

# Public Document Pack

## South London Waste Partnership Joint Committee

To: Councillor Natasha Irons (Chair)  
Councillor Billy Christie (Vice-Chair)  
Councillor Jason Cummings  
Councillor Scott Roche  
Councillor Ian Manders  
Councillor John Sweeney  
Councillor Barry Lewis  
Councillor Christopher Woolmer

A meeting of the **South London Waste Partnership Joint Committee** will be held on **Wednesday, 28 September 2022** at **6.30 pm** in **Merton Civic Centre, London Road, Morden, SM4 9SG**

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### AGENDA

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## Merton Council

# South London Waste Partnership Joint Committee Agenda

### Membership

#### Councillors:

Councillor Natasha Irons (Chair)  
Councillor Billy Christie (Vice-Chair)  
Councillor Jason Cummings  
Councillor Scott Roche  
Councillor Ian Manders  
Councillor John Sweeney  
Councillor Barry Lewis  
Councillor Christopher Woolmer

#### Substitute Members:

Councillor Alasdair Stewart  
Councillor Robert Ward  
Councillor Luke Taylor

**Date: Wednesday 28 September 2022**

**Time: 6.30 pm**

**Venue: Merton Civic Centre**

This is a public meeting and attendance by the public is encouraged and welcomed. For more information about the agenda please contact [democratic.services@merton.gov.uk](mailto:democratic.services@merton.gov.uk) or telephone [020 8545 3616](tel:02085453616).

All Press contacts: [communications@merton.gov.uk](mailto:communications@merton.gov.uk), 020 8545 3181

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## **South London Waste Partnership Joint Committee Agenda**

### **28 September 2022**

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#### **Note on declarations of interest**

Members are advised to declare any Disclosable Pecuniary Interest in any matter to be considered at the meeting. If a pecuniary interest is declared they should withdraw from the meeting room during the whole of the consideration of that matter and must not participate in any vote on that matter. For further advice please speak with the Managing Director, South London Legal Partnership.

# Agenda Item 4

South London Waste Partnership Joint Committee

13 July 2022

## SOUTH LONDON WASTE PARTNERSHIP JOINT COMMITTEE

13 July 2022 at 6.30 pm

**MEMBERS:** Councillors Christopher Woolmer, John Sweeney, Natasha Irons and Jason Cummings

**ABSENT** Councillor(s) Barry Lewis, Ian Manders, Billy Christie and Scott Roche

### 1. WELCOME AND INTRODUCTIONS

The Clerk welcomed those present and asked for nominations for Chair for the duration of the meeting.

Councillor Christopher Woolmer nominated Councillor Natasha Irons as Chair for the duration of the meeting this was seconded by Councillor John Sweeney.

RESOLVED that:

1. Councillor Natasha Irons be appointed as Chair for the duration of the meeting.

### 2. APOLOGIES FOR ABSENCE AND DECLARATIONS OF INTEREST

Apologies for absence were received from Councillors Barry Lewis, Billy Christie, Ian Manders and Scott Roche.

There were no declarations of interest.

### 3. MINUTES OF THE PREVIOUS MEETING

RESOLVED:

1. That the minutes of the previous meeting held on 24 February 2022 be agreed as an accurate record.

### 4. ANY URGENT BUSINESS

There was no urgent business.

**5. APPOINTMENT OF A CHAIR AND VICE CHAIR FOR 2022/23**

Councillor John Sweeney proposed that Councillor Natasha Irons be elected as Chair of the South London Waste Partnership Joint Committee for the year 2022/23. This was seconded by Councillor Christopher Woolmer.

Councillor Natasha Irons proposed that Councillor Billy Christie be elected as Vice Chair of the South London Waste Partnership Joint Committee for the years 2022/23. This was seconded by Councillor Jason Cummings.

RESOLVED that:

1. Councillor Natasha Irons be appointed as Chair of the South London Waste Partnership Joint Committee for the year 2022/23
2. Councillor Billy Christie be appointed as Vice Chair of the South London Waste Partnership Joint Committee for the year 2022/23.

**6. CONTRACT PERFORMANCE REPORT**

The Partnership Director introduced the report.

The Partnership Director confirmed that the DEFRA consultation regarding charges for dumping of rubble and use of booking systems at HRRCs had now closed and that the SLWP had responded to the consultation.

The Partnership Director explained that analysis of data from HRRC sites in Kingston, Merton and Sutton since booking systems had been in place had shown no obvious impacts including in levels of flytipping. Members added that there had been benefits reported by residents including reduced queuing by users.

The recent planning application submitted by Viridor for an additional diesel storage tank at the Beddington ERF site was discussed by the Committee. Members were aware that questions had been raised by at a recent meeting of Sutton Council's Planning Committee about the sulphur content of the fuel that Viridor plan to use at the site. Members agreed that Viridor's carbon reduction ambitions were welcome, but drew attention that carbon was not the only pollutant emitted from the Beddington site. It was confirmed that the SLWP had written to Viridor asking them to reconsider this decision and to explore other options. The Partnership Director added that the SLWP would have liked to have been more sighted on the Viridor application.

In response to questions about assistance provision to users at the Garth Road HRRC site the Partnership Director explained that work was in progress to enable this and that residents would be able to request assistance through the booking form in the future.

13 July 2022

Members discussed that having an upcycling access point in a High Street location would create a facility for those who do not drive. Members also suggested that the aim of creating a community based repair network could be progressed.

RESOLVED that:

1. The content of the report be noted.
2. To comment on any aspects of the performance of the Partnership's transfer, treatment, recycling and disposal contracts.

## **7. SOUTH LONDON WASTE PARTNERSHIP BUDGET OUTTURN 2021/22**

The Partnership Director introduced the report.

Members noted that appointments had been made to all posts in the structure.

RESOLVED that:

1. The content of this report be noted.

## **8. COMMUNICATIONS AND ENGAGEMENT UPDATE**

The Communications Advisor introduced the report.

The Communications Advisor provided details of technical issues which had resulted in the SLWP website being unavailable for a few days during the previous week and that steps had been taken to create a robust solution and a reduced risk of recurrence.

The Communications Advisor explained the procedures in place when collection crews encountered contaminated waste presented for collection and processes in place to aim to reduce contamination levels.

Members were aware of upcoming changes to legislation and requested additional information about these changes and the impacts and opportunities they would create.

Members expressed concerns that the Environment Agency had not responded to requests by Sutton Council Officers for information regarding the expected public consultation in relation to the permit variation application at the Beddington ERF.

Councillor Natasha Irons proposed a recommendation that the Chair write to the Environment Agency (EA) on behalf of the South London Waste Partnership Joint Committee to request additional information concerning the expected public consultation regarding the permit variation application at the Beddington ERF this was seconded by Councillor John Sweeney.

RESOLVED that:

1. The contents of this report and comment on any aspects of communications and engagement activities relating to the Phase A and Phase B contracts be noted.

2. The Chair write to the Environment Agency (EA) on behalf of the South London Waste Partnership Joint Committee to request additional information concerning the expected public consultation regarding the permit variation application at the Beddington ERF be agreed.

The meeting ended at 7.37 pm

Chair: .....

Date: .....





**Report to:** South London Waste Partnership (SLWP) Joint Committee  
**Date:** 28<sup>th</sup> September 2022  
**Author(s):** Andrea Keys, Partnership Director  
**Report title:** Contract Performance Report

## Summary

This report provides Joint Committee with an update on the performance of the transfer, treatment, recycling and disposal services that are procured and managed by the South London Waste Partnership on behalf of the four London boroughs of Croydon, Kingston, Merton and Sutton:

- I. Food and green waste - Receipt and transport
- II. Food and green waste - Treatment
- III. (New) Food and green waste services – Mobilisation of new receipt, transfer and treatment services for food and green wastes
- IV. Household Reuse and Recycling Centre (HRRC) services - HRRC site management and material recycling
- V. Residual waste services – Treatment of residual waste

This report provides the performance data for the period 1<sup>st</sup> April 2022 to 30<sup>th</sup> June 2022.

## Recommendations

The Joint Committee is asked to;

- note the contents of this report, and
- comment on any aspects of the performance of the Partnership's transfer, treatment, recycling and disposal contracts

## Background Documents

Contract Performance Monitoring Reports have been presented to the SLWP Joint Committee since 22 July 2010. The most recent reports were presented at the meeting in June 2022 by the Partnership Director, Andrea Keys.

## BACKGROUND

- 1.1. **Food and green waste - Receipt and transport** - The food and green waste receipt and transport services contract was procured in 2008 and was operated by Viridor Energy Limited Ltd and included the receipt, bulking and haulage of green and food waste until 31st August 2022. The disposal element of this contract ceased on the 3rd March 2019 and since the 4th March 2019 the SLWP's residual waste has been managed through the Residual Waste Treatment Contract operated by Viridor South London Ltd.
- 1.2. Under this Contract, the London Boroughs of Croydon, Merton and Sutton direct deliver kerbside-collected green and food waste into the waste transfer station located at the Beddington Lane site that is owned and operated by Viridor Energy Ltd.
- 1.3. The Royal Borough of Kingston direct delivers kerbside-collected green and food waste into the Kingston Council owned Villiers Road waste transfer station.
- 1.4. **Food and green waste - treatment** – Under the 2008 Food and Green waste contracts, once the food and green wastes were delivered to their respective transfer stations, the above 2008 contract was then responsible for the haulage of that material to one of a number of treatment facilities under the separate food and green waste treatment contract. This treatment service is also managed by Viridor Energy Ltd and the contract ran until 31<sup>st</sup> August 2022.
- 1.5. **New contracts for food and green waste** – The two food and green waste contracts procured by the SLWP in 2008 (referenced above at 1.1 to 1.4 of this report) expired 31<sup>st</sup> August 2022. The following four contracts were awarded in summer 2021 and relate to the receipt, transport, and treatment of food and green waste from the 1<sup>st</sup> September 2022 until no later than the 31<sup>st</sup> March 2030:
  - 1.5.1. Bio Collectors Ltd – receipt and treatment of food waste
  - 1.5.2. Olleco – collection and treatment of food waste
  - 1.5.3. Countrystyle Recycling – collection and treatment of green waste
  - 1.5.4. SUEZ Recycling and Recovery UK (SUEZ) – receipt, bulking, transportation and treatment of green and food waste
- 1.6. **Household Reuse and Recycling Centre (HRRC) services** - the HRRC service is operated by Veolia (ES) (UK) Ltd. The contract commenced on the 1st October 2015 and includes the management of the six HRRC sites in the SLWP region, the operation of the waste transfer station at Villiers Road, and the marketing of the recyclates collected at each of the HRRC sites. This service operates until the 31<sup>st</sup> March 2025.

