

## **Joint Waste and Recycling Committee**

Date - 3 July 2020  
Report of the - Lead Director, Dr Anthony Leonard  
Subject - Service Performance Update

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**Recommendation:** It be **RESOLVED:** That the report be noted.

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**Report Author: Madeleine Gorman, Waste Partnership Manager**

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### **Introduction**

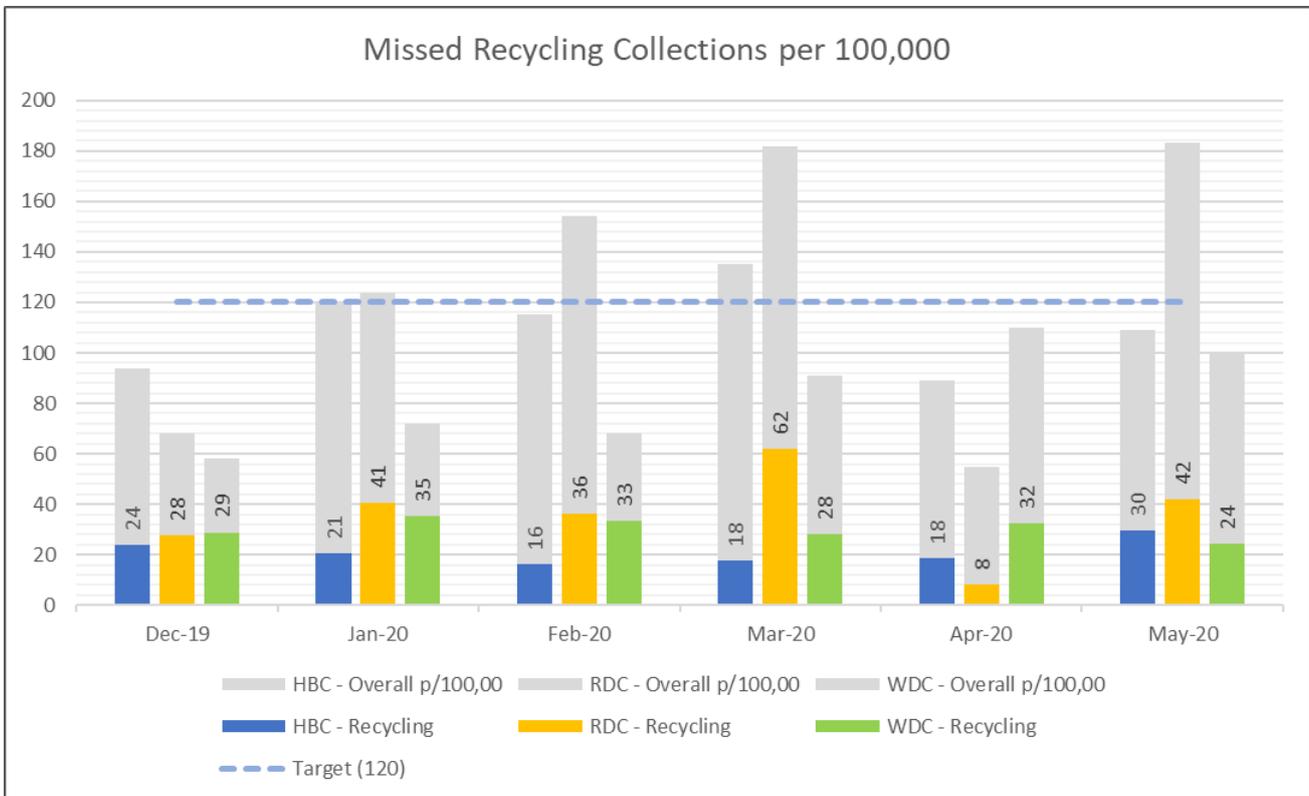
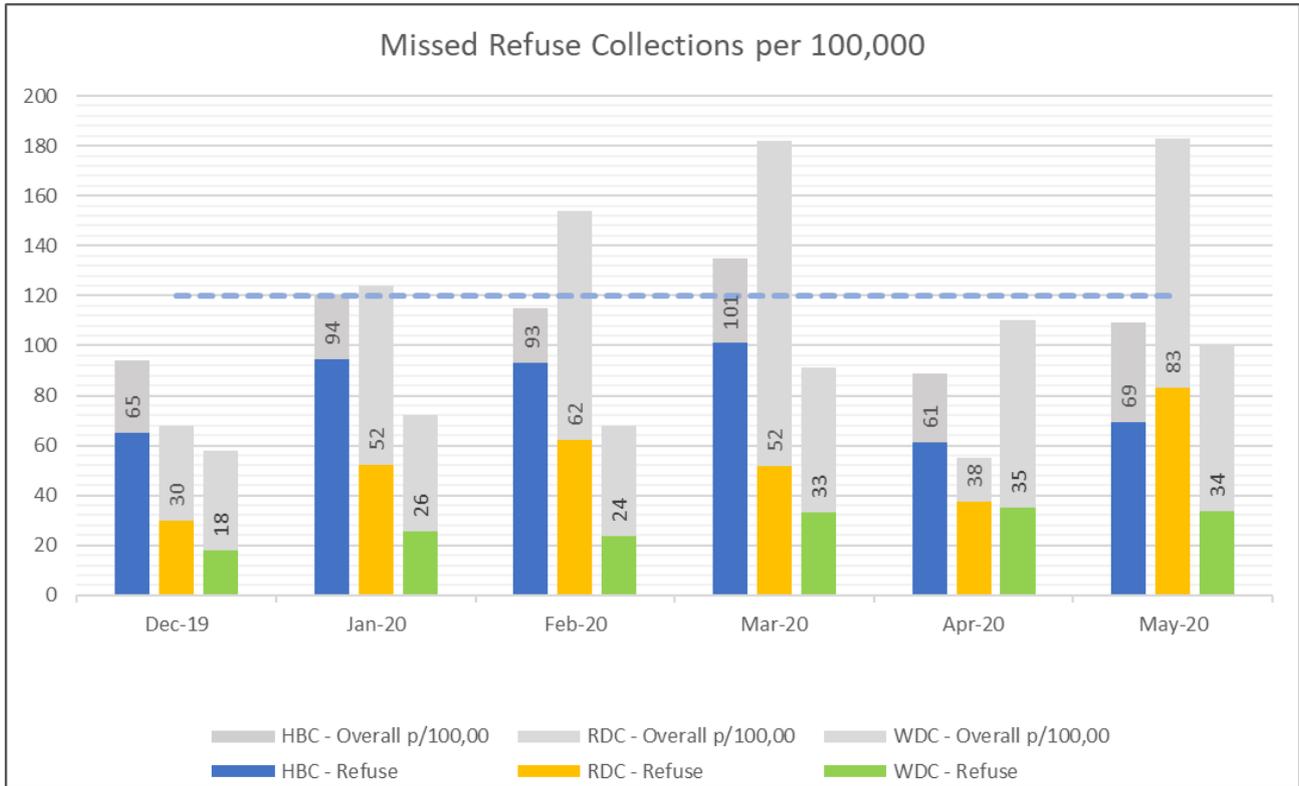
1. This report offers analysis and commentary on the standards of service performance that are being achieved through the Joint Waste Contract (JWC) for the period Autumn 2019 to February 2020. This report was originally intended for the Joint Waste and Recycling Committee (April 2020) which was cancelled due to the Coronavirus (Covid19) pandemic. As such, the report is provided for Member information only and to maintain the established reporting format for the Contract.

