly and submitted with the monthly report and details any amendments to the service.

Contract Year 12	KPI 10 Interface Plan
April 2017 - March 2018	Target Met

Annual Contract KPIs

KPI 4 - HWRC Service User Satisfaction

This KPI measures user satisfaction at recycling centres undertaken by an independent market research company.

A minimum of 100 service users were interviewed at each recycling centre during March 2018, residents were asked to comment on all aspects of the service, including helpfulness of the site staff and whether assistance was offered, the range of materials recycled, the layout and signage on site including the ease of access to containers, their satisfaction with opening hours and road signage to direct users to the HWRCs.

RC User Satisfaction Survey	Target 98%
March 2017	98% users satisfied with the service
March 2018	99% users satisfied with the service



KPI 5 Performance Standards for Recycling and Composting

This KPI measures the recycling performance for each of the four elements of the contract, Composting of garden waste, WCA collected co-mingled dry recyclables, Recycling Centre recyclables and WCA mechanical street sweepings.

Contract Standard Target (tonnes)	Contract Performance (tonnes)	Performance (tonnes)
135,981	146,514	+ 10,533

Contract Year 12	HWRC Recycling & Composting Target Performance Standard	HWRC Recycling & Composting Performance
April 2017 - March 2018	59%	80.22%

KPI 6 Performance Standards for BMW Landfill Diversion

This KPI measures the amount of Biodegradable Municipal Waste (BMW) diverted from landfill disposal.

Contract Standard Target (tonnes)	Contract Performance (tonnes)	Performance (tonnes)
201,000	208,845	+7,845

KPI 7: Greenhouse Gas Emissions

This KPI measures the carbon dioxide equivalent of emissions from Contract facilities, Contract plant and vehicles and compost, landfill and recycling activities.

CO₂e, or carbon dioxide equivalent, is a standard unit for measuring carbon footprints. The idea is to express the impact of each different greenhouse gas in terms of the amount of CO₂ that would create the same amount of warming. That way, a carbon footprint consisting of lots of different greenhouse gases can be expressed as a single number.

Each year the Government publishes revised conversion factors, the five year rolling average is calculated with differing conversion factors.

Rolling 5 year average CO ₂ e emissions	CO ₂ e per tonne of contract waste
Contract Year 11; 2016-17	0.14 (Target)
Contract Year 12; 2017-18	0.08



KPI 8: Operational and Environmental Performance

This KPI measures a range of aspects related to Veolia’s management of operational activities.

Water consumption (m³ per annum)

Water Use	m ³
Contract Year 11; 2016-17	3,921 (Target)
Contract Year 12; 2017-18	5,313

Water usage has increased due to the addition of the new facility at Welshcroft Close, a new baseline has been set in contract year 12 with the addition of this new facility. A contributory factor to water usage was the repair of a leak at Freeth Street transfer station and increased vehicle washing of contract vehicles.

Like for for like water use before new facilities:

Water Use	m ³
Contract Year 11; 2016-17	3,921 (Target)
Contract Year 12; 2017-18	4,913

OPRA scores

Opra provides the Environment Agency with a consistent way to assess the environmental risk of running waste management facilities. There are five attributes which contribute to the Opra banding profile.

- Complexity - the types of activity covered by the environmental permit
- Emissions and inputs - releases to air, water, land; waste being received at the facility
- Location - the state of the environment around the facility
- Operator Performance - the facility management system and enforcement history
- Compliance Rating - compliance with the terms of the facility’s permit to operate

Bands are rated from A to E. An ‘A’ rating means that a facility is likely to require less ‘regulatory effort’ from the Environment Agency.

17 of Veolia’s facilities are banded with an ‘A’ compliance rating, the remaining facility Welshcroft Close Transfer Station has a ‘B’ compliance rating in its first year of operation. There has been an improvement since 2016 at Newark Transfer Station, this facility has improved from a ‘B’ compliance rating to an ‘A’ in this review period.



Newark Transfer Station, Worksop Transfer Station and Welshcroft Close Transfer Station have not been operational for 5 years which is why a rolling 5 year average can not be calculated.

