



Joint Contract authority performance

Q3 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 – Q3 2023-24

The first section of each dashboard reports on recycling performance. Performance is reported monthly, up to and including December 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 December 2023 compared with that for the 12 months to December 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 December 2023 DMR and food waste tonnages decreased by approximately 4.9% and 3.7% respectively.

Overall garden waste tonnages have increased by 13.3% in the 12 months to December 2023 compared with the same period for the previous year. Garden waste tonnages excluding material collected at the CRC was up by 14.3%.

Residual waste remained stable with a small increase of 0.6% in December 2023 compared to the same period in the previous year.

Joint Contract authorities – general trends

In Q3 2023-24, the joint contract areas were mostly in line with the rest of Surrey. DMR saw decreases in Elmbridge, Mole Valley, Surrey Heath, and Woking.

All the joint contract areas had decreases in food waste which was in line with Surrey. Elmbridge was higher whilst the remaining authorities were lower than the Surrey average.

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 the joint authorities saw a higher increase than the Surrey-wide average.

Residual waste had a decrease in Mole Valley with 3.8% and in Woking with 3.6%, whilst Surrey Heath had a slight increase with 2.3%. Elmbridge was more stable with a small decrease of 0.9%.

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 all authorities seeing a decrease in tonnages from the previous year.

Elmbridge

In the year to December 2023, DMR tonnages saw a decrease of 4.5% year-on-year. Food waste tonnages have also decreased by 6.5% year-on-year.

Garden waste tonnages increased by 23.8%. It should be noted that the garden waste service was disrupted in the year leading up to June 2022 which led to lower tonnages in that year.

Residual waste tonnages have decreased by -0.9% year-on-year.

Fly-tipping volumes have decreased by 77.9% from 100 tonnes to 22 tonnes. There have been some material type label changes with Suez, which may have led to low levels in certain waste types such as fly-tipping. We have fixed the issue this year but it does mean that from Q1-3 there may be some changes in tonnage whilst we continue to reassign the correct material.

The quarterly recycling rate for Elmbridge is estimated as 55.3%. The 12-month rolling rate to December 2023 is 54.2%.

Mole Valley

DMR tonnages was down by 3.8% in the year to December 2023 when compared to the previous 12-month period. Food waste tonnages also decreased by 1.7% year-on-year.

Garden waste tonnage is up by 22.9% 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.

The residual waste tonnage has also decreased, by 3.8% year-on-year.

There were about 22 tonnes of fly-tipping collected in the 12-month period to December 2023, down from 49 tonnes from the same period in the previous year. There have been some material type label changes with Suez, which may have led to low levels in certain waste types such as fly-tipping. We have fixed the issue this year but it does mean that from Q1-3 there may be some changes in tonnage whilst we continue to reassign the correct material.

The quarterly recycling rate for Mole Valley is estimated as 53.9%. The 12-month rolling rate to December 2023 is 56.6%.

Surrey Heath

In the year to December 2023, DMR tonnages were down by 4.5% year-on-year. Food waste tonnage has also decreased by 2.1%.

Garden waste tonnages have increased by 20.2%, 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.

Residual waste tonnages were up year-on-year by 2.3%.

Fly-tipping volumes have decreased by 73.7% from 19 tonnes to 5 tonnes. There have been some material type label changes with Suez, which may have led to low levels in certain waste types such as fly-tipping. We have fixed the issue this year but it does mean that from Q1-3 there may be some changes in tonnage whilst we continue to reassign the correct material.

The quarterly recycling rate for Surrey Heath is estimated as 60.2%. The 12-month rolling rate to December 2023 is 58.9%.

Woking

DMR tonnages in the year to December 2023 increased by 2.1% compared to the previous year. Food waste tonnages decreased by 2.6%.

Garden waste tonnages have seen a year-on-year increase at 16.0%. 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.

Residual waste tonnages have also seen a reduction of 3.6%.

Fly-tipping volumes have decreased by 81.0% from 141 tonnes to 27 tonnes. This service is not run by Amey. There have been some material type label changes with Suez, which may have led to low levels in certain waste types such as fly-tipping. We have fixed the issue this year but it does mean that from Q1-3 there may be some changes in tonnage whilst we continue to reassign the correct material.

The quarterly recycling rate for Woking is estimated as 57.6%. The 12-month rolling rate to December 2023 is 55.3%.

SEP Joint Strategy performance – Q2 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 Q2 2023-24 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 – Q3 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 decreases in Q3 and was below the target of 80, hitting 59 in October, the lowest for the year so far.

Missed assisted collections (KPI 2) continue to decrease in Q3 and was 13 in December the lowest in the year so far. The amount of assisted collections is 1,020 properties.

Missed collections not rectified (KPI 3) decreased in early Q3 and was 20 in November, the lowest of the year so far. However, increased to 36 in December.

Repeat missed collections increased in Q3 and was 21 in October and November. Repeated missed assisted collections remained low and was 0 in December.

Mole Valley

Missed collections (per 100,000) had an decreased in Q3 and was 50 in December.

Missed assisted collections also saw a decrease in Q3 and was 29 in December. The amount of assisted collections in Mole Valley is 889 properties. Missed collections not rectified also decreased in Q3 and was 1 in both October and December.

Repeated missed collections decreased in Q3 and was 7 in December. Repeated missed assisted collections remained low in Q3 and decreased to 2 in December.

Surrey Heath

Surrey Heath's missed collections per 100,000 remained stable in Q3, with a minor increase in November with 44. Missed assisted collections decreased by the end of Q3 with 9 in December. The amount of assisted collections in Surrey Heath is 530.

Missed collections not rectified remained at low levels remaining at 0 for most of Q3 until December where there was 1.

Repeat missed collections decreased in Q3 and was 1 in December. Repeated missed assisted collections remained low in Q3 and was 0 throughout.

Woking

In Q3, missed collections (per 100,000) remained stable in Q3. Missed assisted collections mostly remained stable in Q3 but reduced to 21 in December and missed collections not rectified saw an increased in Q3 and was 49 in December, the highest in the year so far. The amount of assisted collections in Woking is 2,225 properties.

Repeated missed collections remained low in Q3 and was 2 in November, its highest point in Q3. Repeated missed assisted collections remained low in Q3 and was only 1 in November.

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.

JWS have queried for some time the lack of provision of call centre stats, data which we had been receiving fairly regularly from Amey prior to 2022. While we still have not received the call centre data, call centre performance information has been provided as part of the monthly service report for the majority of the intervening period. As such we have used the data given there to calculate the relevant performance is for KPI 13.

The dashboard shows that Q3 had 0 calls answered outside of target. The target is to answer 90% of calls in 20 seconds.

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 June 2024 Partnering Committee meeting. It is expected that this will report on performance up to and including Q4 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
V1	Kingsley Lu			Surrey Heath Democratic Services