



Annual Report

April 2016 - March 2017



43%
Nottinghamshire County
Council recycling rate



332,467

tonnes of household
waste handled



805,800

Nottinghamshire Residents

9,255

Tonnes to Landfill



165

Contract employees

189,982
tonnes recovered



2065

Visitors had educational tours

52,841
tonnes processed at
Materials Recovery Facility



**REUSE
REDUCE
RECYCLE**

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 the period April 2016 to March 2017, the eleventh year of the PFI project agreement.

Veolia Nottinghamshire invoiced NCC £26.6m (excluding VAT) for waste management services during this review period.

Contract year eleven was an exciting and challenging year during which Veolia finalised a proposal for a treatment solution for non-recyclable waste arisings in the administrative districts of Ashfield and Mansfield. Following extensive negotiations NCC accepted Veolia's proposal for the construction of a modern refuse derived fuel (rdf) facility at Welshcroft Close, Kirkby in Ashfield.

Planning permission for the facility was obtained in July 2016 and construction commenced during September 2016, the facility was built over the following seven months and was ready to receive commissioning waste during March 2017. A permit to operate was issued by the Environment Agency at the beginning of March 2017. The non-recyclable waste will be shredded, baled and wrapped at the facility and then exported for thermal treatment with energy recovery.

During this review period the quality of the co-mingled dry recyclables delivered to the Contract MRF was subjected to a targeted project in Mansfield District. The project considered the best method to provide education and support to residents to reduce contamination in kerbside collections. In partnership with Mansfield District Council Veolia designed information leaflets, wheeled bin stickers and tags and used social media and focus groups to target a collection round that had high levels of contamination. The project evaluation and initial findings were presented to Nottinghamshire's Joint Waste Management Committee in January 2017 at which it was agreed that a working group would research and propose a County wide strategy for implementation during the next contract year.

Contract year eleven saw a consolidation of the work of the Education team who have continued to engage with schools, community groups, scout and guide groups and all residents who are interested in learning more about recycling in Nottinghamshire.

Veolia looks forward to the next contract year and working in partnership with NCC to improve Nottinghamshire's recycling performance.

Annual Service Report

Part A Composting Services

A compostable green waste service is provided by Nottinghamshire Waste Collection Authorities (WCAs); the service is operated as a chargeable kerbside collection service by all 7 Districts and Boroughs. Bassetlaw District Council commenced their kerbside green waste collection service in selected areas of their district at the end of February 2017. Residents can also deliver compostable green waste to all 12 recycling centres operated by Veolia.

During the review period 67,500 tonnes of compostable green waste was handled through the Contract.

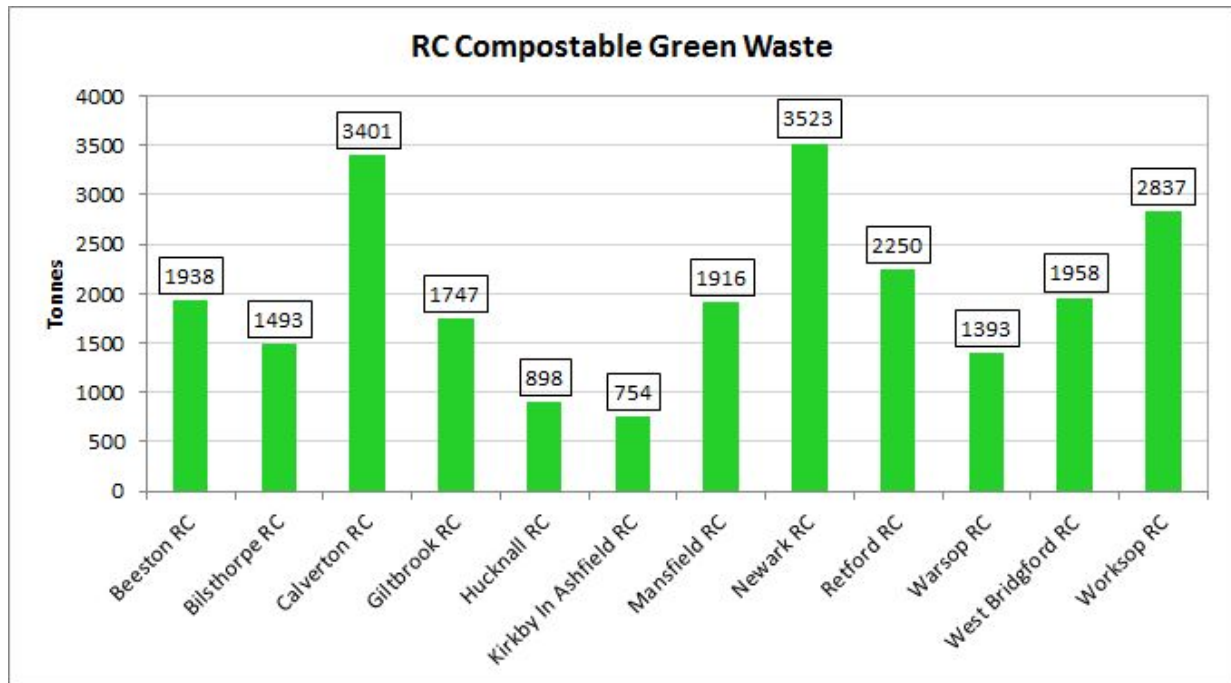
This waste stream is accepted for processing at the following facilities:-