Office Waste Recycling at Contract Offices

Office Waste Recycling at Contract Offices	2016-17 tonnes	2017-18 tonnes
Total waste per employee	0.04 (Target)	0.04
Total recycling per employee	0.01 (Target)	0.01

Health and Safety

RIDDOR Reportable incidents in employees	2016-17 Per 100,000 employees	2017-18 Per 100,000 employees
Death	0 (Target)	0
Major Injuries	0 (Target)	0
Injuries resulting in employees being away from work or unable to carry out normal duties for more than 7 days	0 (Target)	0
Dangerous occurrence	0 (Target)	0

Customer Care

Service Complaints	Contract Year 2016-17	Contract Year 2017-18
Justified Complaints Per 1,000 tonnes of Contract Waste	0.01 (Target)	0.01
Justified Complaints Percentage for which remedial action is commenced within 72 hours	100% (Target)	100%

Employment

Veolia's recruitment policy is compliant with all current Employment Law.



KPI 9: Sustainability Performance

KPI 9 Standard Target	2017-18 Performance
Monthly stage updates to Communications Plan	Completed
30 educational interaction sessions with schools either in facilities or off site	98 educational interaction sessions comprising of:- 79 School visits to the MRF 19 Play in a Day sessions in schools
10 community group visits; this will include visits for local elected members	76 community group interaction sessions 50 Community group visits to the MRF (Adults, scouts etc) 26 Community group talks
Quarterly evaluation of feedback from educational and community group visits	Completed
Quarterly reports of Potential Engagement Reach through events and activities	Completed
E-mail me users	Data received from NCC Communications team; 10,439 subscribers at the end of the reporting period Emailme newsletter content written for 14 publications
Waste themed articles in local media	15 press releases sent out to the local media 122 articles appeared in the local media Press coverage; EAV £187,985; Reach 516,974
Events	11 events attended with a recycling information stand
Twitter content	Veolia prepared a range of social media posts for both NCC and Veolia social media channels covering the campaigns and regular service updates.



Annual Service Plan

April 2018 to March 2019



Part A - Composting Services

Veolia continues to work with the Authority to identify a suitable location for the Contract Compost Facility.

Ashfield District Council will revert to a chargeable compostable green waste collection service from 1st April 2018. Compostable green waste collections in Ashfield District increased significantly during the two year 'free of charge' service period which ended on 31st March 2018. Veolia will be monitoring the waste flows to understand how this service change affects residual and compostable green waste collected in the district. The recycling centres in Ashfield district, Kirkby and Hucknall will continue to have availability to accept compostable waste free of charge from residents.

Following works to improve and expand Veolia Oxton's site during the last contract year, the tonnage and processing capacity will increase and the majority of the County's green waste will be processed at the site. A new entrance road to facility will be opening during May 2018 this will increase the availability to seven day operations at the site.

Part B; Residual Waste Management and Disposal Services

Residual waste arrangements will remain consistent through the next contract year. Regular liaison meetings will be arranged with our energy recovery suppliers at Veolia Sheffield and EEW to ensure high quality service delivery. It is anticipated that residual waste from Welshcroft Close transfer station will be delivered to Ferrybridge Multi Fuel II in Spring 2020, Veolia will be commencing discussions with Ferrybridge to prepare for deliveries into this new facility.

Eastcroft EFW annual maintenance shutdown is planned for 14th June to 13th July 2018, during this period Broxtowe, Gedling and Rushcliffe Borough Councils will deliver their waste into Veolia transfer stations for onward transfer.

Veolia Sheffield EFW annual maintenance shutdown is planned for 19th July to 6th August 2018, Newark and Sherwood and Bassetlaw District Councils will continue to deliver into Veolia's transfer stations at Newark and Worksop during the shutdown period. Veolia will seek to find alternative third party treatment options for this waste.

Part C: Household Waste Recycling Centre Services

The County Council has committed to £2.5m to deliver a new recycling centre in Rushcliffe Borough Council to meet the rising demand for facilities as more new homes are built across the borough. Veolia will be working with the Authority to deliver this new facility.



Community RePaint

The community RePaint scheme has seen a change over the years with a higher ratio of community groups and charities engaging with the scheme. To ensure sustainability of the scheme 12 sessions are planned (3 at each of the 4 sites) for 2018/19 to research the resident interest in picking up free paint from the scheme.