### **Performance Management Summary**

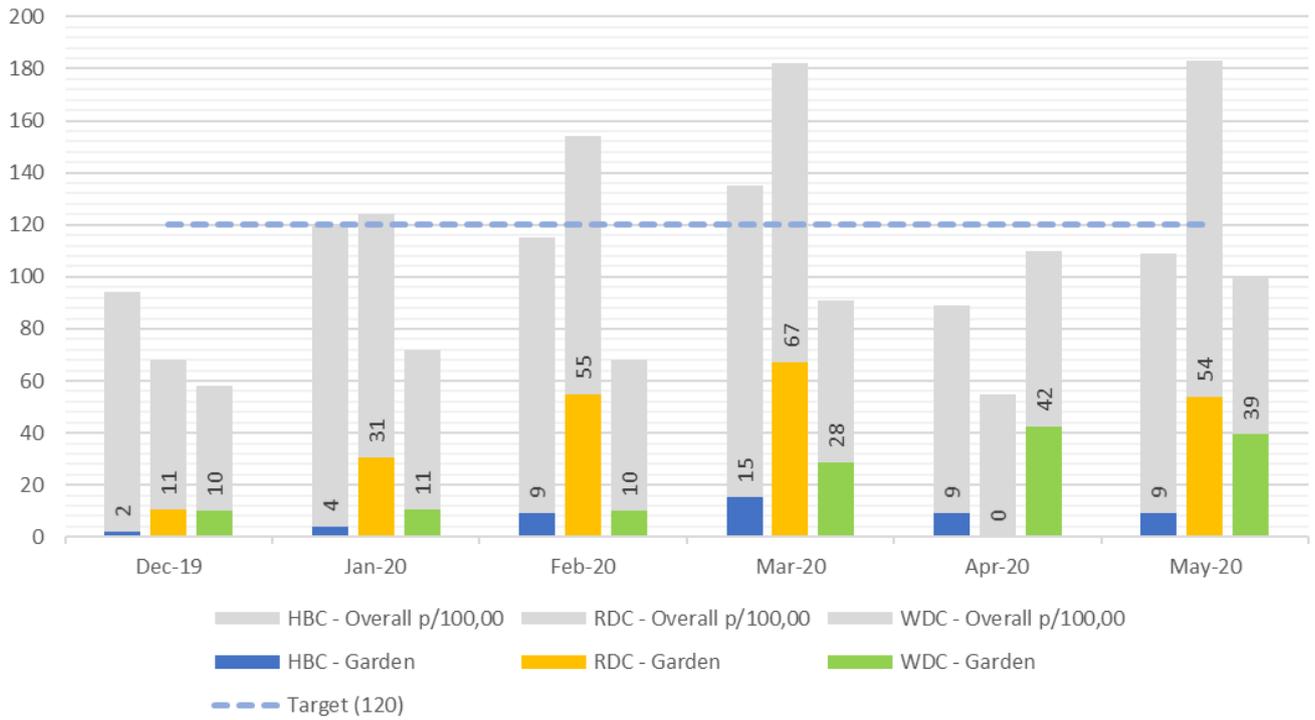
2. The key performance indicators (KPI) for each service are described in Schedule 8 of the Contract: the Performance Management Framework (PMF). Fundamentally the PMF is a mechanism which controls the standard of acceptable performance and the consequences of not achieving those standards. The key mechanisms depend on the application of performance points and separately, financial deductions. Ultimately both aspects (points and financial deductions) can lead to termination of the JWC. Members are advised that 100,000 performance points (or £125,000 financial deductions) incurred over any six month rolling period is the trigger for a Warning Notice.
3. From the end of the “honeymoon” period (September 2019) to end February 2020, 6,667 performance points and £3,990 financial deductions were applied. Contract performance was well within acceptable levels with no likelihood of formal Contract Notices (warning or termination) for the foreseeable period.

