



South London Waste Partnership Joint Committee

Tuesday, 17 September 2019 at 6.30 pm
F10, Town Hall, Katharine Street, Croydon CR0 1NX

Membership

London Borough of Croydon

Councillor Stuart Collins – Deputy Leader and Cabinet Member for Clean Green Croydon

Councillor Stuart King – Cabinet Member for Environment, Transport & Regeneration (Job Share)

Substitutes: Councillors Muhammad Ali and Nina Degrad

Royal Borough of Kingston upon Thames

Councillor Hilary Gander - Portfolio Holder for Environment & Sustainable Transport

Councillor Liz Green – Leader of the Council

Substitutes: Councillors Tim Cobbett and Malcolm Self

London Borough of Merton

Councillor Mark Allison – Deputy Leader and Cabinet Member for Finance

Councillor Tobin Byers – Cabinet Member for Adult Social Care, Health and the Environment

Substitutes: Councillors Stephen Alambritis and Martin Whelton

London Borough of Sutton

Councillor Manuel Abellan – Chair of the Environment and Neighbourhood Committee

Councillor Ben Andrew – Vice-Chair of the Environment and Neighbourhood Committee

Substitute: Councillor Hanna Zuchowska

This is a public meeting and attendance by the public is encouraged and welcomed.
For more information about the agenda please contact

Democratic.Services@croydon.gov.uk or telephone [0208 726 6000](tel:02087266000).

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www.sutton.gov.uk

www.kingston.gov.uk

South London Waste Partnership Joint Committee Agenda

Tuesday, 17 September 2019

- 1. Welcome and Introductions**
- 2. Apologies for Absence**

To receive any apologies for absence from any members of the Committee.
- 3. Declarations of Interest**
- 4. Minutes of the Previous Meeting** 5 - 10

To approve the minutes of the meeting held on 18 June 2019 as an accurate record.
- 5. Any Urgent Business**

To receive notice of any business not on the agenda which in the opinion of the Chair, by reason of special circumstances, be considered as a matter of urgency.
- 6. Phase A & B Contract Management Report** 11 - 22

This report provides Joint Waste Committee with an update on the performance of the Phase A and Phase B Contracts procured and managed by the South London Waste Partnership.
- 7. Budget Update - Month 4 2019/20** 23 - 24

This report provides an update on the Partnership's budget position for month 4 (July) of the 2019/20 financial year and the projected outturn for the 2019/20 financial year.

8. Draft Budget for 2020/21 25 - 28

This report provides the proposed budget for the Partnership for 2020/21 for its core activities.

9. Risk Report 29 - 32

This report summarises key risk areas which are facing the partnership boroughs in relation to the waste disposal functions of the Joint Waste Committee.

10. Communications and Engagement - Phase A and Phase B contracts 33 - 38

This report 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 2019.

11. Date of the next Meeting

The next meeting of the Committee is on 17 December 2019.

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. If Members consider they should not participate because of a non-pecuniary interest which may give rise to a perception of bias, they should declare this, withdraw and not participate in consideration of the item.

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All minutes are draft until agreed at the next meeting of the committee/panel. To find out the date of the next meeting please check the calendar of events at your local library or online at www.merton.gov.uk/committee.

SOUTH LONDON WASTE PARTNERSHIP JOINT COMMITTEE

18 JUNE 2019

(6.30 pm - 7.05 pm)

PRESENT

London Borough of Croydon

Councillor Stuart Collins – Deputy Leader and Cabinet Member for Clean Green Croydon

Councillor Stuart King – Cabinet Member for Environment, Transport and Regeneration

Royal Borough of Kingston Upon Thames

Councillor Hilary Gander – Portfolio Holder for Environment and Sustainable Transport

London Borough of Merton

Councillor Mark Allison – Deputy Leader and Cabinet Member for Finance

London Borough of Sutton

Councillor Ben Andrew – Vice-Chair of the Environment and Neighbourhood Committee

1 APPOINTMENT OF CHAIR AND VICE-CHAIR 2019/20 (Agenda Item 1)

Councillor Hilary Gander motioned that Councillor Stuart Collins be nominated as Chair of the Committee for 2019/20.

The motion was seconded by Councillor Mark Allison.

RESOLVED: That Councillor Stuart Collins be elected as Chair of the South London Waste Partnership for 2019/20.

Councillor Mark Allison motioned that Councillor Hilary Gander be nominated as Vice-Chair of the Committee for 2019/20.

The motion was seconded by Councillor Ben Andrew.

RESOLVED: That Councillor Hilary Gander be elected as the Vice-Chair of the South London Waste Partnership for 2019/20.

2 WELCOME AND INTRODUCTIONS (Agenda Item 2)

The Chair welcomed all those present.

3 APOLOGIES FOR ABSENCE (Agenda Item 3)

Apologies were received from Councillors Tobin Byers, Manuel Abellan and Liz Green. Apologies for lateness were received from Councillor Stuart King.