These events will be promoted by press release, NCC social media platforms and the emailme bulletin.

Part D: Recyclable Waste and Street Cleansing Waste

Quality of dry recyclable waste

Veolia will continue to sample the inputs from the Districts and Boroughs in line with the MRF Code of Practice Regulations. The sampling analysis of inputs from the Waste Collection Authorities will continue to be sent monthly to assist them with improving input quality.

Veolia will continue to support the WCA Contamination Working Group who are considering innovative ways to encourage residents to recycle all the target recyclables and also to reduce contamination.

An output sampling and analysis following processing as required by the MRF Code of Practice Regulations will continue during the next contract year, these results also give a measure of contamination. Quality of processed material is likely to be a key concern during 2018-19 as the global marketplace is expected to demand higher quality processed material suitable for recycling.

Veolia will continue to research the opportunity to extend the MRF input specification. However, any new material must have both environmental and economic sustainability before being considered as an additional target recyclable.

The MRF is now in its 10th year of operation and due to this we will be looking to put a plan in-place to refurbish/replace any equipment that may no longer be fit for purpose. In most cases this will involve replacing critical parts and will need to be completed with no interruption to the service.

Marketing and Communications

As in previous years, Veolia and Nottinghamshire County Council propose to run joint promotional campaigns throughout the year, linking with seasonal and themed weeks and activities. The campaigns will provide a comprehensive guide to what can be recycled in Nottinghamshire, remind residents of materials that are either unsuitable for recycling or that cannot currently be recycled, and inform them of the correct method of disposal.



The key messages of this campaign will focus on encouraging residents to recycle more of their waste, by highlighting items that can be recycled at the kerbside, and to ensure that residents place 'the right thing in the right bin' in order to reduce current contamination levels.

This will include reminders of the key contaminants that should not be placed in the recycling bin such as food waste, glass, textiles and nappies.

Information will also be provided on how to reduce waste and re-use materials, to ensure waste is moved up the waste hierarchy where possible. It is anticipated that this will also result in cost savings to local residents, using for example the Love Food Hate Waste campaign, improve the Council's performance and reduce the Council's long-term residual waste disposal costs.

The proposed communications activities will be delivered by the Council and Veolia through their respective social media channels, web content and the Council's 'emailme' service along with appropriate press releases, events and educational activities.

The success of the communications campaign will be monitored and evaluated using data on actual waste tonnages, performance figures, level of media coverage and website/social media interest and the amount raised for the Chairman's Charity.

Recycling for Education

School sessions will continue to run at the Materials Recovery Facility throughout the year, alongside community group visits. The number of 'Reduce, Reuse, Recycle - Play in a day' sessions will increase due to their popularity and the return on investment with regard to reach potential. Make Do and Mend sessions will take place at the MRF on a morning each month focusing on reducing the amount of textile waste, and learning how to repair or upcycle material items. External community talks are increasing in popularity as such focus will be given to ensuring the opportunities to speak to residents en mass are considered.

Envirogrant

Over the past 8 years the community grant scheme called 'EnviroGrant' has been run as part of the contract communications activity. The purpose of this year is to support applications of our main activity, to reduce contamination levels at Mansfield MRF and increase recycling.

The EnviroGrant encourages schools, community groups and charities to think about their waste as a resource and help protect the local environment. - This can be anything from swap shop events to repair workshops, community gardens made from reused or recycled materials to food growing and composting schemes, or even campaigns to promote recycling at school or local events. Creative and innovative ideas which encourage people to recycle - from arts projects to recycling bins. In a snapshot - Encouraging Nottinghamshire people to get involved in reducing, reusing and recycling.



The Reduce, Reuse, Recycling Fund will launch in May 2018 with 4 application dates during the contract year.

WCA contamination working group

The next steps for the contamination working group are achieving agreement and sign off of the MoU along with a commitment from all to use the educational and information templates.

Welshcroft Close Transfer Station Community Liaison Group

Our commitment to the local community remains a priority and while interest remains in the operation of Welshcroft Close RDF facility the CLG will be active.

WCA Liaison Meetings

WCA Liaison Meetings will take place during the Autumn of 2018. These senior management meetings between Veolia, Nottinghamshire County Council and each of the seven WCAs are an opportunity to discuss any planned service changes which are being considered.