## Performance (September 2019 to February 2020): Collection Services

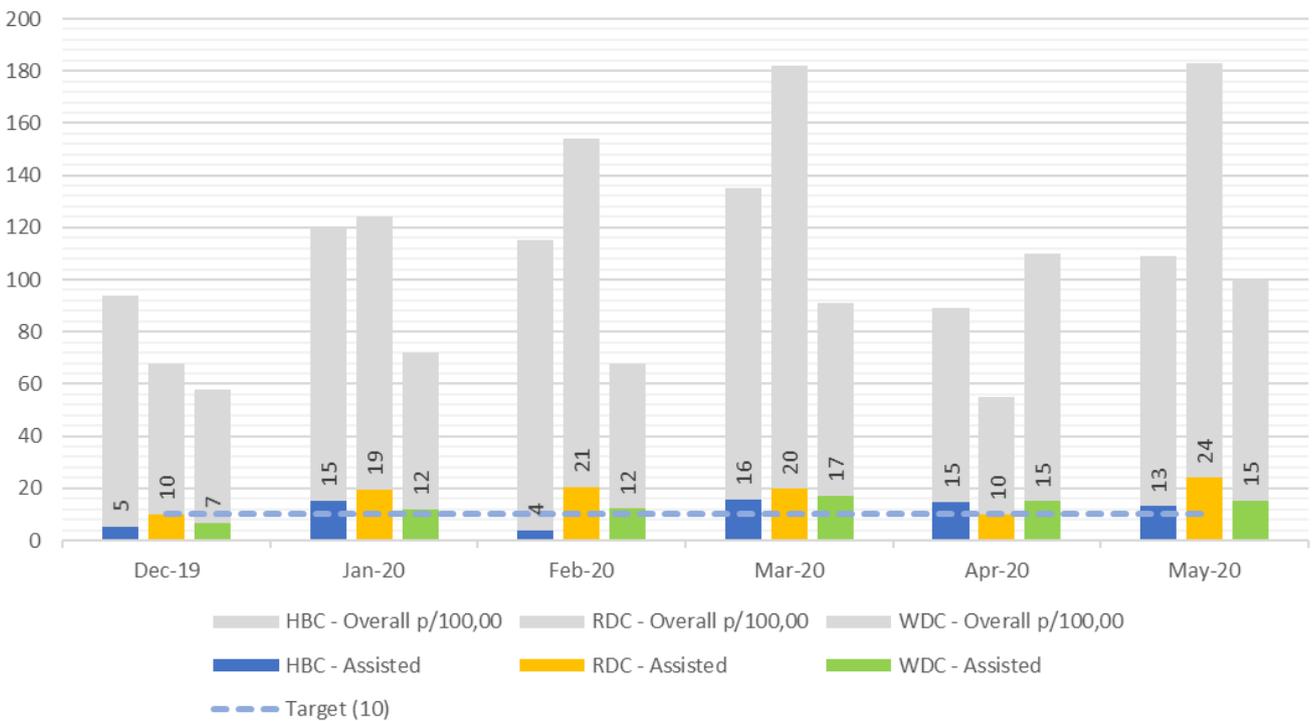
4. The following summary analysis of collection performance builds on what has previously been reported:



### Missed Garden Waste Collections per 100,000

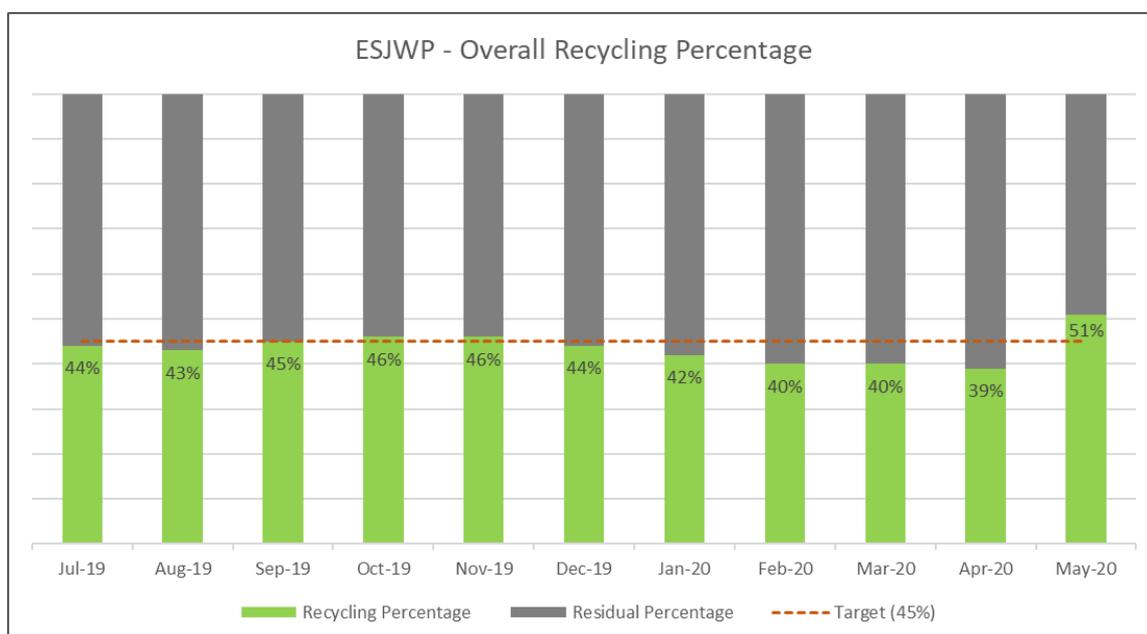


### Missed Assisted Collections