- 1.7. **Residual waste treatment contract** - Viridor South London Limited ('Viridor SL') was awarded a contract for the treatment and disposal of residual waste in November 2012. To deliver the contract, Viridor designed, built and now operates an Energy Recovery Facility (ERF) at its Beddington Lane site in Sutton.

## PERFORMANCE DETAIL

2. **Food and green waste receipt and haul services (Viridor Energy Limited)** – Under the 2008 contract, food and green waste from the London boroughs of Corydon, Merton and Sutton are delivered to the Viridor-owned and operated waste transfer station facility located at Beddington Lane, in Sutton, where it is bulked and then hauled off-site for treatment in one of a number of third party facilities for processing.
- 2.1. Viridor also managed an area within the Kingston Council-owned waste transfer station facility (the Villiers site) under the same contract and received deliveries of kerbside-collected food, green and recycling. This material was bulked at the Villiers site and then hauled away to various third party facilities for processing.
- 2.2. This contract continued to operate effectively during the reporting period, as it has done throughout its entire term. There are no issues to report in relation to the services and no issue to report in relation to the transfer of the services to the new contractual arrangements on the 31<sup>st</sup> August 2022 (see section 6 for details).
3. **Food and green waste treatment services (Viridor Energy Limited)**
- 3.1. Once received from the above receipt and transport contract, the green (garden) waste was delivered to a range of UK composting facilities and processed in order to produce a BSI PAS100-compliant compost product. Data relating to green waste tonnage collected from both the kerbside and the HRRCs can be found in Appendix A (Chart 3a).
- 3.2. Under the 2008 agreement, food waste was transferred by Viridor to the Severn Trent Trumps Farm Anaerobic Digestion (AD) facility located in Surrey. The Severn Trent facility produces a BSI PAS 110 bio-fertiliser product for use on UK farmland. The gasses produced during the digestion process are captured and used to drive a turbine which generates electricity. The facility produces enough electricity to power thousands of homes. Food waste tonnage data for the reporting period can be found in Appendix A (Chart 3a).
- 3.3. This contract continued to operate effectively throughout the reporting period, as it has done through its entire term. There are no issues to report in relation to the services and no issue to report in relation to the transfer of the services to the new contractual arrangements on the 31<sup>st</sup> August 2022 (see Section 6 for details).

4. **New food and green waste contract Mobilisation** – As above, the 2008 food and green waste receipt, transport and treatment contracts expired in August 2022. The new food and green contracts enable the continuation of the separate collection methodology and support Partner borough recycling rates. The separate collection of food and green waste was harmonised across the four boroughs in 2017, and places the partner boroughs in a strong position in regards to our combined tonnage and the ability to garner strong market interest in our services.
  - 4.1. **Receipt** - Under these new contracts, the London Boroughs of Croydon, Merton and Sutton direct deliver kerbside-collected green waste into the SUEZ waste transfer station located in Merton. Food waste is either directly delivered to a local Anaerobic Digestion (AD) facility up to an agreed capacity of 5,000 tpa or taken to the SUEZ Merton transfer station.
  - 4.2. The Royal Borough of Kingston direct delivers kerbside-collected green and food waste into the Kingston Council owned Villiers Road waste transfer station.
  - 4.3. **Treatment** - The new services see partner borough food waste being treated at three separate Anaerobic Digestion (AD) facilities. A proportion of food waste is treated via a direct delivery contract with Bio Collectors Ltd at their Anaerobic Digestion (AD) site in Merton, as detailed above. The remaining food waste is bulked at local waste transfer station facilities, as detailed above, and then hauled to either the Severn Trent site located in Surrey or the Olleco site located in Aylesbury.
  - 4.4. The green waste is also bulk hauled via the local waste transfer station facilities detailed above and is currently being treated at Laverstoke Park Farm in Hampshire. The new food and green waste services mobilised successfully on the 1<sup>st</sup> September 2022 with no issues to report.
5. **HRRC Services - Management of the Household Reuse and Recycling Centres by Veolia (ES) (UK) Ltd**
  - 5.1. **HRRC Contract Performance Review:** The scope of the HRRC services can be summarised in three parts: the general management of the sites (including staffing, plant, equipment and site layouts); the transportation of materials; and the recycling, treatment and/or disposal of waste collected at the HRRC sites (excluding green (garden) and residual waste).
  - 5.2. The contract specification focuses on three key performance categories; site user experience, health and safety, and material recycling.
  - 5.3. **Site user experience:** Veolia started customer satisfaction surveys in July 2016 in order to monitor site user experience. Customer satisfaction questionnaires are undertaken at the six HRRC sites for two weeks in turn for each round. Surveying was suspended on the 24<sup>th</sup> March 2020 when the sites were closed due to COVID, however, over 1,500 surveys were still undertaken in the reporting year 2021/22 when COVID restrictions permitted.

- 5.4. A number of service changes have been made at the sites since the surveys first started, so the questions were updated in January 2022 in order to seek feedback on those changes, including the booking forms introduced at three of the six sites and the fair use policies introduced at two of the sites. An extract of the survey results can be found in Appendix B. A summary dashboard is also available to download from the SLWP website.
- 5.5. **Recycling Performance** – Each month the SLWP looks at materials recycled, recycling markets, and the impact of the wider SLWP recycling services, in order to better understand HRRC recycling rates and assess the Contractor’s performance.
- 5.6. Table 2a (Appendix A) details the recycling performance by site and by month (please note the year end performance figure is based on the raw tonnage data, not an average of the recycling performance per month). At the end of quarter 1 the combined performance at the SLWP HRRC sites was 67.3%.
- 5.7. **Recycling Performance analysis** – Notable changes in tonnes are as follows: All sites have seen a drop in tonnes brought to the sites by residents when compared with the same quarter 1 period last year, with the exception of Factory Lane (Croydon) which has seen an increase of 2%. There has also been a notable drop in rubble tonnes across all sites; waste electrical tonnes continue to decline, and we have seen a drop in green waste at all sites, again with the exception of Factory Lane which has seen an 8% increase in green waste tonnes. Green waste tonnes have been significantly lower for the month of July across both the HRRC and the kerbside collection service, likely due to the hot dry weather. We do not anticipate that this tonnage will be recovered in the later months of the year, and so this will impact on the recycling performance.
- 5.8. Table 2b in Appendix A uses data from the last three years in order to compare performance in 2022/23 with the previous two years. The blue bars show the recycling performance for the reporting Contract Year 2022/23. The yellow and blue bars show recycling performance for the same period in the previous two years.
- 5.9. **Improvement measures** – Covid-19 restrictions introduced at the six HRRC sites resulted in the suspension of a number of projects aimed at reducing waste and increasing recycling rates. With the sites now returning to normal operations, these projects are being restarted. Details of some of these measures are included below.
- 5.10. **Soil separation and recycling** – In 2019 Veolia launched a soil separation trial to increase recycling and to reduce haulage and treatment costs. The project looked to work with residents to split out soil from rubble and the subsequent soil fraction is kept clean enough to be reused. This project has continued to work effectively and is now in operation at all six sites. In the reporting period, 722 tonnes of soil have been diverted.