- Veolia, Oxtun
- Sherwood Farms, Holme Pierrepont
- FCC's Alfreton transfer station, Alfreton, Derbyshire
- Colson Transport Ltd, Basford
- Freeland Horticulture, Doncaster

There have been no problems with delivery points for compostable green waste. Liaison meetings have taken place with the service providers to ensure a high quality service is maintained for both the Waste Collection Authorities and the Recycling Centre Network.

Newark and Sherwood District Council continued to develop its green waste collection service in partnership with Mansfield District Council and Rushcliffe Borough Council. A total of 2,180 tonnes of compostable green waste has been collected through this partnership.





Initiatives to Support Composting

Treecycle - Christmas Tree Recycling

The annual Christmas Tree recycling campaign started with a twinkle on the 1st December as the lights on the sponsored Nottinghamshire County Council Christmas Tree were switched on by the Chair of the County Council. The Tree-cycling campaign asks Nottinghamshire residents to recycle their real Christmas trees at any of the County's Recycling Centres throughout January, to make Nottinghamshire a greener county and at the same time supports the Chairman's chosen charity which was Portland College. A donation of £1,000 was made to Portland College who put the donation towards the purchase of a specially modified mini bus for their 400 learners at the College.



Part B: Residual Waste Management and Disposal Services

During the review period the management of residual waste utilised a range of treatment options; energy recovery, treatment to a refuse derived fuel (RDF) and disposal to landfill.

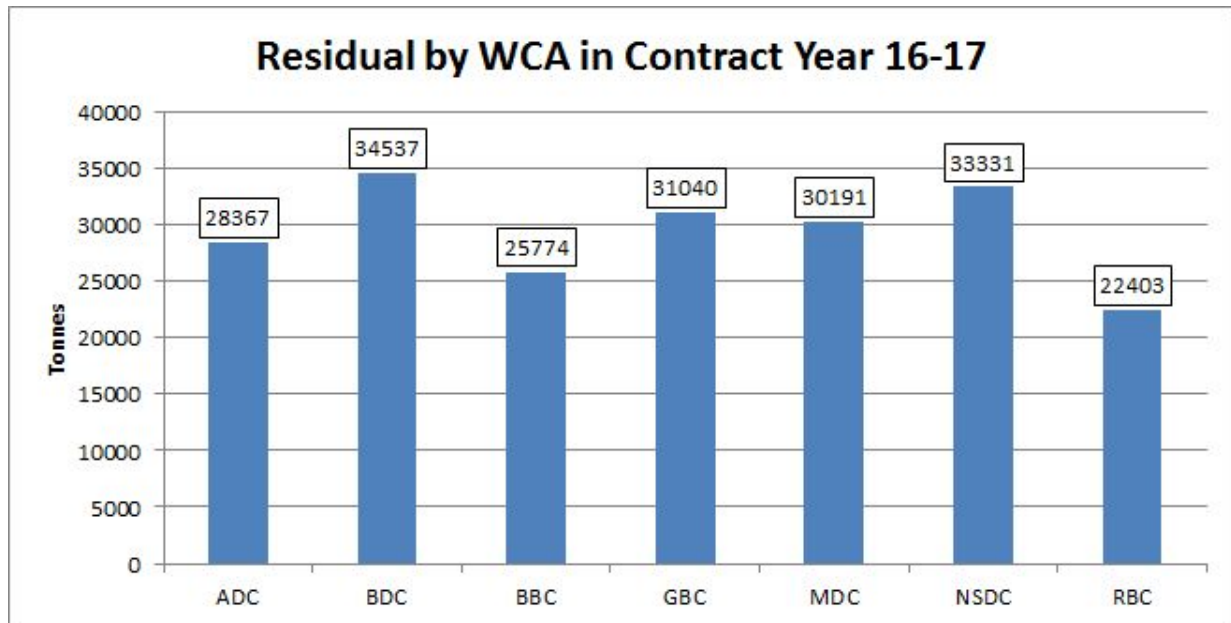
Residual waste collected by Waste Collection Authorities was handled at the following facilities:-

District	Delivery Point	Treatment or Disposal
Ashfield District Council	FCC Alfreton Transfer Station	Treatment to rdf
Bassetlaw District Council	Veolia Sheffield via Veolia Worksop Transfer Station	Treatment with energy recovery
Broxtowe Borough Council	Eastcroft EfW	Treatment with energy recovery
Gedling Borough Council	Eastcroft EfW	Treatment with energy recovery
Mansfield District Council	FCC Alfreton Transfer Station	Treatment to rdf
Newark District Council	Veolia Sheffield via Veolia Newark Transfer Station	Treatment with energy recovery
Rushcliffe Borough Council	Eastcroft EfW	Treatment with energy recovery

