

Telford & Wrekin Council Waste Management Services



Background

Recycling & Waste Management Services Veolia Contract

Phase 1a	1 April 2014	<ul style="list-style-type: none">• Recycling collections and processing• Red top bin disposal (Granville landfill)
Phase 1b	3 October 2016	<ul style="list-style-type: none">• New Household Recycling Centre (HRC) and Waste Transfer Station at Hortonwood• Waste diverted from landfill• Reuse Scheme
Phase 2	1 April 2019	<ul style="list-style-type: none">• Red top bin collections• Green bin collections and processing• Food waste collections and processing• Bulk collections



Background

Waste Management Services TWS until end March 2019

Up until 2
October 2016

- Household recycling Centres

Up until 31
March 2019

- Red top bin collections
- Green bin collections and processing
- Bulk collections



Savings and Investments

- £30 million total savings (24 years)
- £140k pa saving from early HRC changes
 - New Hortonwood HRC
 - Halesfield refurbished
 - Extended opening hours, 7 days a week, 362 days pa
- New Waste Transfer Station, diverting waste from landfill
- New purple top and food waste containers
- Added Value benefits e.g. Envirogrant, Sports



Processing & Disposal

- Red top waste bulked at Hortonwood and transferred to an Energy from Waste Facility (ERF)
 - Shrewsbury or Four Ashes
- Purple top recyclables to Materials Recycling Facility (MRF)
 - Four Ashes
- Paper and Card collected and processed separately
- Green waste taken to Simpro Telford for composting
- Food to be confirmed

Hortonwood Facility



Household Recycling Centres

Communication Plan

- Budget consultation Jan 16
- Press Releases and Social Media
- Highways signs replaced and improved
- Information on changes in collection calendar (Aug all households)
- Veolia attended local group meetings
- Tours offered to Members and Town & Parish Councils
- Tours and meeting attendance are still available on request
- Promote changes on Recycling Collection Vehicles
- Coverage of day 1 with pictures and interviews with Radio Shropshire
- Continuing promotion
- Official Opening Ceremony in November



Engagement and Communications

- School engagement (47 schools visited 15/16)
- Junior Street Champions Scheme
- Recycling Reward Scheme for residents (£5,000 June/Oct)
- Engagement with householders and community group visits
- Hosted visits to MRF and ERF for all groups
- Information to each household twice a year, as a minimum e.g. calendar

Customer Satisfaction to be Continuously Improved

- Customer Satisfaction Surveys every 3 years, first 2014 next 2017

Engagement and Communications



Support your community with funding up to £1000
Veolia's EnviroGrant Scheme in Telford and Wrekin

STAR BRIEFING
New recycling hub set to open on time



NEWS IN BRIEF
Wooden bench is unveiled at church



STAR BRIEFING
Big thumbs up sees recyclers rewarded



Junior Street Champions
2015

Technology Improving Performance

Veolia IT system integrated with T&W CRM

- In-cab technology, crews report real time visual information to the Customer Contact Centre
- 360 degree cameras on collection vehicles to ensure safety
- On board confirmation of completed collections
- Webpage will be available with live footage of HRC

New Collection Vehicles

The journey of your recycling



Veolia Performance Monitoring

- Continuous improvement Contract e.g. recycling, missed collections, customer satisfaction, GHG
- Twice yearly Strategic Performance meeting with Director, Assistant Director and Lead Cabinet Member
- Monthly contract management meetings with Waste Contract Manager
- Monthly performance reports with deductions for service failures
- Veolia produce performance information and T&W check (deductions for inaccuracies)

TWS Performance Monitoring

- Performance framework refreshed Sept 14
- Contract management meetings to discuss performance and health & safety
- Older Contract – no self reporting or technologies
- Monthly performance reports produced by T&W
- Liaison with Veolia e.g. Phase 1, HRC
- Maintaining good relationship

Contract based on Continuous Improvement



Comparing Performance 13/14 to 14/15

2014 Year 1 of Veolia Contract:

- Missed collections (all services) reduced by 20%
- 90% of requested containers delivered within 5 working days
- Upheld Official Complaints reduced by 81% (221 in 2013/14, 42 in 2014/15)
- In 2014/15, 99.83% of households received on time collections