- 5.11. Reuse Shops – The reuse shop at Kimpton Park Way HRRc (Sutton) has been in operation since the HRRc contract first started in 2015 and the Fishers Farm HRRc Community Reuse Shop opened in November 2021. Both shops sell items that our residents no longer want or need. Residents bring unwanted items to any one of our Household Reuse and Recycling Centres and the operatives at each of the sites will collect and store anything that can be reused, including electrical items, bikes, bric-a-brac, furniture and toys. The Community Reuse Shop team will then collect suitable items and take them back to the reuse shops where they are fully checked to ensure they work properly and safely, and meet any legal requirements, such as fire labels. Initially Fishers Farm was being staffed by the re-use shop three days a week however Veolia staff now open and operate the site every day in order to increase access to the shop for the public.
- 5.12. ‘Upcycle Workshops’– Preparations continue for an ‘Upcycle workshop’ trial, which will be undertaken at the Kimpton Park Way site in Sutton. The trial will see the installation of a ‘classroom area’ at the site to deliver upcycling ‘workshops’ to the public using material collected at the sites. The workshops will include tutorials on how to upcycle furniture by painting and renovating, and door hanging, as well as bicycle repairs and so on. If the trial is successful and there is demand from the public we will look to expand the trial to the other sites.
- 5.13. **Booking Forms** – A booking form system has been in place at the HRRc sites in Kingston, Merton and Sutton since 13<sup>th</sup> May 2020. Initially introduced to help manage visitor numbers at the sites and comply with Covid-19 restrictions, the booking forms proved popular with site staff and site users, so have been retained. Following feedback from residents and Joint Committee members, the SLWP has procured a new online booking system that, amongst other new features, enables customers to amend or cancel their booking slot, book multiple slots on the same day and view the number of bookings that they have made to date. The new system delivered by Pentagul also sends a reminder text message or email to the customer ahead of their booked time slot.
- 5.14. **Assisted Tipping** – At all sites, the site parking arrangements have been reconfigured to enable a larger bay to accommodate assisted tipping so that anyone needing help from site staff or a carer has plenty of room. When not in use for assisted tipping this larger parking bay can also be used for residents with bulky items or side access vehicles. Assisted tipping is now available at all sites and the final white-lining work will be complete by the end of the year. SLWP are working with our contractor Pentagul to add a section to the booking forms to enable customers to book assistance at the larger bay in advance.
- 5.15. **Rubble Charging at Kimpton Park Way (Sutton)** – The introduction of a charge for the disposal of rubble at Kimpton Park Way (Sutton) commenced in July 2021. This charge was introduced to recover the costs associated with the disposal of this waste type and to deter potential site

abuse from trade and commercial businesses. Residents are advised of the rubble charge via the booking form, which also provides alternative options for disposal, such as via the trade person completing the work (if applicable) or via a bag disposal system, mini skip, grab lorry or other commercial waste service if completing the work themselves. A list of trade waste disposal sites is also available on the council website. Rubble tonnages have fallen by 86% or 1,032 tonnes (from 1,196 tonnes handled between July 2019 to March 2020 to 163 tonnes handled between: July 2021 to March 2022). This significant reduction is believed to be due to deterring trade visitors posing as residents and disposing of this waste free of charge. To date, there is no evidence to suggest there is a correlation between the implementation of this charge and a rise in fly tipping.

5.16. **Fair Use Policy** – Fair use policies have been introduced at the Kingston and Sutton HRRCs. The aim of these policies is to ensure that these sites are reserved for Kingston and Sutton residents, and the sites only receive, process and pay for the recycling and disposal of household waste.

5.17. In Kingston, the fair use policy allows Kingston households, travelling by car, to book up to 20 visits per year. The fair use policy was introduced in April 2021 and, based on 2019/20 usage data, only impacts 3.2% of site users.

5.18. In Sutton the fair use policy allows Sutton households, travelling by car, to book up to 24 visits per year. The policy was introduced in July 2021 and reviewed in June 2022, and historical data demonstrates that for 99.9% of Sutton residents, the fair use policy will have no impact on their annual visits to the site. The overall impact of the booking system and fair use policy has been a reduction in waste tonnage handled at the HRRc. By restricting the access of non-Sutton residents and traders, total tonnes have fallen by 44% (3,584 fewer tonnes) compared to July to March 2019/20.

## 6. **Residual Waste treatment Contract (Viridor South London Limited)**

6.1. Viridor South London has been delivering the services under the Residual Waste Treatment contract since 4<sup>th</sup> March 2019.

6.2. In the reporting period, 1<sup>st</sup> April 2022 to 30<sup>th</sup> June 2022, the SLWP boroughs delivered just under 50,000 tonnes of residual waste to Beddington; this is a drop in tonnes of just over 5.7% when the data is compared to the same period last year. Please see Appendix A (Table 1a) for further detail. Appendix A, table 3a shows the total volume of materials collected over the last 8 years, and highlights the positive impact of the 2017/18 kerbside collection service changes as well as the challenges that boroughs faced due to the impact of COVID in 2020/21.

6.3. **Landfill Diversion** - In the reporting period, 100% of the residual waste delivered by SLWP partner boroughs was diverted away from landfill. Please see Appendix A (Table 1b and table 1b) for further diversion data.

6.4. **Emissions** – The emissions from the Beddington ERF are sampled every 10 seconds, 7 days a week, 365 days a year. The results are fed back to the ERF Control Room, so any potential issues are known about immediately and appropriate action can be taken. The results from the continuous emissions monitoring systems (CEMS) are reported to the Environment Agency (EA - the regulator for the facility) and uploaded by Viridor to a publicly-accessible website ([www.beddingonterf.info](http://www.beddingonterf.info)). The EA sets limits (based on 10-minute, 30-minute, and daily averages) for different types of emissions. The Beddington ERF has been designed to operate at the very highest international standards and, during normal operating conditions, emissions are well below the limits set by the EA.

6.5. At the last Joint Committee, the permit exceedances in the table below were reported by Viridor, and these were the first exceedances to have occurred at the facility for over 12 months. In June the SLWP wrote to Viridor in relation to the exceedances requesting a Rectification Plan. Viridor have indicated that the likely cause of the exceedances are gas bottles going through the facility which, if they explode, can result in a spike in emissions. As discussed at the last committee, the recent increase in large nitrous oxide canisters has been particularly challenging. New operational measures have already been implemented, including driver training, loader training, and waste 'blend' training to ensure a more homogeneous waste, and investigations continue into the possible implementation of technological measures, such as large scale scanning technology, that can identify gas cylinders on delivery at the weighbridge. Communication tools are also being progressed and we will continue to work with Viridor in the development and implementation of this plan.

6.6. Since the last Joint Committee there was one exceedance which occurred on the 27<sup>th</sup> June, as detailed in the table below.

Date	Emission	Daily or half-hourly limit	Limit	Reading	Cause*
03.05.22	Hydrogen Chloride	Half-hourly	60mg/m <sup>3</sup>	60.2mg/m <sup>3</sup>	Technical issue with lime dosing equipment
16.05.22	Carbon Monoxide	Daily	50mg/m <sup>3</sup>	77mg/m <sup>3</sup>	Gas bottle
21.05.22	Carbon Monoxide	Daily	50mg/m <sup>3</sup>	51mg/m <sup>3</sup>	Over-fire in the boiler
21.05.22	Volatile Organic Compounds	Half-hourly	20mg/m <sup>3</sup>	29.4mg/m <sup>3</sup>	Gas bottle
13.06.22	Volatile Organic Compounds	Half-hourly	20mg/m <sup>3</sup>	22.48mg/Nm <sup>3</sup>	Over-fire in the boiler
27.06.2022	Volatile Organic Compounds	Half-hourly	20mg/m <sup>4</sup>	35.28 mg/Nm <sup>3</sup>	Overfire on the grate due to waste and explosion

6.7. **Transparency of Emissions data** - Viridor publish detailed emissions reports on the Beddington ERF Virtual Visitor Centre on a regular basis ([www.beddingonterf.info](http://www.beddingonterf.info)). A link to the emissions information can be found in the top right corner of the site's home page. An archive of reports dating back to 2019 is available for the public to view here. This is done to ensure local residents have access to detailed information about the performance of the plant. A detailed Guidance Note is provided to help



residents interpret the emissions reports accurately. We are not aware of any other energy from waste facility in the country that provides this level of openness and transparency.

- 6.8. It is important to note that the facility must operate in accordance with its Environmental Permit which is issued and regulated by the Environment Agency (EA). The site cannot operate without its permit from the EA and if the site is not compliant with its permit, the EA has the power to serve both enforcement and suspension notices. The SLWP will continue to work closely with Viridor and the EA to ensure the Beddington ERF is operating safely.
- 6.9. **Environmental Permit variation** – In 2020, the EA approved a permit variation which allowed Viridor to increase the capacity of the Beddington ERF by 15%, from 302,500 tpa to 347,000 tpa. That application was achieved by having less ‘down time’ from fewer maintenance outages.
- 6.10. On 10 January 2022, the SLWP was notified by Viridor that it had submitted (on 23 December 2021) a further permit variation application to the Environment Agency (EA) relating to the Beddington ERF. The application is seeking to increase the amount of waste that can be processed at the Beddington ERF by 10%, from 347,000 tonnes per annum (tpa) to 382,000 tpa. Viridor have confirmed that as part of this variation, no changes have been made to amend the types of waste treated through the ERF. This submission is based on maximising the ‘efficiency’ of the facility.
- 6.11. The EA has confirmed that the application will be subject to a period of public consultation and that the six-week consultation period is likely to start in December 2022. During the consultation period, local residents and stakeholders will be able to review the technical information that has been submitted by Viridor in support of the application (including newly modelled Air Quality Assessment and Human Health Risk Assessment), and share feedback with the EA directly. The SLWP boroughs made their concerns about this application clear in a statement published on the SLWP website in January.

## 7. **RECOMMENDATIONS**

- 7.1. It is recommended that the Joint Waste Committee:
- a) Note the contents of this report, and
  - b) comment on any aspects of the performance of the Partnership’s transfer, treatment, recycling and disposal contracts

## 8. **IMPACTS AND IMPLICATIONS**

- 8.1. LEGAL -There are no legal considerations arising directly out of the recommendation in this report.

8.2. FINANCE - There are no financial considerations arising directly out of the recommendation in this report.

9. **Appendices**

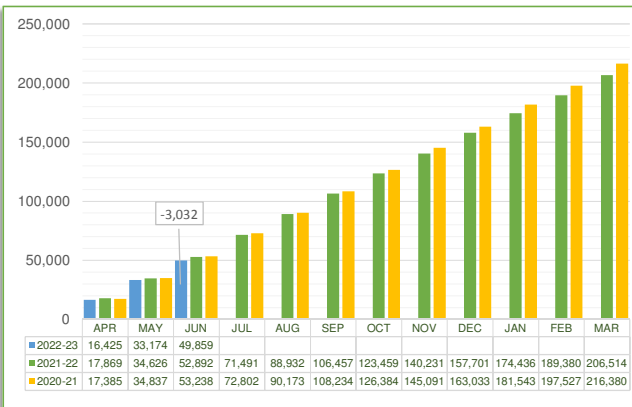
9.1. Appendix A provides data on the performance of the five jointly procured treatment and disposal contracts for the reporting period 1<sup>st</sup> April 2021 to the 30<sup>th</sup> June 2022.