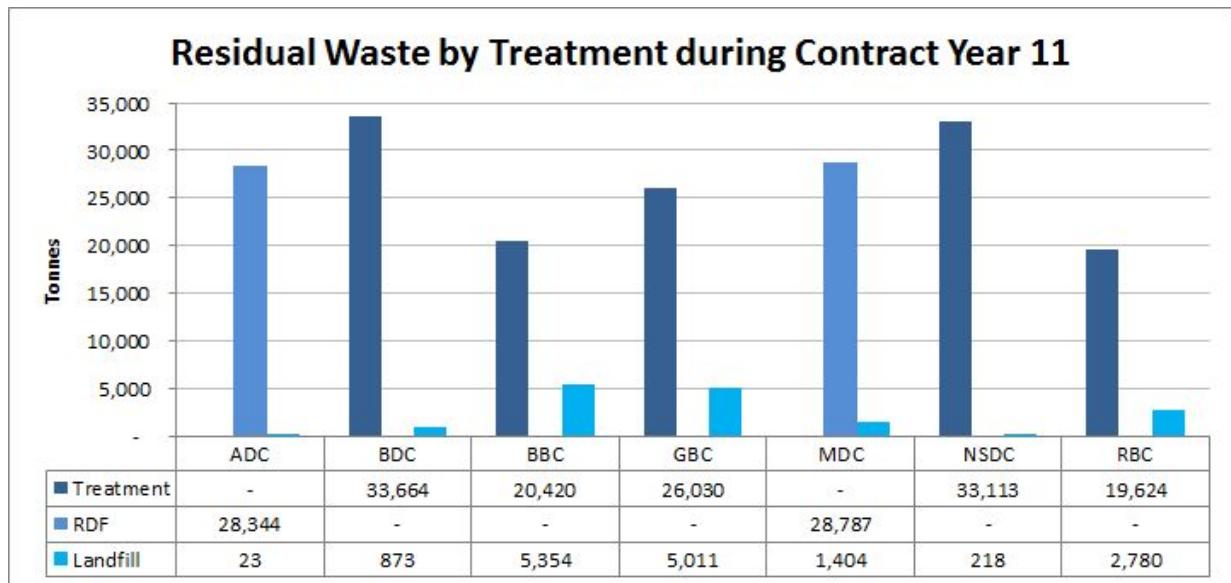
The Waste Collection Authorities direct delivered 205,643 tonnes of residual waste to transfer stations or treatment facilities. Wastes not suitable for thermal treatment were transferred to landfill for disposal.

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.

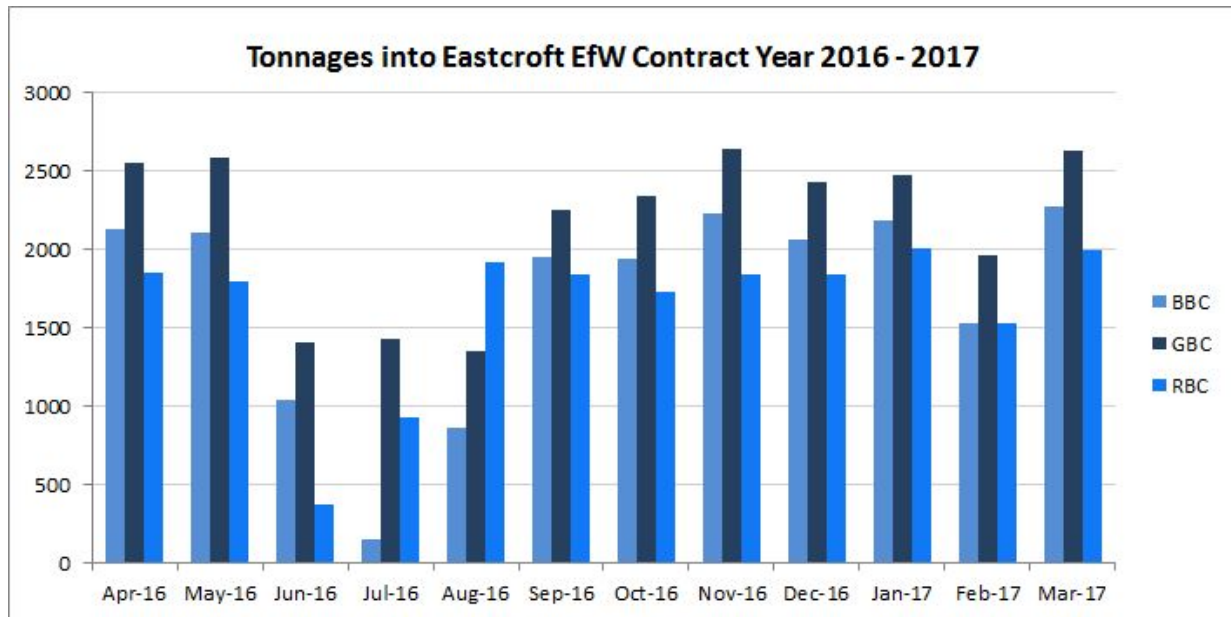
Total residual waste arisings from Nottinghamshire WCAs are shown in the graph below.