4 DECLARATIONS OF INTEREST (Agenda Item 4)

There were no declarations of interest.

5 MINUTES OF THE PREVIOUS MEETING (Agenda Item 5)

RESOLVED: That the minutes of the meeting held on 2 April 2019 were signed and agreed as an accurate record of the meeting.

6 SLWP CONTRACT MANAGEMENT REPORT (Agenda Item 6)

The Contract Manager presented the report.

It was highlighted under Contract 1:

- 118,000 tonnes of residual waste had been managed through Contract 1 with 90,000 tonnes managed through Phase B.
- There had been a 3.88% reduction in residual waste compared to the previous year, giving the Partnership a combined saving of £900,000.

Contract 2:

- All HRRCs were currently achieving an above 80% satisfaction rate.
- There had been an increase in visitors over the Easter holiday period however 84% had experienced a wait of less than 5 minutes to enter their site.
- The contract is operating effectively.
- All sites are experiencing a reduction in recycling rates and a review has recently been completed assessing this. The main issue remains with mattresses and rigid plastics.
- The Contractor is currently looking at ways to improve recycling including separation of soil from aggregates.

Contract 3 was operating well with no issues.

In relation to the ERF (Energy Recovery Facility) this had now passed all acceptance tests and as of March 2019 the partnership had moved into full services. Viridor would now continue to undertake wider takeover tests. The forecasted takeover date was now Summer 2019, although this was later than originally forecast there were no technical or process issues to report.

The Contract Manager advised that over the financial year 2018/19, the partnership saved £4.5million in disposal costs through the original ERF commissioning phase, £2million in the extended commissioning phase and £900,000 from waste reduction measures implemented at the kerbside. This gave the partnership a combined saving of £7.4million compared to the previous year.

Members advised that they had undertaken a workshop session prior to the committee meeting and that they would be undertaking a further workshop to look at re-use shops at HRRCs (Household Re-Use and Recycling Centres) including re-use of items collected through the bulky waste collection services.

In response to a question from a member, the Contract Manager advised that currently rigid plastics and mattresses from the HRRCs were segregated so tonnages could be monitored. These two materials are currently being processed through the 2012 residual waste treatment contract through the ERF.

RESOLVED: That the Committee noted the contents of the report and commented on any aspects of the performance of the Partnership's Phase A and B contracts.

7 COMMUNICATIONS AND ENGAGEMENT (Agenda Item 7)

The Communications Advisor presented the report which gave an overview of the activity from April to June 2019. Good progress was being made on the Destination Recycling Film which aimed to inform and reassure residents about what happened to recycling once it was collected. The film was expected to be complete within the following 2-3 weeks after the meeting and would be shown to the members at the next meeting in September 2019. A targeted social media campaign, that will raise awareness of the film and drive traffic to it, is planned for the summer 2019.

A number of work streams were ongoing including the promotion of the garden waste collection service and continuation of Household Reuse and Recycling Centre customer satisfaction surveys, the results of which were published on the SLWP website.

Viridor were holding an open day at the Beddington Landfill site on Thursday 20 June 2019 and at the time of the Committee there had been 37 visitors registered to attend and 50 further who had expressed interest which would take the event over capacity. A further date would therefore be added for July to meet this demand. The focus of the open day would be on the restoration work to Beddington Farmlands. Information about the restoration would also be placed in the new bird hides around the site which would be accessible once the permissive footpath reopened in July 2019.

The Beddington Energy Recovery Facility Virtual Visitors Centre was now live and once takeover was complete, videos taken from within the Beddington facility would be added to the site.

Emissions monitoring data continued to be published on the Virtual Visitors Centre twice monthly. There had been no exceedance of any of the levels during May 2019.

The construction of the education centre was also nearing completion.

The Communications Lead noted that a statement had been published by the Partnership responding to questions about radioactive waste being treated at the Beddington ERF. The Communications Lead reiterated that the facility is not permitted to receive or treat radioactive waste.

In relation to social research to be undertaken, the 4th triennial residents survey was to be commissioned this year. The contract for this would be awarded by the end of

June, with surveys completed in July and the findings produced at the end of August 2019.

Since publication of the report, the Communications lead advised members that the Boroughs had submitted a funding bid for food recycling awareness activities which would take place in October 2019 should the bid be successful.

Members provided positive feedback on the Virtual Visitors Centre and requested further information to be provided in the future regarding the energy network provided through the ERF.

In response to a question regarding the incidences of exceedances of emissions limits values at the Beddington ERF, the Communications Lead advised that there had been two short-term exceedances of carbon monoxide which had been reported to the Environment Agency as is required within the permit. These exceedances had taken place in March and April respectively. The first in March had been a direct result of one of the commissioning tests and the one in April by inhomogeneous waste.