9.2. Appendix B provides a dashboard summary of the HRRC customer survey results April – July 2022.

**SECTION 1: CONTRACT 1 - RESIDUAL WASTE DISPOSAL**

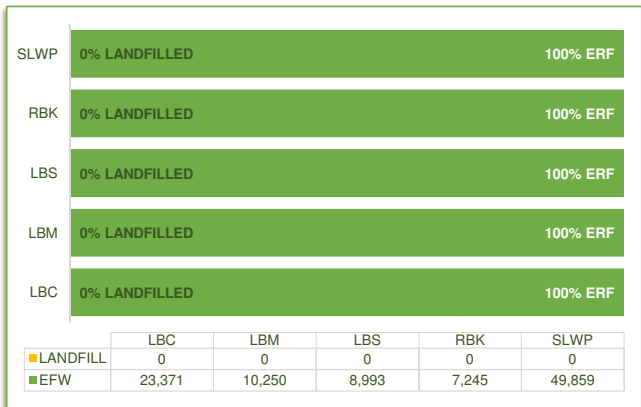
**1a - TOTAL RESIDUAL WASTE GROWTH**

CULMULATIVE RESIDUAL WASTE - CURRENT YEAR AGAINST 2 PREVIOUS YEARS



**1b - DIVERSION FROM LANDFILL**

TOTAL TONNES AND % OF WASTE SENT TO ENERGY RECOVERY



**SECTION 2: HRRC RECYCLING PERFORMANCE**

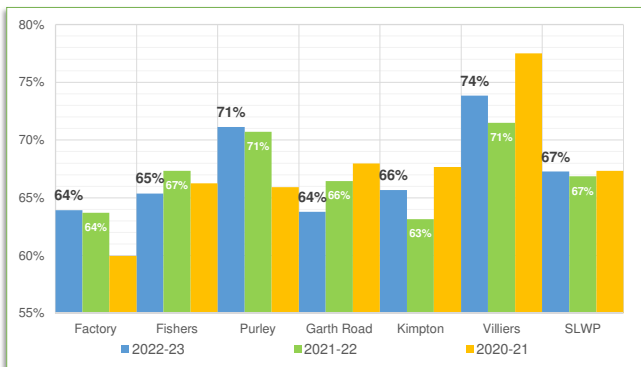
**2a: HRRC RECYCLING PERFORMANCE**

MONTHLY PERFORMANCE FOR EACH SITE AND SLWP AVERAGE

	FACTORY LANE	FISHERS FARM	PURLEY OAKS	GARTH ROAD	KIMPTON PARK WAY	VILLIERS ROAD	SLWP
APR	64%	63%	71%	65%	64%	73%	66%
MAY	64%	66%	71%	68%	63%	74%	68%
JUN	64%	66%	72%	64%	65%	75%	67%
JUL							
AUG							
SEP							
OCT							
NOV							
DEC							
JAN							
FEB							
MAR							
YTD	64%	65%	71%	64%	66%	74%	67%

**2b: YEAR TO DATE RECYCLING PERFORMANCE**

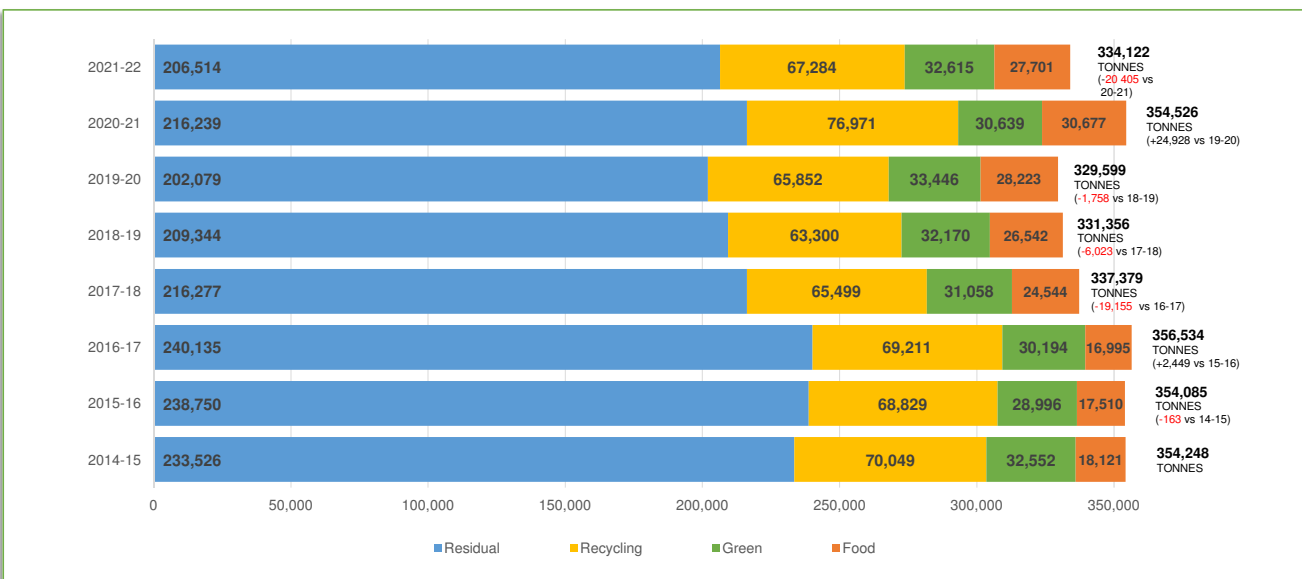
PERFORMANCE COMPARED TO LAST 2 YEARS



**SECTION 3: WASTE ARISING**

**3a: TOTAL ANNUAL WASTE ARISING (INC. NON HOUSEHOLD WASTE)**

2021-22 AND PREVIOUS LAST 7 YEARS

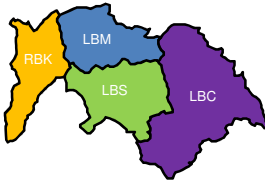


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SECTION 1: BACKGROUND INFORMATION AND NUMBER OF RESPONSES

1a: BACKGROUND INFORMATION

DETAILS OF THE SURVEY PROCESS & REPORT CONTENTS



Across Kingston, Merton, Sutton and Croydon there are 6 HRRC's which operated by Veolia on behalf of the South London Waste Partnership.

Customer Satisfaction Surveys have been in place since July 2016 to test site user experience. Surveys are undertaken for 2 weeks at a time at each site in turn.

To date 22 rounds of surveys have been completed with a total of 22,463 surveys responded to.

The HRRC Contract requires customer satisfaction level of 80% or above. The results of each question are shown in Section 2.

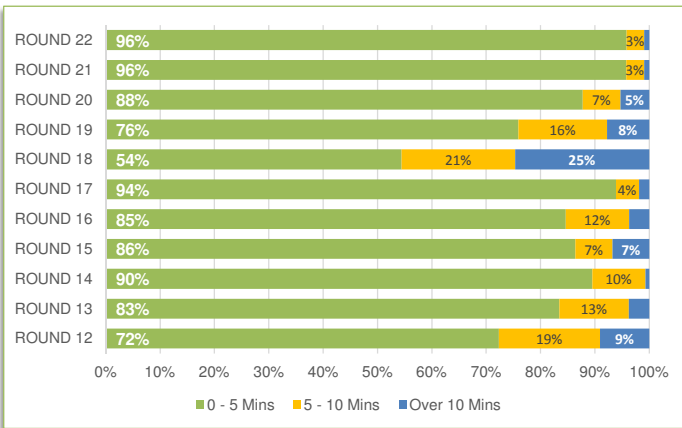
1b: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES

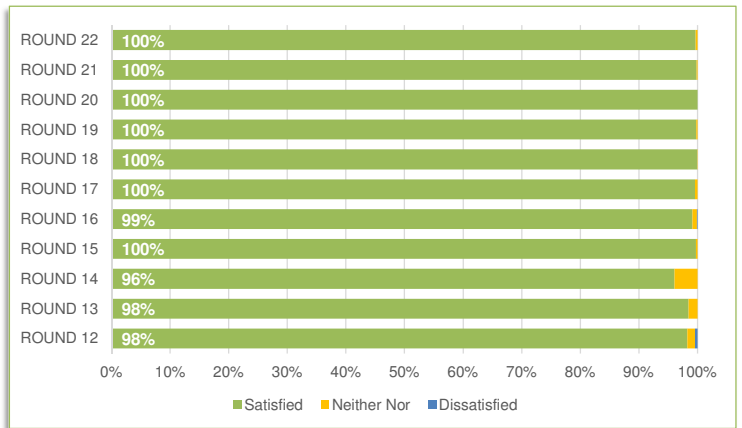
YEAR	ROUND	START DATE	END DATE	NUMBER OF RESPONSES
YEAR 4	ROUND 13	AUG'19	OCT'19	579
	ROUND 14	NOV'19	JAN'20	339
	ROUND 15	FEB'20	APR'20	366
YEAR 5	ROUND 16	JUN'20	SEP'20	575
	ROUND 17	OCT'20	JAN'21	604
	ROUND 18	FEB'21	APR'21	565
YEAR 6	ROUND 19	MAY'21	JUL'21	542
	ROUND 20	AUG'21	SEP'21	598
	ROUND 21	JAN'22	MAR'22	482
YEAR 7	ROUND 22	APR'22	JUL'22	886

