



# Joint Contract authority performance

Q4 2022/23



## **Introduction**

This report provides a summary for the Joint Contract Partnering Committee of the latest quarterly position on both recycling performance and operational performance under the Joint Collection contract.

Recycling performance is based on data sourced from the SEP waste data system. Operational performance under the Amey contract is based on data from the modelling work done by Eunomia. The Annexes to this paper show the latest available performance data for each of the four Joint Contract authorities. There is one performance dashboard for each authority.

## **Recycling performance – Q4 2022/23**

The first section of each dashboard reports on recycling performance. Performance is reported monthly, up to and including March 2023, the latest month for which data are available.

The report shows tonnages collected by type of material. The recycling rate is based on these as a percentage of total waste and recycling. Comparisons are based on performance for the 12 months to March 2023 compared with that for the 12 months to March 2022. It also now includes a comparison to the current performance period (up to March 2023) and the 12 months to March 2020, to reflect the pre-pandemic waste levels.

It should be noted that although the first table in each dashboard shows the tonnages collected, the table below the charts then shows the disposal tonnages, which are used as the basis for calculating recycling rates. Disposal tonnages allow for material which is collected as recycling, but which cannot be recycled, and which are then accounted for as residual waste. Disposal tonnages are therefore generally lower than collected tonnages for recycling, but higher than collected tonnages for residual waste. The exception to this is tonnages defined as “other recycling”, where disposal tonnages include recyclable material extracted at the disposal stage from material collected as leaf fall and road sweepings.

## **Surrey-wide performance**

Surrey-wide performance is provided here for context.

Across Surrey as a whole, tonnages in March 2023 are lower than pre pandemic levels, a 3.9% decrease compared to March 2020 across all waste streams. Comparing to last year there has been a decrease of 8.5% across all waste streams.

In the year to March 2023 DMR and food waste tonnages decreased by approximately 8.9% and 8.4% respectively. Compared to March 2020, DMR tonnages were down by 2.2% and food waste decreased by 2.4%.

Overall garden waste tonnages, excluding those collected at the CRCs, have decreased by 7.7% in the 12 months to March 2023 compared with the same period for the previous year. Compared to March 2020 it is 8.7% lower.

Residual waste decreased by 7.5% in March 2023, however, was only 1.0% higher compared to the same 12-month period up to March 2020.

### **Joint Contract authorities – general trends**

In Q4 2022/23, the joint contract areas have seen decreases in three of the main material types (DMR, food, and residual), these reductions are in line with the rest of Surrey. Apart from Woking for DMR, which remained stable with a minor increase of 0.6%.

For green waste, all joint authorities experienced increases this was not in line with the rest of Surrey.

The disruption to garden waste services in the previous year is still impacting the rolling annual totals being reported, and this is reflected in the commentary for each authority area. This report is now up to March 2023 and the service has been fully operational for most of the year. Therefore, the rolling annual totals show a significant increase to the previous year when the disruption to garden waste service occurred. However, it is interesting to note that when looking at March tonnages in isolation we can see that Mole Valley and Woking experienced a decrease in their tonnages.

Year-on-year comparisons of WEEE and textiles tonnages often tend to show reasonably large changes. This is largely due to there being variable disposal patterns for these materials, with containers at depots being collected as required rather than by way of daily tipping as is the case for other materials.

There is no clear pattern for fly-tipping tonnages, with three of the four authorities seeing a decrease in tonnages from the previous year.

The data also now compares to pre-pandemic tonnage (12 months up to March 2020)

### Elmbridge

In the year to March 2023, DMR tonnages saw a decrease of 10.9% year-on-year. However, it is 1.7% higher than the 12-months to March 2020. This is part of the continuing trend of material returning to pre-pandemic tonnages and it is now showing similar levels to that period.

Food waste tonnages have also decreased, by 10.5% year-on-year. Comparing to pre-pandemic levels (March 2020), tonnages were 8.2% lower. This shows the trend of decreasing tonnages, however tonnage is also lower than the pre-pandemic period, this could be a sign of the current cost of living crisis.

Garden waste tonnages increased by 31.9%. Comparing to pre-pandemic levels (March 2020), tonnages were 7.9% lower. The increase here is due to the service

not fully running in the previous year. Comparing to the pre-pandemic period, this may be due to a seasonal effect on the material and Amey managing garden subscriptions better.

Residual waste tonnages have decreased by 4.2% year-on-year. Comparing to pre-pandemic levels (March 2020), tonnages were 1.9% higher. Once again this is part of the continuing trend of material returning to pre-pandemic tonnages and it is now closing the gap to that period.