Comparing Performance 14/15 to 15/16

Year 2, including introduction of new TWS performance framework:

- Red top and green container missed collections reduced by 23%
- Recycling missed collections reduced by a further 54%.
- 99% of requested containers delivered within 5 working days.
- Upheld Official complaints reduced by a further 43% (42 in 2014/15, 24 in 2015/16)
- 99.89% of households received on time collections

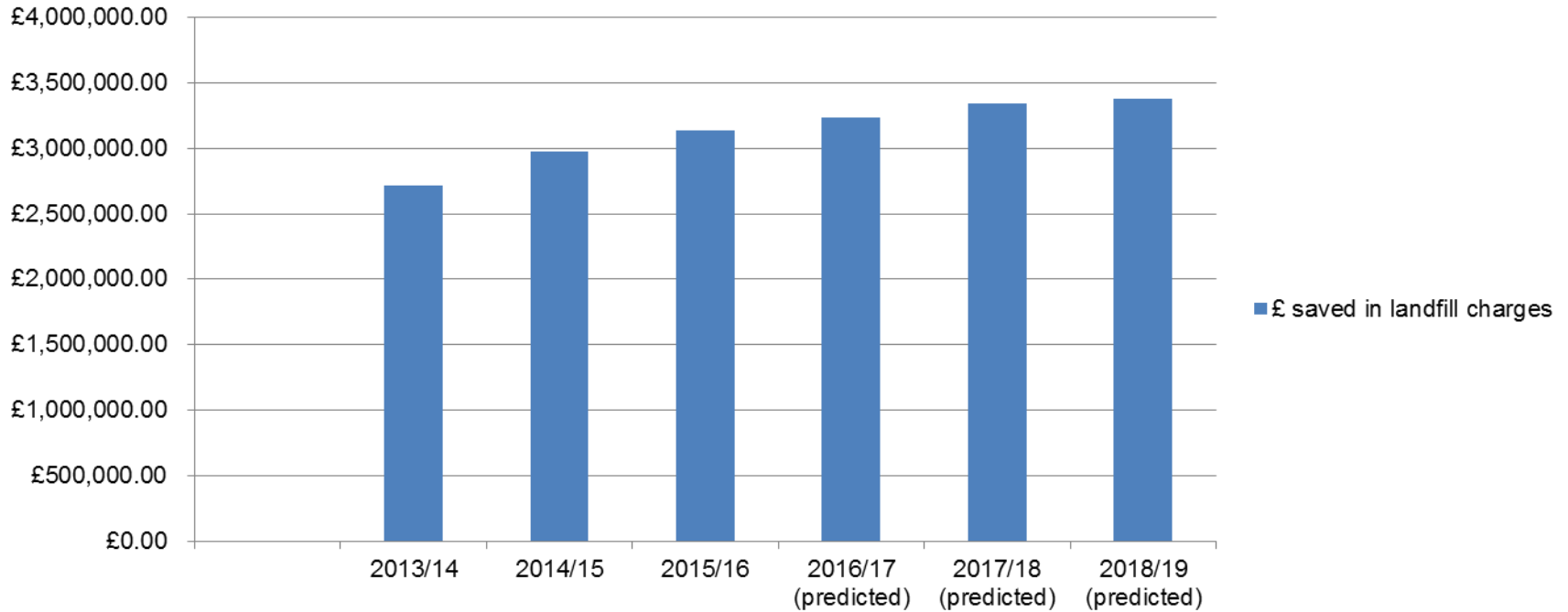
Recycling Performance

Continuous improvement with deductions for non performance

Year, from 1st April	Recycling Rate	Landfill Diversion Rate
2014	46.30%	50.47%
2015	46.30%	50.47%
2016	46.79%	73.31%
2017	47.32%	98.29%
2018	47.32%	98.29%
2019	58.57%	98.44%
2020	58.84%	98.45%
2021	59.10%	98.46%
2022	59.24%	98.47%
2023	59.38%	98.47%
2024 - 2038	59.52%	98.48%

Landfill Savings

£ saved in landfill charges



Questions?