SECTION 2: CUSTOMER SATISFACTION SURVEY KEY QUESTIONS

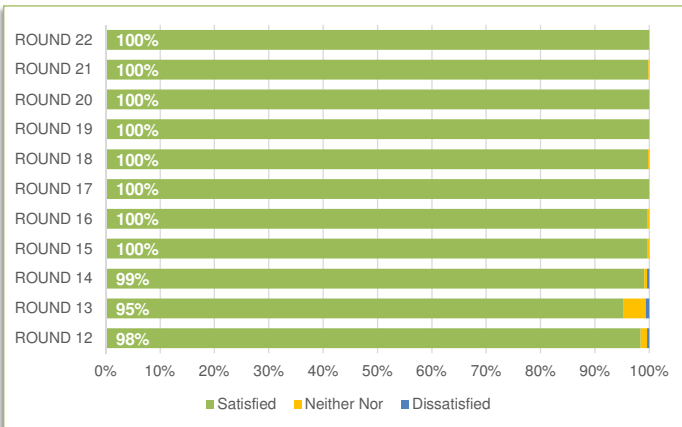
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



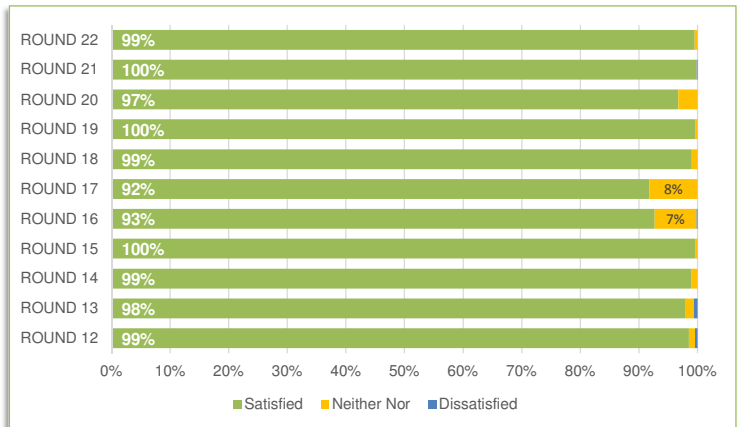
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



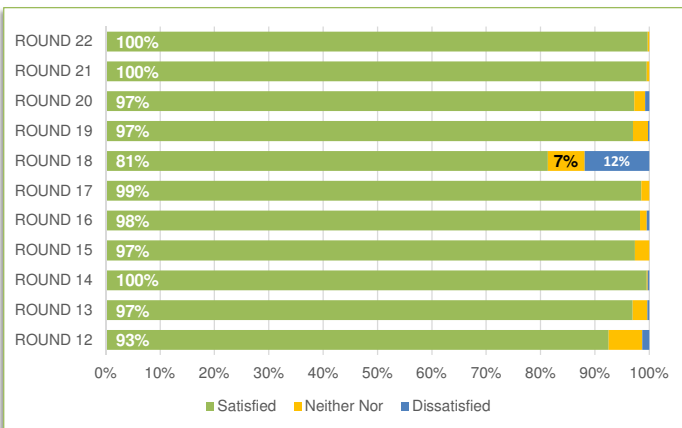
2e: HOW SATISFIED ARE YOU WITH THE SITE SIGNAGE?



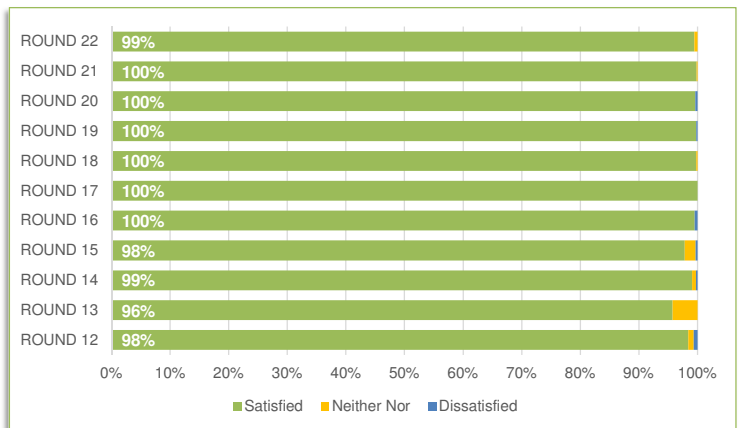
2f: HOW SATISFIED ARE YOU WITH THE HELPFULNESS OF STAFF?



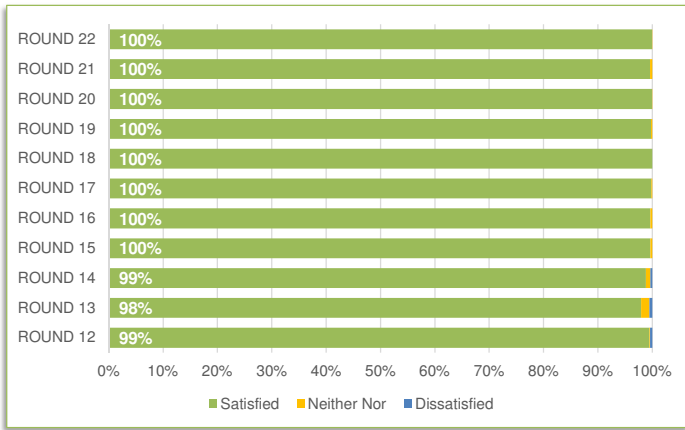
2g: HOW SATISFIED ARE YOU WITH QUEUES TO ENTER THE SITE



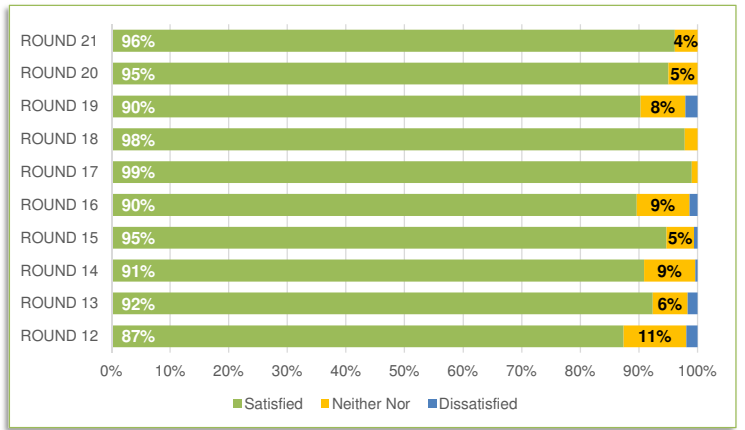
2h: HOW SATISFIED WERE YOU WITH THE GREETING YOU RECEIVED



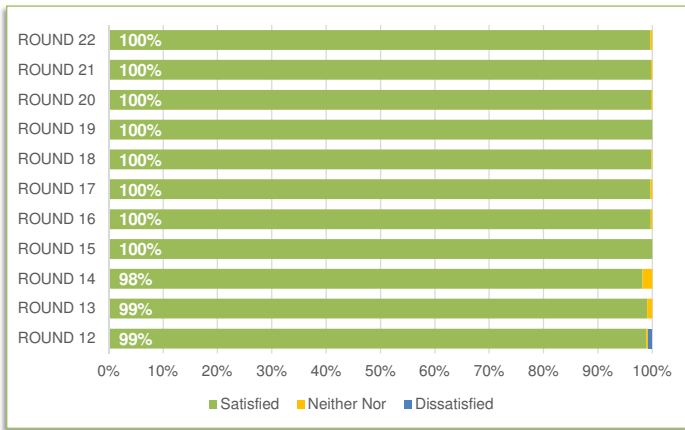
**2i. HOW SATISFIED WERE YOU WITH THE ATTITUDE OF STAFF**