Fly-tipping volumes have decreased by 34.5% from 153 tonnes to 100 tonnes. This is a noticeable improvement on pre pandemic levels (282 tonnes for the year to March 2020).

The quarterly recycling rate for Elmbridge is estimated as 50.4%. The 12-month rolling rate to March 2023 is 53.6%.

### Mole Valley

DMR tonnages and food tonnages were down by 10.3% in the year to March 2023 when compared to the previous 12-month period. Compared to year to March 2020, DMR was down by 6.1%. This shows the trend of decreasing tonnages, however tonnage is also lower than the pre-pandemic period and could be a sign of the current cost of living crisis.

Food waste tonnages also decreased, by 6.6% year-on-year. Comparing to pre-pandemic levels (March 2020), tonnages were 2.2% lower. Once again shows the trend of decreasing tonnages and tonnages being lower than the pre-pandemic period, this could be a sign of the current cost of living crisis.

Garden waste tonnage is up by 13.3% year-on-year, this largely caused by the service disruption seen in 2021/22. It was down by 16.1% compared to the year to March 2020. The increase here is due to the service not fully running in the previous year. Comparing to the pre-pandemic period, this may be due to a seasonal effect on the material and Amey managing garden subscriptions better.

The residual waste tonnage has also decreased, by 2.3% year-on-year. Comparing to pre-pandemic levels (March 2020), tonnages were 3.7% higher. This shows the trend of decreasing tonnages from last year, however tonnages are still higher than the pre-pandemic levels, this still could be the last remnant of changes to resident behaviour from lockdowns and taking longer to adjust back.

There were about 68 tonnes of fly-tipping collected in the 12-month period to March 2023, up from 54 tonnes from the same period in the previous year. Comparing to pre-pandemic levels, the tonnage recorded was 8 tonnes for the 12-month period to March 2020.

The quarterly recycling rate for Mole Valley is estimated as 55.0%. The 12-month rolling rate to March 2023 is 55.2%.

## Surrey Heath

In the year to March 2023, DMR tonnages were down by 8.8% year-on-year. Comparing to pre-pandemic levels (March 2020), tonnages were 6.3% lower. This continues with the trend of decreasing tonnages, however tonnage is also lower than the pre-pandemic period and could be a sign of the current cost of living crisis.

Food waste tonnage has also decreased by 7.9%. Comparing to pre-pandemic levels (March 2020), tonnages were 1.0% higher. This shows the closing gap between current tonnages and pre-pandemic tonnage levels.

Garden waste tonnages have increased by 31.1%, due to the reduced garden waste service in the latest financial year. Comparing to pre-pandemic levels (March 2020), tonnages were 12.4% higher. The increase here is due to the service not fully running in the previous year. Comparing to the pre-pandemic period, tonnages are still higher, this goes against the other authorities.

Residual waste tonnages were down year-on-year by 4.5%. Comparing to pre-pandemic levels (March 2020), tonnages were 4.9% higher. This shows the trend of decreasing tonnages from last year, however tonnages are still higher than the pre-pandemic levels, this still could be the last remnant of changes to resident behaviour from lockdowns and taking longer to adjust back.

Fly-tipping volumes have decreased by 78.2% from 93 tonnes to 20 tonnes. There are no known factors that could explain this decrease. The results show a sustained improvement when compared to pre-pandemic levels, as 220 tonnes were collected in the 12-months to March 2020.

The quarterly recycling rate for Surrey Heath is estimated as 56.8%. The 12-month rolling rate to March 2023 is 59.9%.

## Woking

DMR tonnages in the year to March 2023 remained at similar levels compared to last year but had a 3.7% increase compared to pre-pandemic tonnages. This goes against the current trend and DMR appears to have plateaued this quarter, however still shows an increase compared to the pre-pandemic levels a possible continuing effect from lockdown. In Woking it has taken slightly longer for DMR tonnages to return to those levels.

Food waste tonnages decreased by 7.6%. Comparing to pre-pandemic levels (March 2020), tonnages were 5.8% lower. Food follows the trend of decreasing tonnages and tonnages being lower than the pre-pandemic period, this could be a sign of the current cost of living crisis.

Garden waste tonnages have seen a year-on-year increase at 32.4%. Comparing to pre-pandemic levels (March 2020), tonnages were at similar levels. The increase here is due to the service not fully running in the previous year. Comparing to the pre-pandemic period, tonnages may have now returned to those levels.

