



Joint Contract authority performance

Q1 2023-24



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 – Q1 2023-24

The first section of each dashboard reports on recycling performance. Performance is reported monthly, up to and including June 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 June 2023 compared with that for the 12 months to June 2022.

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. Please note that disposal tonnages are subject to change.

Surrey-wide performance

Surrey-wide performance is provided here for context.

In the year to June 2023 DMR and food waste tonnages decreased by approximately 5.1% and 6.7% respectively.

Overall garden waste tonnages, excluding those collected at the CRCs, have increased by 0.9% in the 12 months to June 2023 compared with the same period for the previous year.

Residual waste decreased by 1.7% in June 2023 compared to the same period in the previous year.

Joint Contract authorities – general trends

In Q1 2023-24, 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 Mole Valley for residual, which remained stable with a minor decrease of 0.1%.

For green waste, all joint authorities experienced increases which was in line with Surrey. However due to the disruption to garden waste services in the previous year and seasonal variations between 2022 and 2023 (dry Summer 2022 and wet Spring 2023) the rolling annual totals show a significant increase.

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.

Elmbridge

In the year to June 2023, DMR tonnages saw a decrease of 9.1% year-on-year. Food waste tonnages have also decreased, by 9.1% year-on-year.

Garden waste tonnages increased by 46.4%. It should be noted that the garden waste service was disrupted in the year leading to June 2022, which would lead to lower tonnages in that year. Furthermore, seasonal variations were another supporting factor to the increase, the dry Summer in 2022 resulted in lower tonnage. Whilst the wet Spring in 2023 led to increased tonnage this year.

Residual waste tonnages have decreased by -1.4% year-on-year.

Fly-tipping volumes have decreased by 30.9% from 122 tonnes to 84 tonnes.

The quarterly recycling rate for Elmbridge is estimated as 57.4%. The 12-month rolling rate to June 2023 is 54.1%.

Mole Valley

DMR tonnages and food tonnages were down by 7.5% in the year to June 2023 when compared to the previous 12-month period. Food waste tonnages also decreased, by 5.8% year-on-year.

Garden waste tonnage is up by 37.0% year-on-year, this largely caused by the service disruption seen in 2021/22. It should be noted that the garden waste service was disrupted in the year leading to June 2022, which would lead to lower tonnages in that year. Furthermore, seasonal variations were another supporting factor to the increase, the dry Summer in 2022 resulted in lower tonnage. Whilst the wet Spring in 2023 led to increased tonnage this year.

The residual waste tonnage has also decreased, by 0.1% year-on-year.

There were about 54 tonnes of fly-tipping collected in the 12-month period to June 2023, up from 26 tonnes from the same period in the previous year.

The quarterly recycling rate for Mole Valley is estimated as 58.0%. The 12-month rolling rate to June 2023 is 56.0%.

Surrey Heath

In the year to June 2023, DMR tonnages were down by 8.8% year-on-year. Food waste tonnage has also decreased by 6.0%.

Garden waste tonnages have increased by 41.7%, due to the reduced garden waste service in the previous year. It should be noted that the garden waste service was disrupted in the year leading to June 2022, which would lead to lower tonnages in that year. Furthermore, seasonal variations were another supporting factor to the increase, the dry Summer in 2022 resulted in lower tonnage. Whilst the wet Spring in 2023 led to increased tonnage this year.

Residual waste tonnages were down year-on-year by 1.0%.

Fly-tipping volumes have decreased by 78.2% from 62 tonnes to 14 tonnes. There are no known factors that could explain this decrease.

The quarterly recycling rate for Surrey Heath is estimated as 60.4%. The 12-month rolling rate to March 2023 is 59.2%.

Woking

DMR tonnages in the year to June 2023 decreased by 3.3% compared to the previous year. Food waste tonnages decreased by 4.7%.

Garden waste tonnages have seen a year-on-year increase at 48.2%. It should be noted that the garden waste service was disrupted in the year leading to June 2022, which would lead to lower tonnages in that year. Furthermore, seasonal variations were another supporting factor to the increase, the dry Summer in 2022 resulted in lower tonnage. Whilst the wet Spring in 2023 led to increased tonnage this year.

Residual waste tonnages have also seen a reduction of 3.7%.

Fly-tipping volumes have decreased by 29.8% from 139 tonnes to 97 tonnes. This service is not run by Amey.

The quarterly recycling rate for Woking is estimated as 60.1%. The 12-month rolling rate to June 2023 is 55.7%.

SEP Joint Strategy performance – Q4 2023-24

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 Q4 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 – Q1 2023-24

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 (KPI 1) saw increases in Q1 and was 216 in June.

Missed assisted collections (KPI 2) saw increases in Q1 and was 53 in May. Missed collections not rectified (KPI 3) significantly increased in Q1 and was 302 in June.

The increase in KPI's 1-3 is due to garden rounds not completing in May and June this led to increase in missed collections. This will therefore have an affect on missed assisted collections and would be driving force in the increase in missed collections not rectified.

Repeat missed collections increased in Q1 and was 57 June. Repeated missed assisted collections remained low and was 1 in June.

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 Q1 and increased to 73 in June.

Missed assisted collections saw an increased in early Q1 from Q4 and was 32 in June. Missed collections not rectified remained low in Q1 and was 0 in May and 1 in June.

Repeated missed collections increased in Q1 and was 17 in June. Repeated missed assisted collections remained low in Q1 and was 1 in May and June.

Surrey Heath

Surrey Heath's missed collections per 100,000 increased in Q1 and was 52 in June. Missed assisted collections increased from Q4 and was 21 in June.

Missed collections not rectified remained at low levels and was at 0 in April and June.

Repeat missed collections remained at low levels in Q1 and was 1 in June. Repeated missed assisted collections remained low in Q1 and was 2 in May.

Woking

In Q1, missed collections (per 100,000) increased since Q4 and was 52 in June. Missed assisted collections increased and was 62 in May the highest in the quarter and missed collections not rectified increased in Q1 and was 17 in June.

Repeated missed collections decreased and was at 5 in May. Repeated missed assisted collections remained decreased in Q1 and was 2 June.

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 14th December 2023 Partnering Committee meeting. It is expected that this will report on performance up to and including Q2 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	13/09/2023		Surrey Heath Democratic Services