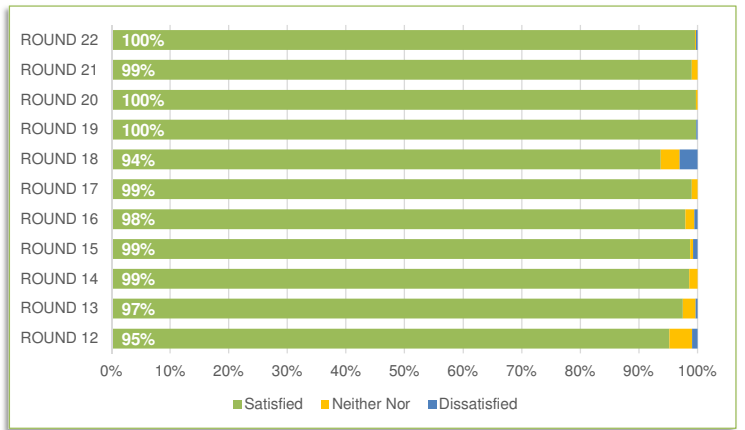
**2j. HOW SATISFIED WERE YOU WITH THE SMELL AROUND THE SITE**



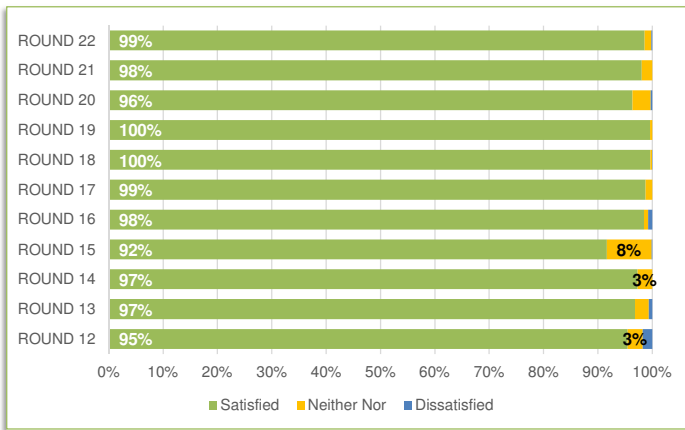
**2k. HOW SATISFIED WERE YOU WITH RANGE OF MATERIALS ACCEPTED**



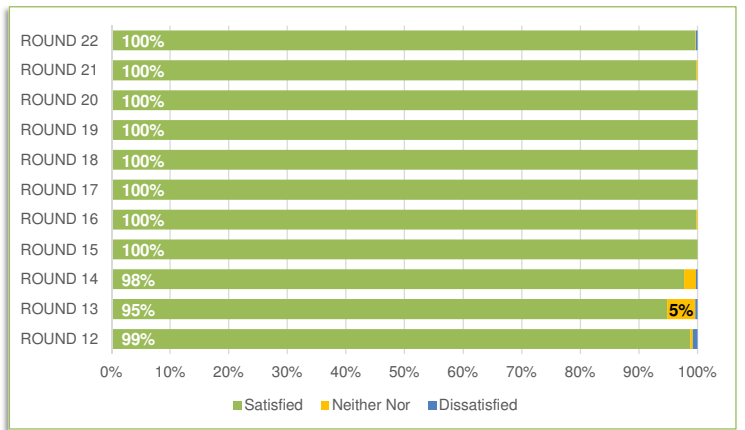
**2l. HOW SATISFIED WERE YOU WITH THE EASE OF NAVIGATING THE SITE**



**2m. HOW SAFE DO YOU FEEL ON SITE**



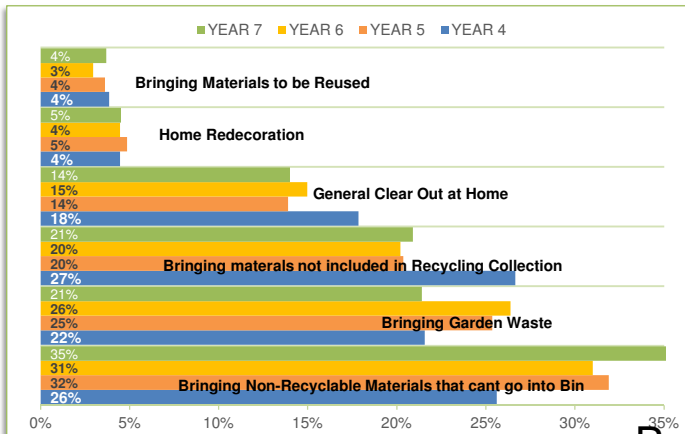
**2n. HOW SATISFIED ARE YOU WITH THE SITE OPENING HOURS**



**SECTION 3: REASONS FOR VISITING & CUSTOMER FEEDBACK**

**3a: CUSTOMER REASONS FOR VISITING THE HRRC**

MOST COMMON REASONS PROVIDED FOR VISITING THE HRRC



**3b: CUSTOMER FEEDBACK COMMENTS**

SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	NUMBER OF COMMENTS
1	Staff are helpful	2,067
2	Site is organised / well run	1,992
3	Stairs to improve	1,318
4	General positive feedback	670
5	Service expansion requested	212
6	Parking space insufficient	211
7	Under-staffed	199
8	Long queues	181
9	Booking system positive feedback	177
10	Site is clean	175



**Report to:** South London Waste Partnership (SLWP) Joint Waste Committee  
**Date:** 28th September 2022  
**Author(s):** Francesco Grieco, Head of Finance & Business Intelligence  
**Chair:** Councillor Natasha Irons  
**Report title:** South London Waste Partnership Budget Update Month 4 2022/23

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## Summary

This paper provides an update on the Partnership’s budget position for month 4 (July) of the 2022/23 financial year and the projected outturn for the financial year.

### 1. Background

- 1.1 The SLWP partnership team is required to produce a budget for consideration by the Joint Waste Committee each year that covers the cost of delivering partnership wide activities and running the partnership team.
- 1.2 At the Joint Committee in February 2022, the Joint Committee was asked to agree the Core Partnership budget of £792,000 and to endorse a further £370,000 in commissioning related activities and £167,000 to support improvement activities. Further details around the work included under each of these categories can be found in the February 2022 Joint Committee report.
- 1.3 The budget is monitored monthly to allow the budgets to be flexed where appropriate in order to respond to any budget pressures.

### 2. Financial Position 2022/23

- 2.1 **Core Partnership budget** - The table below details the total annual budget for the Core Partnership Team activities, and our anticipated outturn for the year including actuals up to and including month 4 (July) of the 2022/23 financial year. This budget covers core staff salaries, ad hoc advisor support on contract issues and / or variations and document management functions. The core staff activities include contract management and finance administration.

	Budget	Anticipated Outturn	Variance
<b>Core Partnership Team Activity</b>	<b>£792,000</b>	<b>£795,773</b>	<b>£3,773</b>
Advisors and Corporate Support	£64,400	£65,309	£909
Core Staff Resources	£708,000	£710,554	£2,554
Document Management	£19,600	£19,910	£310

- 2.2 The Core Partnership Team Activity budget is forecasting an overspend of £3,773. £2,554 of which is due to an overspend in the Core Staff Resources attributed to

interim staff costs covering vacant posts. The SLWP staffing restructure is now complete, all vacant posts recruited to, and all new starters are now in post.

2.3 A further overspend of £909 relates to internal legal advisor support and £310 relating to an increase in document Management costs.

2.4 **Improvement Projects** - The table below refers to the budget position for the Improvement Projects budget for month 4 (July) of the 2022/23 financial year.

	Budget	Anticipated Outturn	Variance
<b>Improvement Projects</b>	<b>£167,000</b>	<b>£150,094</b>	<b>£-16,906</b>
Contract Management Improvements	£20,000	£3,746	£-16,254
Communication and Improvement Projects	£147,000	£146,348	£-653

2.5 Notable contract management improvement projects are still under review, resulting in a current underspend of £16,906. Communications projects are progressing well and are forecasted to be delivered within budget.

2.6 **Strategy and Commissioning** - The table below provides a projected outturn for the year including actuals up to and including month 4 (July) in relation to the Strategy Development and Service Commissioning budget.

	Budget	Anticipated Outturn	Variance
<b>Strategy Development and Service Commissioning</b>	<b>£370,000</b>	<b>£377,901</b>	<b>£7,901</b>
Intelligence Gathering	£170,000	£237,602	£67,602
Commissioning Resource	£200,000	£140,299	£-59,701

At month 4, there is a forecasted overspend of £7,901. The budget exceedance for Intelligence Gathering Projects is due to intelligence gathering tenders coming back with higher than budgeted prices. The forecast overspend from Intelligence gathering activities has been managed through a reduction in the commissioning and technical support.

2.7 **Summary** - The table below shows the combined position across the budget areas described above.

	Budget	Anticipated Outturn	Variance
<b>TOTAL</b>	<b>£1,329,000</b>	<b>£1,323,768</b>	<b>£-5,232</b>
<b>COST PER BOROUGH</b>	<b>£332,250</b>	<b>£330,942</b>	<b>£-1,308</b>

At month 4, the forecast out-turn is an underspend of £5,232 against the total 2022/23 budget. This equates to a forecast cost per borough of £330,942 which is £1,308 per borough below the budgeted amount.

### 3. Recommendations:

3.1 To note the content of this report.

### 4. Impacts and Implications

4.1 Finance - Contained within report.





## PART A REPORT

**Report to:** South London Waste Partnership (SLWP) Joint Committee

**Date:** 28<sup>th</sup> September 2022

**Author(s):** John Haynes, Communications Advisor

**Report title:** **Communications and engagement update**

### Summary

This paper provides an update to Members of the South London Waste Partnership Joint Committee on communications and stakeholder engagement activities relating to the Partnership's Phase A (transport & residual waste management, HRRC services and marketing of recyclates) and Phase B (residual waste treatment) contracts.

This report focuses on activity that has taken place between July and September 2022.

### Recommendations

The Committee is asked to:

- Note the contents of this report and comment on any aspects of communications and engagement activities relating to the Phase A and Phase B contracts.

### 1. Triennial SLWP resident survey

- 1.1 Following a competitive tender process (through RB Kingston), DJS Research was appointed on 13 June to conduct the 2022 triennial resident survey on behalf of the Partnership.
- 1.2 1,000 computer-aided telephone interviews (CATI) were conducted with a demographically representative sample of residents from across the SLWP region during July and August 2022. This robust approach provides findings with a maximum margin of error of +/-3% (at the 95% confidence level). This means that 19 times out of 20, the figures in the opinion poll will be within 3% of the 'true' answer you'd get if you interviewed the entire population. The survey period was extended by two weeks as DJS struggled to fill quotas amongst younger residents.