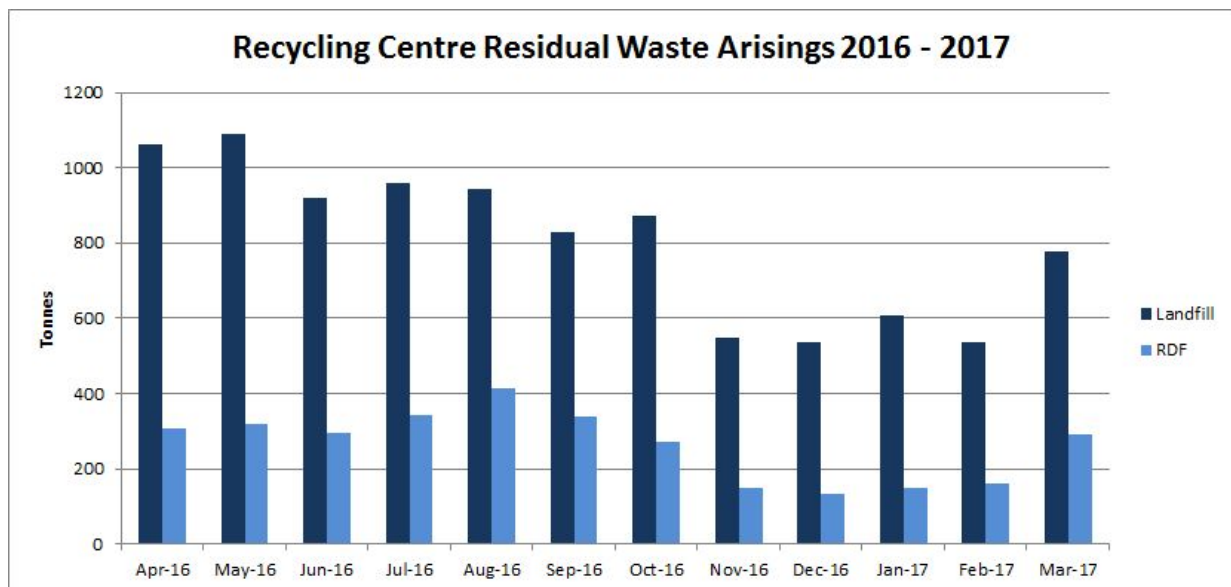
During the review period the majority of residual waste was transferred to for treatment with energy recovery. Transfer to landfill has occurred during planned and unplanned shutdown periods at Veolia’s Sheffield erf and FCC’s Eastcroft facility.



The Eastcoft EfW facility received 66,073 tonnes of residual waste direct delivered by Broxtowe, Gedling and Rushcliffe Boroughs in the review period.



During the review period 12,846 tonnes of Recycling Centre residual waste was transported by Veolia for either treatment at FCC's Alfreton Transfer station or disposal to Veolia or FCC landfill facilities in the East Midlands.



Regular liaison meetings have taken place with Veolia Sheffield and FCC Environment to ensure that a high quality service is maintained for the Waste Collection Authorities. There have been few operational issues.

During March 2017 Veolia commenced commissioning of the new Welshcroft Close RDF facility located in Kirkby in Ashfield. This facility has been designed to accept residual waste from Ashfield and Mansfield District Councils. The residual waste received at this facility will be shredded, baled and then exported for treatment with energy recovery.

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 39 tonnes of asbestos was received and

disposed of at appropriately licensed landfill sites during the review period.

Part C: Household Waste Recycling Centre Services

12 recycling centre sites across Nottinghamshire were operated by Veolia during the review period. The recycling sites are designed to ensure that they are easy for residents to use and maximise recycling of wastes. Each site adheres to a corporate style and accepts a wide range of household waste types. Veolia's site staff uphold and manage the Council's permit system and waste acceptance policies. The 12 facilities are located across the County as shown in the table below:-

Waste Collection Authority	Recycling Centre Provision
Ashfield DC	Hucknall Kirkby
Bassetlaw DC	Retford Worksop
Broxtowe BC	Beeston Giltbrook
Gedling BC	Calverton
Mansfield DC	Mansfield Warsop
Newark & Sherwood DC	Bilthorpe Newark
Rushcliffe BC	West Bridgford

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 2016 to March 2016	
Calverton	88.12%
Beeston	84.26%
West Bridgford	82.89%
Worksop	81.27%
Giltbrook	80.79%
Newark	80.37%
Bilthorpe	79.49%
Mansfield	77.22%
Retford	76.79%
Warsop	74.78%
Kirkby	74.18%
Hucknall	73.98%
County Average	80.23%

Initiatives to Support the Recycling Centre Service

As part of the County's paint recycling scheme, 85 community group appointments were made to collect paint via the County Councils online booking system and an open evening was held in August or September 2017 at each of the four Community RePaint Nottinghamshire sites; Beeston, Warsop, Newark and Calverton Recycling Centres. 33 residents made appointments for the evenings and together with visits by Community Groups and Charities approximately 4,002 litres of paint was re-used and diverted from disposal.