per 100,000



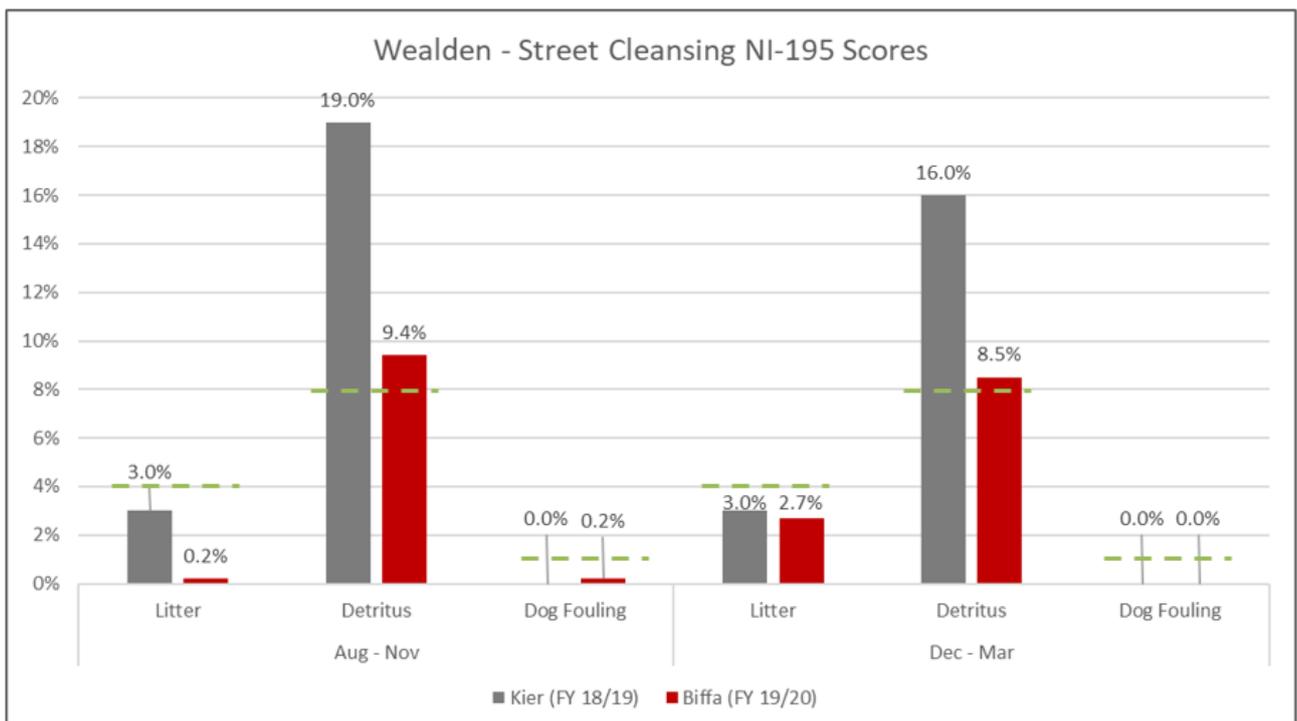
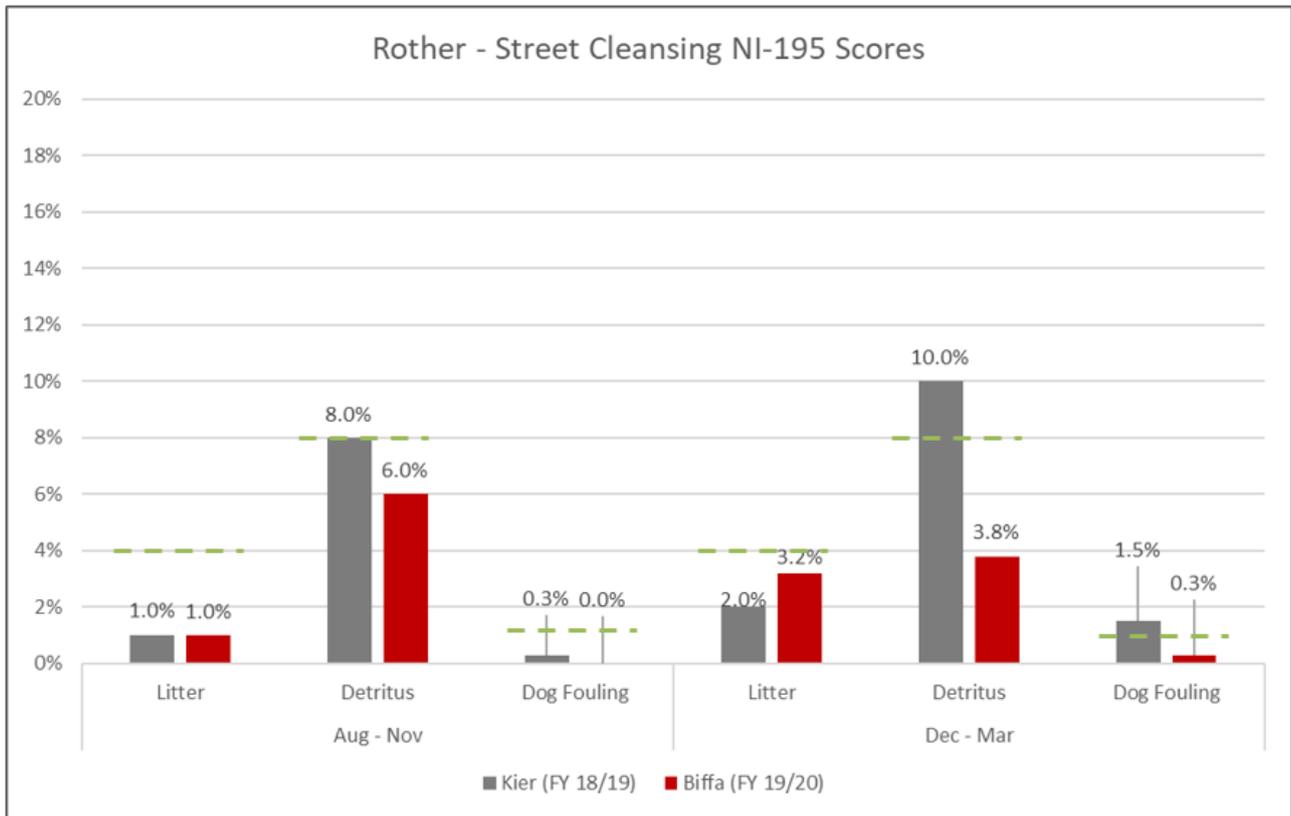
## Recycling Rate