- 1.3 This survey used the same methodology as previous surveys conducted in 2010, 2013, 2016 and 2019, to ensure direct comparisons can be made and long-term trends identified. In addition to the core 'tracker' questions, some new topics were explored for the first time this year including:
- Covid-19 and how this has changed household waste and recycling habits
  - Levels of carbon literacy amongst local residents and awareness of the initiatives the councils are working on to reduce the carbon impact of their environmental services
  - Opinion of the online booking systems that have been introduced at three of the six local tip sites within the SLWP region.
- 1.4 Alongside the core telephone survey, an additional 350 face-to-face surveys were conducted with residents who live in the six Wards closest to the Beddington Lane site (where the SLWP's waste management and treatment activities are focused):
- Beddington (Sutton)
  - Hackbridge (Sutton)
  - Broad Green Ward (Croydon)
  - West Thornton Ward (Croydon)
  - Cricket Green Ward (Merton)
  - Pollards Hill Ward (Merton)
- 1.5 This allows us to see whether the views of people who live close to the Beddington site differ from those who live further afield. The findings from these face-to-face 'booster' surveys will be subject to a maximum margin of error of +/-5% (at the 95% confidence level).
- 1.6 The results from the triennial resident survey are currently being analysed by DJS Research. A presentation of the key findings will be provided at the next meeting of the Joint Committee.
- 1.7 The findings from the survey will inform the Partnership's Joint Waste Strategy, Communications Strategy (2023-2025) and wider decision-making, service design and policy setting.

## **2. The South London Waste Partnership website**

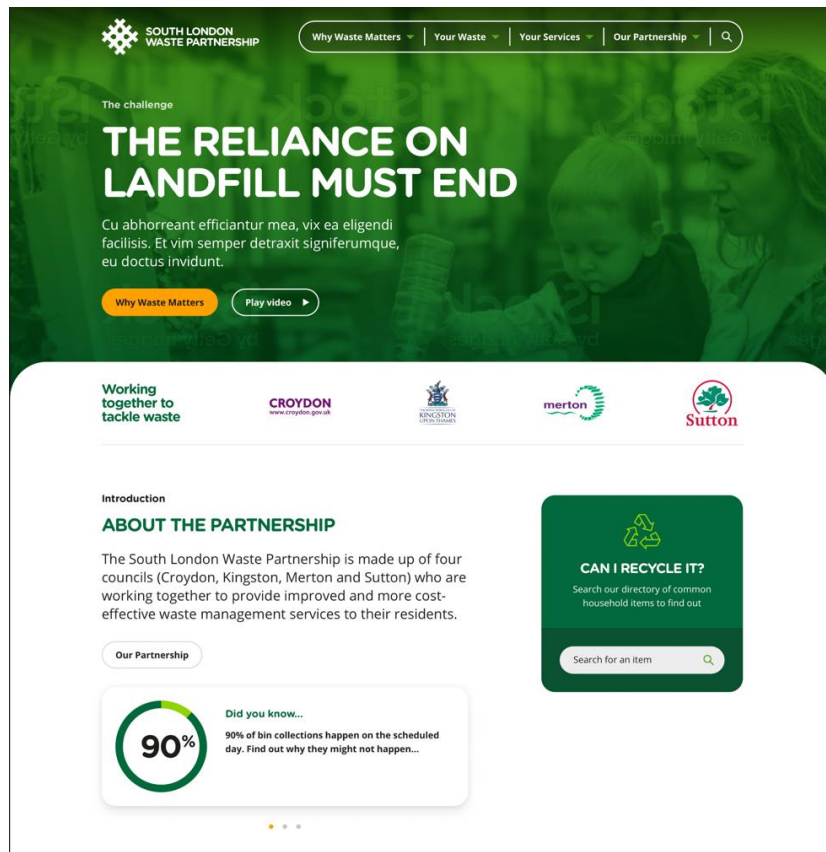
- 2.1 A new website for the SLWP is in development. The new site will:
- Meet WCAG 2.1 AA accessibility standards
  - Be built on a responsive design, so the site works equally well on mobile and held-held devices
  - Hosted on a secure platform (<https://>)

- Feature an updated look and feel and refreshed content, to reflect current brands and priorities

2.2 Following a competitive procurement process (through RB Kingston), Huxley Digital was appointed as the agency to design and build the Partnership’s new website. Huxley Digital is a specialist in developing accessible websites for public sector clients and is a certified Crown Commercial Service Supplier.

2.3 Work on the visual elements for the new site is progressing well: User experience (UX) planning, research and mapping has been completed, wireframes (for desktop and mobile) and style-tiles developed. A selection of screengrabs (below) offer a preview of what the new website will look like (please note that these screengrabs feature ‘dummy’ text and images):

2.4





# CAN I RECYCLE IT?

Search our directory of common household items to see if they are recyclable

- Carrier bags
- Chemicals
- Christmas tree (plastic)
- Clear plastic packaging

The South London Waste Partnership is made up of four councils (Croydon, Kingston, Merton and Sutton) who are working together to provide improved and more cost-effective waste management services to their residents.

Working together to tackle waste



Useful links

- [Why This Matters](#)
- [Your Waste](#)
- [Your Services](#)
- [Our Partnership](#)
- [Example link](#)
- [Example link](#)
- [Example link](#)

Contact us

Let us help you find what you are looking for on the link, below.



Breadcrumb 1 / Breadcrumb 2

Who we are

# JOINT WASTE COMMITTEE



Overseeing the work of the South London Waste Partnership is a formally constituted Joint Waste Committee made up of Cabinet and Executive Members from the four boroughs.

The Joint Waste Committee meets on a regular basis and is responsible for all of the key decisions made on behalf of the Partnership. Members of the public are welcome to attend the meetings. Minutes of previous meetings and details of future meetings can be viewed here.



**The Joint Waste Committee is responsible for all of the key decisions.**

## INTRODUCING MEMBERS OF THE JOINT WASTE COMMITTEE:



**Councillor Barry Lewis**  
(Chair of the Joint Committee)  
Sutton Council  
Chair of the Environment and Sustainable Transport Committee



**Councillor Christopher Woolmer**  
Sutton Council  
Vice-Chair of the Environment and Sustainable Transport Committee



**Councillor Jason Cummings**  
Croydon Council  
Cabinet Member for Finance

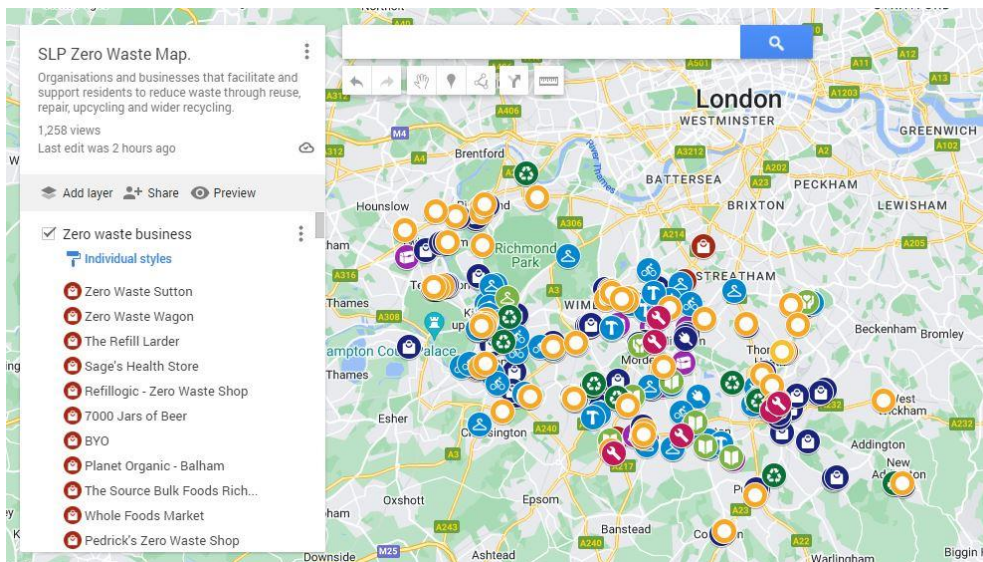


**Councillor Scott Roche**  
Croydon Council  
Cabinet Member for Streets and Environment

- 2.5 The next phases in the project are to: write and upload copy, source images and videos and final user acceptance testing prior to launch. The new site will launch in winter 2022 (a slight delay from the summer/autumn launch forecast at the last Joint Committee meeting in July).

### 3. Zero Waste Map

- 3.1 The SLWP Communications Advisor has been supporting colleagues at the South London Partnership (a sub-regional partnership between five London boroughs of Croydon, Kingston, Merton, Richmond and Sutton) to develop a Zero Waste Map.
- 3.2 The Zero Waste Map provides a convenient way for residents to locate their nearest refill businesses, repair services, second-hand shops, recycling centres and drop-off points, and mending workshops. The map can be accessed via:  
[www.southlondonpartnership.co.uk/slp-zero-waste-map/](http://www.southlondonpartnership.co.uk/slp-zero-waste-map/)



- 3.3 A promotional toolkit has been sent to all the SLP boroughs and the hope is that residents across the SLP region will start using the map in the months to come to help reduce waste. Users are also invited to suggest businesses for inclusion in the map.

### 4. Waste Composition Analysis Study

- 4.1 Working with specialist environmental consultancy, Resource Futures, phase one of a two-phase waste composition analysis was completed over the summer months.
- 4.2 Waste and recycling (including food waste) was taken for detailed analysis from a demographically representative sample of 1,200 kerbside and flatted properties. Resource Futures followed best practice and used the Office for National Statistics (ONS) London

Output Area Classification (LOAC) tool to identify a representative sample of households in each of the four boroughs.