Residual waste tonnages have also seen a reduction of 4.3%. Comparing to pre-pandemic levels (March 2020), tonnages were 4.4% higher. This shows the trend of decreasing tonnages from last year, however tonnages are still higher than the pre-pandemic levels, this still could be the last remnant of changes to resident behaviour from lockdowns and taking longer to adjust back.

Fly-tipping volumes have decreased by 2.3% from 139 tonnes to 136 tonnes. Comparing to pre-pandemic levels, the tonnage for the 12-months to March 2020 was 224 tonnes. This service is not run by Amey.

The quarterly recycling rate for Woking is estimated as 51.2%. The 12-month rolling rate to December 2022 is 54.9%.

### **SEP Joint Strategy performance – Q3 2022/23**

Quarterly performance against the council specific measures in the SEP Joint Strategy has been shown on each dashboard for completeness. This is up to and including Q3 2022/23 and is based on data sourced from Waste Data Flow. Please note this is subject to change as data is confirmed by DEFRA throughout the year.

### **Amey contract performance – Q4 2022/23**

The lower section of each dashboard reports operational performance under the Joint Collection contract, against each of the 15 contract KPIs.

Performance is reported here based on the work done by Eunomia to model operational performance based on data provided by Amey. The data presented are the outputs from the Eunomia model. This modelling has only been applied to data from Q1 2019/20 onwards.

Where data are not available for a given indicator, the cell in the table has been left blank. A zero has been shown where we do have the data and the figure is zero. For some authorities, certain indicators are not included in the contract; where this is the case, those indicators have been greyed out.

#### Elmbridge

Missed collections per 100,000 saw decreases in Q4 and was 90 in March, the second lowest of year so far.

Missed assisted collections saw a small increase in early Q4 then continue to decrease and was 39 in March, the lowest of the year. Missed collections not rectified significantly decreased in Q4 and was 2 in January.

For the next two KPIs, the March figure includes the total of the year. Repeat missed collections decreased in early Q4 and the total for the year was 305. Repeated missed assisted collections total for the year was 26.

As noted in previous reports, Elmbridge have a whole day to recover missed collections, as opposed to half a day as in the other authorities. From the end of May, Elmbridge began integration into the Whitespace system, therefore from June their missed bin SLA will be in line with the other authorities in the contract.

### Mole Valley

Missed collections (per 100,000) had an increase in early Q4 then returned to lower levels and was the lowest in the year in March at 51.

Missed assisted collections saw an increase in early Q4 and then returned to lower levels in March at 15, the lowest in the year. Missed collections not rectified decreased in Q3 and was at 0 in February.

For the next two KPIs, the March figure includes the total of the year. Repeated missed collections total for the year was at 58. Repeated missed assisted collections remained low in Q4 and the total of the year was 5.

### Surrey Heath

Surrey Heath's missed collections per 100,000 remained steady in Q4 and was 30 in March, the lowest in the year. Missed assisted collections had minor increase in February but then decrease to 16 in March, the lowest of the year.

Missed collections not rectified remained at low levels and was at 0 in January and March.

For the next two KPIs, the March figure includes the total of the year. Repeat missed collections remained mostly at low levels in Q4 and was 1 in January, and the total of the year was 11. Repeated missed assisted collections remained low in Q4 and was 0 in January and the total of the year was 4.

### Woking

In Q4, missed collections (per 100,000), missed assisted collections, and missed collections not rectified remained steady.

For the next two KPIs, the March figure includes the total of the year. Repeated missed collections was at 0 in January and the total of the year was 27. Repeated missed assisted collections remained low in Q4 and the total of the year was 14.

It should also be noted that for KPI13, customer contact service response times, the figures in the Woking dashboard represent the combined response times for both Surrey Heath and Woking, as we are unable to separate the source of calls for each area. Amey have not provided the data since April. Therefore, the last data received was for April and it was 95, this was reported in the last report.

## **Recommendation**

The Committee are asked to discuss and comment on this report and the Annexes.

## Next steps

The next performance report will be presented in the 28<sup>th</sup> September 2023 Partnering Committee meeting. It is expected that this will report on performance up to and including Q1 2023/24, for both recycling performance and operational performance; in both cases, this will be dependent on whether data are received by the deadline, from Surrey County Council's waste contractor, SUEZ, and from Amey respectively.

## Version control

Version	Author	Date	Changes	Distribution
V0	Kingsley Lu	20 <sup>th</sup> May 2023		Surrey Heath Democratic Services
V1	Kingsley Lu	20 <sup>th</sup> May 2023	Changes to SEP and SH tonnage performance	Surrey Heath Democratic Services