During the review period the carpet recovery trial continued at all recycling facilities during 1,210 tonnes of carpet has been collected for treatment at a third party facility.

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 3 fleet vehicles; 2 Roll on / Roll off vehicles and 1 articulated 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 in the region of 88,000 tonnes of Recycling Centre waste to recycling, composting or treatment /disposal facilities; this waste comprises of the following waste types

- Compostable waste
- Ferrous metal
- Glass
- Paper and card
- Plastic bottles
- 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
- 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.



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 and mechanical street sweepings are received at the Contract Materials Recovery Facility (MRF) in Mansfield.

The facility accepts plastic bottles, paper, cardboard, cans and tins that are placed into Nottinghamshire residents recycling bins.

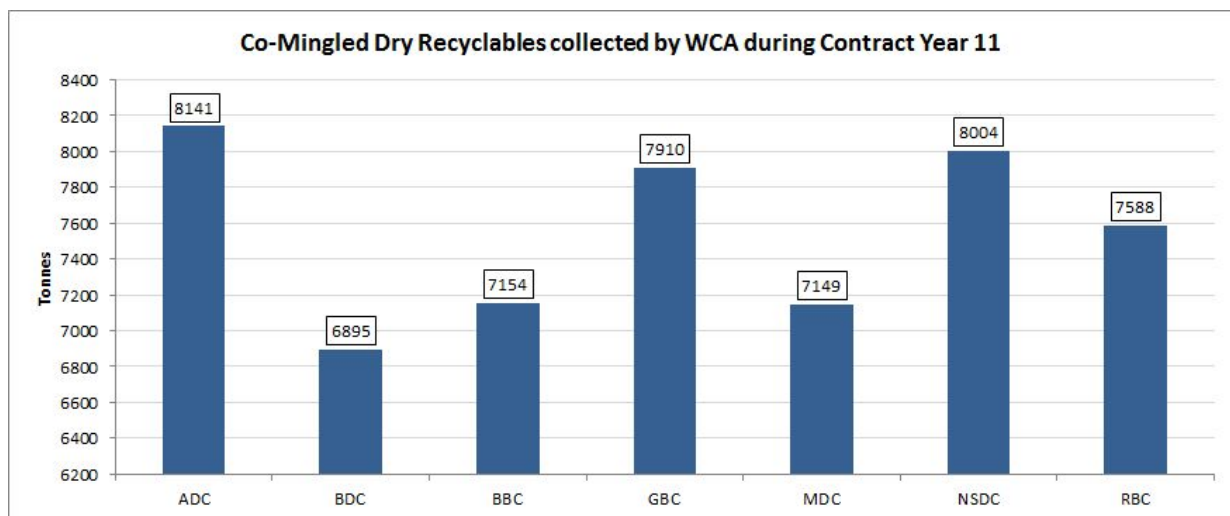


The Contract MRF receives direct delivered co-mingled dry recyclables from

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

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

- Gedling Borough Council – Freeth Street TS
- Rushcliffe Borough Council – Freeth Street TS
- Broxtowe Borough Council – Giltbrook TS
- Newark and Sherwood District Council – Newark TS
- Bassetlaw District Council – Worksop TS



During the review period 52,841 tonnes of co-mingled dry recyclables were received from the seven districts and boroughs in Nottinghamshire.

The facility operates under a permit issued by the Environment Agency and is permitted to accept up to 85,000 tonnes of waste per annum

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 MRF Code of Practice continued in the review period. Regular meetings take place with the Waste Collection Authorities to review the results of the analysis.

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 91% 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.

Recycle for Nottinghamshire Education



The educational activities have expanded to cover a wider range of activities at both the MRF tours and in schools.

Educational visits to the Materials Recovery Facility ran throughout the year and included visits for school groups, with specific weeks being supported by the County's Schools Waste Education Officer. Alongside educational tours of the facility pupils tried their hand at sorting the clean waste to learn which bins they should go in and finished the sessions with a creative craft activity, STEM, or a seasonally themed activity.

There has been an increase in the number of community group visits, and adult creative craft days and external talks allow more frequent opportunities for individual members of the public to visit and learn about recycling in Nottinghamshire.