- 4.3 A summary of the findings from Phase 1 of the waste composition analysis project will be presented to Members at the Joint Committee meeting on 28<sup>th</sup> September 2022.
- 4.4 Phase 2 of the analysis will take place in October / November 2022. Taking samples at different times of year is important due to the seasonal nature of household waste.
- 4.5 Across both phases, waste will be analysed from 2,400 properties, providing robust findings that have a maximum standard error of +/- 2.9% at 95% confidence level when viewed at SLWP level and +/- 5.7% at 95% confidence level when viewed at borough level.
- 4.6 The findings from the waste composition analysis will:
  - Help the SLWP boroughs further improve their recycling rates by gaining a better understanding of what residents are putting in their residual waste bins and using this knowledge to tailor and target behaviour change campaigns accordingly.
  - Calculate capture rates per commodity, enabling the boroughs to understand where the improvement areas are so that we can target our communications and operational efforts in the areas where the most impact can be achieved.
  - Enable the SLWP boroughs to more accurately measure the carbon impact of their residual waste treatment activities and monitor progress against reduction targets.
  - Support waste minimisation by identifying which items are currently going to the ERF which could be rehomed, reused or upcycled.
  - Model the impacts of possible future national legislation changes such as a Deposit Return Scheme and free garden waste collections.

## **5. HOUSEHOLD REUSE AND RECYCLING CENTRES (HRRCS)**

- 5.1 This contract is operated by Veolia on behalf of the Partnership boroughs.
- 5.2 Site user satisfaction surveys continue to be conducted at the six HRRC sites on a rolling basis. The surveys now include questions relating to the booking systems and fair use policies in place at some of the sites.
- 5.3 A summary of the findings from these surveys is reported to this Committee in the Contract Management Reports, and uploaded to the SLWP website.

## 6. BEDDINGTON ERF

- 6.1 The Residual Waste Treatment Contract was awarded to Viridor in 2012. In order to fulfil the contract, Viridor has constructed a £205m state-of-the-art Energy Recovery Facility (ERF) in Beddington, Sutton. Household waste from the four Partner boroughs that either cannot be recycled or has been sorted for recycling is treated at the facility and used to generate electricity.
- 6.2 The SLWP Communications Advisor continues to work closely with Viridor to:
- Ensure Viridor are meeting their contractual requirements with regards to communications and stakeholder engagement around the operation of the Beddington ERF
  - Ensure local people understand why it is we need an ERF and provide reassurance around the safety of modern, well-run facilities such as this
  - Ensure the Partnership understands the views of local people with regards to waste treatment and ERF technologies in particular.
- 6.3 Permit variation application – On 10 January 2022, the SLWP was formally notified by Viridor that it had (on 23 December 2021) submitted an application to the Environment Agency (EA) to vary the permit for the Beddington ERF. If approved by the EA, the variation will allow the facility to treat 10% more waste. The SLWP boroughs issued a joint statement expressing disappointment that Viridor was making this application.
- 6.4 The EA is expected to consider this as a ‘substantial variation’ and conduct a consultation on the application. Despite correspondence between LB Sutton Officers and the EA Permitting Team, details around the consultation (e.g. when it will happen, how long it will last for, how residents and stakeholders will be able to take part) have not been forthcoming from the EA.
- 6.5 At the July 2022 meeting of the SLWP Joint Committee, Members agreed that the Chair of the Committee should write to the EA on behalf of the Committee seeking answers to these questions.
- 6.6 On the 18<sup>th</sup> July 2022, the Chair of the Joint Committee wrote to the Head of the EA’s Permitting Team seeking further details on the consultation, including the material issues that will be taken into consideration. At the time of writing this report, the EA had not responded to this letter. On 22<sup>nd</sup> August 2022 the Leaders of the London Boroughs of Croydon, Kingston and Merton and the Mayor of the London Borough of Croydon wrote a joint letter to the EA’s Chief Executive raising concerns that despite correspondence from council officers and the Chair of the SLWP Joint Committee, the details and assurances required had not yet been received. At the time of writing this report, a response had not been received from the EA.

- 6.7 Once the answers to these questions are known, the SLWP boroughs will be in a position to support residents and local stakeholders in engaging in the consultation process and sharing their views on the application to treat more waste at the site.
- 6.8 Site visits – the following group visits (including a tour of the facility) to the Beddington ERF have been hosted in recent months:
- 7<sup>th</sup> September 2022 – Sutton Liberal Democrat Group Members
  - 14<sup>th</sup> September – Sutton Labour Group Members
  - 20<sup>th</sup> September – SLWP Joint Committee Members

The SLWP and Viridor will continue to facilitate groups tours whenever possible. These can be arranged by emailing **[beddingtonERFEducation@viridor.co.uk](mailto:beddingtonERFEducation@viridor.co.uk)**

- 6.9 In addition to organised group tours (including resident associations, environmental groups and schools), the SLWP is keen for individual residents who have an interest in the Beddington ERF to be able to book a visit to the site and benefit from a tour of the facility. The SLWP Communications Advisor is working with Viridor to put in place a regular cycle of quarterly ‘open days’ that individuals can sign up to, with the dates of forthcoming events publicised on the virtual visitor centre (**[www.beddingtonerf.info](http://www.beddingtonerf.info)**).
- 6.10 Viridor hosted three tours of the Beddington ERF on 9<sup>th</sup> and 10<sup>th</sup> September as part of the national Heritage Open Days event.
- 6.11 Emissions – the environmental performance of the Beddington ERF is reported to Committee in the Contract Management Report. Viridor continues to upload Emissions Monitoring Reports to the Beddington ERF Virtual Visitor Centre (**[www.beddingtonerf.info](http://www.beddingtonerf.info)**) twice per month.
- 6.12 The SLWP Communications Advisor will continue to work with Viridor to ensure local residents have access to timely and comprehensive information about the environmental performance of the facility via the Virtual Visitor Centre.
- 6.13 In July 2022, the SLWP published a statement on its website about the relatively high number of emissions exceedances at the plant during May and June 2022. This followed a 12-month period where there were no exceedances at all. The statement explained that the Partnership had formally requested Viridor to provide a Rectification Plan setting out how performance of the plant will be brought back to 100% compliance.
- 6.14 In that Rectification Plan, Viridor explained that a number of the exceedances had been caused by gas bottles passing through the treatment process (the gas bottles can explode in the intense heat, resulting in a sudden change in oxygen levels within the furnace,



which in turn leads to a short-term spike in combustion-related emissions such as Volatile Organic Compounds and Carbon Monoxide). Of particular concern is a recent increase in the number of large (c.600g) nitrous oxide gas bottles being received in the residual waste stream.

- 6.15 In August, the Chair of the SLWP Joint Committee wrote to the Chief Executive of the British Compressed Gas Association (BCGA) raising awareness of the significant increase in nitrous oxide bottles being placed in rubbish bins in recent months and the challenge this is causing to waste treatment facilities. The letter also asked the BCGA for an update on their campaign for the Government to ban consumer sales of nitrous oxide; details of the industry key players (manufacturers, distributors and retailers) so the SLWP can contact them directly and support for a public-facing awareness campaign. We await a response from the BCGA.
- 6.16 The SLWP is working with Viridor to explore ways that the identification and isolation of gas bottles can be improved. The SLWP is also in discussion with Viridor about them funding a public-facing campaign to raise awareness of the importance of disposing of used gas bottles responsibly.

## **7. Collections and street cleansing**

- 7.1 Communication and engagement activities relating to recycling & waste collections and street cleansing are not formally under the remit of this Joint Committee. Nevertheless, this short summary of recent activity is provided to Members in order to provide a more complete picture of SLWP communication and engagement efforts.
- 7.2 Garden waste collection service promotion - At the July 2022 meeting of the SLWP Joint Committee, details were provided of the spring garden waste collection service promotion campaign. The campaign included a direct mail to targeted properties and a social media advertising campaign.
- 7.3 The promotional campaign has now ended in Croydon, Merton and Sutton with the following results:
- Letters sent = 83,042
  - Sign-ups = 2,778
  - Conversion rate = 3.35%
  - Cost = £47,920
  - Income = £154,823
  - Return on investment = £3.23 for every £1 spent
- 7.4 Properties in Kingston were targeted in July and August, following the launch of the Council's new IT system that manages garden waste

subscriptions. The results from the Kingston campaign will be provided at the next Committee meeting.

7.5 Food waste minimisation and recycling – a major food waste minimisation and recycling participation campaign is underway. The campaign will be delivered in two phases over the autumn months:

7.6 Phase 1 (minimisation) September – a sticker containing food storage tips and signposting residents to the ‘Love Food Hate Waste’ website (see below) will be applied to the lids of the outdoor food waste caddies of 15,000 households. All of these properties have been targeted over the last two years as part of the highly successful recycling participation campaign. This minimisation campaign will encourage them to take another step up the waste hierarchy and start wasting less food in the first place.

The target is to achieve a reduction of half a tonne of food waste collected per week per collection round (measured by collection round tonnage data).



7.7 Phase 2 (recycling participation) October – 50,000 properties on collection rounds that produce relatively low food tonnages will be targeted with the following interventions:

- ‘No food waste’ sticker on the lid of the general waste bin
- Leaflet put through the door with information on how to recycle food waste and the environmental benefit of doing so
- A free roll of 12 food waste caddy lines

The target is to achieve an increase in participation of 10% (measured through participation monitoring).

- 7.8 Site tours - In August, Veolia hosted a tour of their Southwark Material Recycling Facility (MRF) for Sarah Jones MP (Member of Parliament for Croydon Central) and a group of Croydon residents with an interest in environmental issues.



## 8. Legal impacts and implications

- 8.1 None

## 9. Communications

- 9.1 This report has been drafted by the Partnership's Communications Advisor, who works closely with the four SLWP boroughs and the partnership's commercial partners to ensure communications and engagements activities support the themes agreed in the SLWP Communications Strategy 2020-2022.

## 10. Recommendations

- 10.1 The Committee is asked to:
- Note the contents of this report and comment on any aspects of communications and engagement activities relating to the Phase A and Phase B contracts.

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