5. Discussion by the Joint Waste and Recycling Committee in 2019 with regard to calculation of the recycling rate for each council concluded that the stated rates should match other reporting sources such as the national Waste Data Flow system which generates the published environmental statistics for all UK local authorities. However, there is a significant time lag of up to nine months between the daily operation and subsequent publication of the recycling rates by DEFRA. This lag reduces the value of the information for contract monitoring purposes so this report uses Biffa recycling collection data (rather than published DEFRA data) which is required to monitor Key Performance Indicator No.12 of the Performance Management Framework for the Joint Waste Contract.
6. Only acceptable items can be processed for recycling so it important for sources of contamination to be identified and action taken to exclude those items. The most common form of comntamination stems from residents inappropriately using recycling bins to contain residual waste. The opportunity to exclude such items depends on the “lift the lid” visual check at the point of collection but many items are not immediately visible, especially within communal bulk bins and bring site containers.
7. Contamination also occurs when collections staff inadvertently mix residual or garden waste with dry mixed recycling (DMR) and the contamination becomes visible to waste transfer station staff when the vehicle is tipped. This typically happens following evening or weekend work when the truck cannot be tipped and is then used for DMR the following day. Biffa management has reduced the number of incidents each month to less than five but the contamination impact from even a single load is high.
8. From time to time sampling of the bulked DMR loads received at the Viridor materials recovery facility (MRF) results in the whole load being rejected if more than 10% contamination is found. The waste transfer station processes for handling different tipped materials means it is unlikely that contamination has been introduced at the Waste Transfer Station. The financial impact of DMR contamination is incurred by East Sussex County Council and officers are keen to maintain good quality DMR.



## Street Cleansing

9. At the last meeting, Members were advised that Biffa were taking action to enable street cleansing activities to be more effectively planned and coordinated across the rural geographies of Rother and Wealden. This approach improved the standards being achieved and the NI195 results for Tranche 2 (August to November 2019), Tranche 3 (December to March 2020) are tabled below in comparison with the same seasonal periods in 2018/19.



## **Administering Authority Update**

10. Recruitment for the Joint Waste Administrative Officer was completed and they joined the team on 3 February 2020.

Dr Anthony Leonard  
Lead Director

## **Risk Assessment Statement**

No risks arise from the recommendation of this report.