Bin Smart Campaign

To continue the contamination reduction campaign 'Are You Bin Smart' a focus was put on undertaking local research to enhance the communication methods for residents. Throughout the year 'which bin' questionnaires were completed online via email prize draw links, and offline at an array of festivals and events on information stands and in goodybags. This research along with the intensive sampling of both recycling and residual waste from a target and control round has given a greater insight into the recycling habit and comprehension of the Nottinghamshire resident. This research will lead the creation of future information material which is in development with Borough and District input. Alongside this, regular reminders about correct recycling methods and contamination reduction continue to be featured across the County throughout the year.

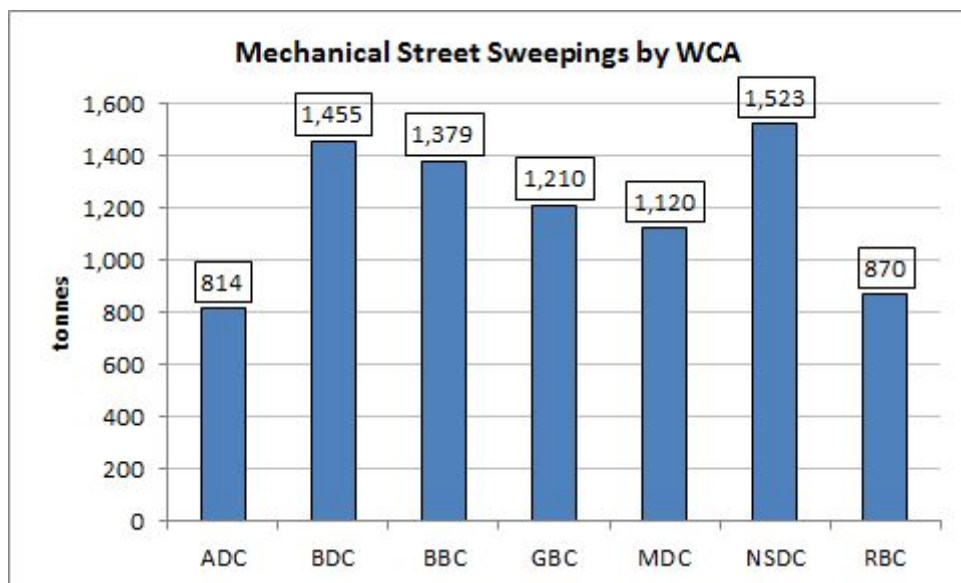
WCA recyclables

- Household batteries
Veolia supports the kerbside collection of household batteries by facilitating the collection and recycling from Local Authority depots in Ashfield, Gedling, and Rushcliffe.
- 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 7.72 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 7.36 tonnes of textiles were recycled.

Mechanical Street Sweepings

The WCAs deliver Mechanical Street Sweepings to Freeth Street, Giltbrook, Newark and Worksop Transfer stations and Mansfield MRF and these are stored and then transferred to Veolia's Treatment facility at Ling Hall landfill site where the material is processed into materials suitable for landfill restoration.

During the review period 8,372 tonnes of mechanical street sweepings were transferred for processing and recycling at Veolia's Ling Hall Facility.



Contract Communications

A Communications Plan was agreed with the Authority which supported specific activities to promote waste minimisation, recycling, community sector integration, public awareness and education.

- Educational Visits to Facilities

127 visits were hosted at the Contract MRF in the Review Period, 51 scholastic visits (including home school visits), 49 Adult group visits, 17 Craft days, 6 College group visits, 3 University group visits and 1 recycling crew visit

The Reduce, Reuse and Recycle theatre 'play in a day' was enjoyed by 15 schools from across the County during 3 special weeks during the year. Further weeks are planned for 2017.

- Food Waste Reduction

Using information from the Love Food Hate Waste initiative various activities including roadshow and event cookery demonstrations and a schools cookery club took place to tackle the food waste problem through the creation of delicious food from leftovers and by giving people hints, tips and ideas for planning meals, storing food and measuring out portions.

A refresh of the 'Love Your Leftovers' cookery book was created with new recipes from County residents, this launched at the Bramley Apple Festival in October.

- EnviroGrant

The EnviroGrant funding system continues to support suitable projects, groups and schools across the County. The application process went under revision with the decision dates becoming quarterly. Successful applications included, a sensory garden, wormery, willow den, litter picking equipment, recycling bins, and a school outside learning area.

The Communications team continued to generate interest in Nottinghamshire's local media promoting a wide range of waste themed articles. During the review period 67 articles were published on wide ranging topics including:-

- 'Make the most of food without the kitchen kit and caboodle'
- 'Celebrating six years of green project grant giving'
- 'Calling all home chefs and bakers'
- 'Nottinghamshire recycling centre opening centre opening times'
- 'Spreading the word about free paint for Nottinghamshire residents'
- 'Dream comes true for young recycler'
- 'Nottinghamshire residents reminded to recycle the unusual suspects'
- 'Halloween: Tweet your Top Recycling Tips'
- 'Recycle Christmas Trees for Charity'
- 'Recycling Centres on Hand to Take Waste'

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 waste management 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, where appropriate, during the eleventh contract year.

Monthly Contract KPIs		Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
KPI 1	WCA Collection Vehicle Turnaround Times at Veolia Delivery Points This KPI monitors deliveries by the WCAs into Veolia's facilities at Free th Street and Gilbrook Transfer Stations and the Contract MRF							
KPI 1a	Average < 15 minutes	07:31	07:08	06:34	06:23	06:27	06:19	06:12
KPI 1b	No one vehicle > 30 minutes	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30
KPI 2	Delivery Point Capacity at Veolia Facilities This KPI measures the available capacity for vehicles delivering Contract Waste to Veolia facilities	Contract MRF - 3		Free th Street TS - 3		Giltbrook TS - 3		
		No recorded incidents of non-performance during						
KPI 3	Accuracy, completeness and timeliness of reporting This KPI measures the submission of monthly reports to the Authority which are to be submitted within 28 days of the end of each payment period	28-May	26-Jun	23-Jul	27-Aug	28-Sep	26-Oct	26-Nov
	Reporting deductions	£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ 1,200
KPI 10	Interface Plan Annual Interface Plan	28-May	26-Jun	23-Jul	27-Aug	28-Sep	26-Oct	26-Nov

Annual Contract KPIs		Contract Year 8	Contract Year 9	Contract Year 10
KPI 4	HWRC Service User Satisfaction This KPI measures user satisfaction at Recycling Centres undertaken by an independent market research company. The survey takes place during March each year.	98%	98%	Survey postponed
KPI 5	Performance Standards for Recycling and Composting (t) This KPI measures the recycling performance for each of the four elements of the Contract; Composting of garden waste; WCA collected mixed recyclables; Recycling Centres and WCA Mechanical Street Sweepings			
	Contract Standard (tonnes)	126,426	128,464	132,133
	Contract Performance (tonnes)	141,334	141,715	142,400
	Over performance	14,908	13,251	10,267
	Recycling Centre Performance	80.78%	77.66%	79.09%
KPI 6	Performance Standards for BMW Landfill Diversion This KPI measures the amount of Biodegradable Municipal Waste (BMW) diverted from landfill disposal			
	Contract Standard (tonnes)	113,756	109,758	145,693
	Contract Performance (tonnes)	129,472	128,394	154,035
	Over performance	15,716	18,636	8,342
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			
	CO ₂ e per tonne of Contract Waste	0.15	0.10	0.055
KPI 8	Operational and Environmental Performance This KPI measures a range of aspects related to Veolia's management of operational activities			
	Water Use m ³	2,584	3,119	4,217
	EA Compliance EA Inspections	14	0	11
	Office Waste Recycling at Contract Offices Total waste per employee (tonnes)	0.05	0.03	0.01
	Total recycling per employee (tonnes)	0.03	0.01	0.004
	Quality, Health, Safety and Environment RIDDOR (The reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)	8	0	2
	Customer Care Justified complaints per thousand tonnes of Contract Waste.	0.04	0.04	0.02
	Contract Employment Veolia's recruitment policy is compliant with all current Employment Law			
KPI 9	Sustainability Performance			
	MRF Open Day - number of attendees	60	41	23
	Educational Visits to Contract MRF	22	53	98
	Events	1	3	13
	Waste themed articles in local media	85	62	116
	Community RePaint Litres re-used			15,203
	Community Groups - Litres re-used	7,228	4,012	
	Public Open Evenings - Litres re-used	8,417	11,172	

Annual Service Plan

Part A - Composting Services

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

Ashfield District Council's 'free of charge' green waste collection service will revert to a chargeable service the end of March 2018. Ashfield District Council is currently considering a range of options for implementing this change. The district will retain the reduced capacity 180 litre residual waste bin when the green waste collection changes to a chargeable service to all residents.

Bassetlaw District Council commenced a chargeable kerbside compostable green waste service to its residents at the end of February 2017. 5,000 customers were subscribed to the service at the end of April 2017, Bassetlaw District Council has indicated that they plan to increase the number of residents subscribing to the service to 8,000 customers in 2018. Veolia will continue to support the Authority and Bassetlaw District Council through this process.

Part B: Residual Waste Management and Disposal Services

Contract Year 12 saw a new Contract facility commence operations at Welshcroft Close, Kirkby in Ashfield. Ashfield and Mansfield District Councils commenced deliveries of their residual waste into the site, a new RDF facility where residual waste will be shredded, baled and wrapped. Once the material is processed on site it will be exported to an energy from waste plant in Europe.

The facility will operate over seven days a week running at an average of 25 tonnes per hour. It will also be supported by the MRF maintenance team.

All WCAs will now normally deliver to modern waste transfer stations at:-

- Newark
- Welshcroft Close, Kirkby in Ashfield
- Worksop

This new infrastructure has delivered a significant change which will ensure that very little residual waste will now be delivered to landfill.

Part C – Household Waste Recycling Centre Services

- Community Repaint Nottinghamshire

The paint reuse scheme will continue at Beeston, Calverton, Newark and Warsop Recycling Centres during 2018. Community Groups and Charities can make appointments through the County Council to collect paint. Veolia and Nottinghamshire County Council are considering the most efficient method to distribute paint received at the recycling centres for re-use.

- Recycling Centre User Survey

A recycling centre user survey took place during March 2017, there had been an interval of two years since the previous survey in 2015 due to the implementation of the policy change to require

all residents to register to use the recycling centre. Veolia will be working with the recycling centre subcontractors to evaluate the results and consider where improvements can be delivered.

Enforcement of the Council's permit scheme will continue to be supported by Veolia site staff during Contract Year 12.

- Inert and Plasterboard Charging Proposal

This proposal has been temporarily withdrawn whilst the Council considers new legislation relating to this waste stream. Following the election in May 2017 the Council's elected members are considering all policies implemented by the previous administration.

- Recycling and Recovery of additional waste streams

Veolia continues to research opportunities for additional recycling where the end markets are developed, reliable and consistent.

- Recycling Center Map

Veolia is designing an online map for each recycling centre which will detail the location of containers for each waste stream. It is planned that the map will be available to download by residents in order that they can load their vehicle to reflect the order of containers on each site and improve the experience on site.

- Health and Safety

Veolia continued to develop its Worksafe program which highlights a positive safety culture with the 'think safe, work safe, home safe' campaign. During 2018 all recycling centres will undertake a 'safety stand down' this activity is intended to allow operational staff and management to consider the activities on site and any potential to improve the health and safety for employees, contractors and visitors.

Year 8 driver CPC training will be rolled out to all Veolia's drivers during November 2017. All professional drivers are required to undertake 35 hours of periodic training every 5 years to keep their Driver Certificate of Professional Competence (CPC).

Part D – Recyclable Waste and Street Cleansing Waste

- Input Quality

Veolia will change the current sampling schedule with an increased sample size and frequency in line with the MRF Code Of Practice Regulations throughout the next contract year. The sampling data will continue to be provided every month to the Waste Collection Authorities to assist them with improving input quality.

Contract Year 12 will see an increased focus on reducing contamination levels in the co-mingled dry recyclables delivered to the Contract MRF. A contamination working group is considering the design of a countywide campaign that incorporates both education and enforcement with

residents to ensure that the quality of the material improves.

- Reduction of MRF process waste to landfill

Veolia will continue to utilise third party processors who can treat the residual output from the Contract MRF. Where possible the material that cannot be sorted at the facility will be reprocessed for recovery.

- WCA Recyclables

Veolia will continue to evaluate the success of the current supported schemes with the Waste Collection Authorities; household batteries, textiles and small mixed WEEE to understand if there is value in extending these services to Waste Collection Authorities not currently participating.

Communications

- Increase recycling and reduce contamination

The Communications team will continue to develop opportunities to promote regular reminders about correct recycling methods and contamination reduction throughout the year.

The contamination working group is considering a suite of appropriate resources for use by the WCAs. These resources may be in the form of templates that can be adopted by all districts and boroughs in the County. Resources being considered are a revised version of the Are You Bin Smart guide, MRF Guide and bin stickers and tags.

Additionally a digital campaign 'Right bin Right thing' is being designed by the Council's Communications team. This campaign is in its early stages but it is hoped that it will compliment the other activities taking place across the County to reduce contamination.

- Recycle for Nottinghamshire Education

Schools Week Visits to the Contract MRF will continue to run each term and along with community group bookings which are very popular and booking up months in advance. The visits will continue to include a facility tour, the recycling sorting game, together with a closing the loop activity, creative reuse activity or time for questions.

Adult creative craft activity sessions have proved popular and opened up recycling information to a new group of individuals who receive a recycling education tour and a creative reuse workshop. They will continue through 2018.

The Play in a Day weeks will continue to run with schools who have had no previous educational involvement being preferred when booking.

- Food Waste Reduction

The popular cookbook 'Love Your Leftovers' which was updated in 2016 now includes new recipes,

hints and tips and is available digitally and from contact centres and at events.

- Community RePaint Nottinghamshire

The County's paint reuse scheme will continue to be promoted at Beeston, Calverton, Newark and Warsop Recycling Centres.

Community and voluntary groups registered on the scheme make an appointment to visit one of the sites - Beeston, Calverton, Newark and Warsop Recycling Centre and can take the donated paint away free of charge. Paint donated in this way is placed in designated containers and trained site staff sort through each tin of paint to check whether it is suitable for the reuse scheme. Tins of paint suitable for reuse are labelled and displayed on shelves in the Community RePaint container according to colour and type. Tins of paint that cannot be reused will not be put into the reuse scheme but will be sent for specialist treatment.

- EnviroGrant

The EnviroGrant will continue to support suitable projects, groups and schools across the County. Applications are reviewed at the quarterly communications meeting and a display plaque is given to successful applicants when appropriate.