Members requested further emissions comparators; to help put the emissions produced by the ERF in some wider context. The Communications Lead provided some examples that he had developed in liaison with the National Atmospheric Emissions Inventory (based on their 2017 estimates):

Bonfire Night celebrations (on and around 5th November) release 10 times more dioxins into the atmosphere than all the UK's 40 plus energy from waste (EfW) plants do during an entire year (EfW plants contribute 0.40% of the UK's total dioxin emissions compared with 3.8% from bonfire night celebrations alone*)

Almost a third (32%) of the UK's Nitrogen Oxide (NOx) emissions are produced by us driving our cars, vans and lorries. In comparison, all the UK's 40+ energy from waste (EfW) facilities combined only produce 1.2% of the NOx emissions dealing with all our non-recyclable rubbish.*

Domestic wood burning stoves and open fires produce 570 times more particulate emissions each year than all the UK's 40+ energy from waste (EfW) plants combined. EfW plants produce 0.04% of UK particulates (PM10 and PM2.5), compared with 23% from domestic wood burners*

The Communications Lead explained that these were informed estimates that came from the National Atmospheric Emissions Inventory; a government-funded and highly respected source. The Communications Lead noted that the next stage was to develop emissions comparators specific to the Beddington ERF.

Members thanked the Communications lead for his hard work.

RESOLVED: That the Committee noted the contents of the report and commented on any aspects of communications and engagement activities relating to the Phase A and Phase B contracts.

8 SOUTH LONDON WASTE PARTNERSHIP BUDGET OUTTURN 2018/19
(Agenda Item 8)

The Finance Lead presented the report and advised that the final outturn position for the year was for a £32,880 underspend, an increase of £10k from the position reported at the 2 April committee.

RESOLVED: That the report was noted.

9 SOUTH LONDON WASTE PARTNERSHIP BUDGET UPDATE MONTH 2
2019/20 (Agenda Item 9)

The Finance Lead presented the report, advising that the Partnership's Budget forecast at month 2 was projecting an underspend of £30,350 for the year, which equated to £7,588 per Borough.

RESOLVED: That the report was noted.

10 RISK REPORT (Agenda Item 10)

The Strategic Partnership Manager presented the report and gave an overview of the main risks detailed within the report, advising that all risks were being closely monitored. The Committee noted that the potential impact of Brexit was also being assessed and closely monitored.

11 DATE OF THE NEXT MEETING (Agenda Item 11)

The next meeting will be held on Tuesday 17 September 2019 at 6.30pm at Croydon Council.

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

Date: September 2019

Report of: SLWP Management Group

Author(s):
Andrea Keys, Contract Manager

Chair of the Meeting:
Councillor Collins, Chair SLWP Joint Waste Committee

<p>Report title:</p> <p style="text-align: center;">Phase A & B Contract Management Report</p>
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<p>Summary: This report provides Joint Waste Committee with an update on the performance of the Phase A and Phase B Contracts procured and managed by the South London Waste Partnership:</p>
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<p>Contract 1 - Transport and Residual Waste management Contract 2 - HRRC services - HRRC site management and material recycling Contract 3 - Marketing of recyclates and treatment of green and food waste Phase B - The 2012 Residual Waste Treatment Contract (the ERF Contract)</p>

<p>This report provides performance data for the period 1st April 2019 to the 30th June 2019.</p>

<p>Recommendations:</p> <p>Joint Waste Committee is asked to note the contents of this report, and comment on any aspects of the performance of the Partnership's Phase A & B contracts.</p>

<p>Background Documents:</p> <p>Contract Performance Monitoring updates have been presented to the Joint Waste Committee since 22 July 2010. The most recent reports were presented at the meeting in June 2019 by the Contract Manager, Andrea Keys.</p>
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BACKGROUND

- 1.1 **Phase A: Contract 1** is operated by Viridor Waste Management Ltd and includes the bulking and haulage of material until August 2022. (The disposal element of this contract ceased on the 3rd March 2019 and since the 4th March 2019 the residual waste has been managed through the Residual Waste Treatment Contract operated by Viridor South London Ltd (also referred to as the ERF Contract)).
- 1.2 **Phase A: Contract 2**, the HRRC service is operated by Veolia (ES) (UK) Ltd. The contract commenced on the 1st October 2015, has a 7 year initial term, and includes the management of the 6 Partnership HRRC sites in addition to the marketing of recyclates collected at each of the sites.
- 1.3 **Phase A: Contract 3** is operated by Viridor Waste Management Ltd and includes the composting of garden and food waste until August 2022.
- 1.4 The London Boroughs of Croydon, Sutton and Merton direct deliver kerbside collected residual, garden and food waste into the Beddington site, operated by Viridor.
- 1.5 The Royal Borough of Kingston (RBK) direct delivers kerbside collected residual, recyclates, garden waste and food waste into the Kingston Villiers Road Waste Transfer Station (WTS). The WTS is operated by Viridor under both the Residual waste treatment contract and Contract 1.
- 1.6 **Phase B: Residual Waste Treatment Contract** - Viridor South London Limited ('Viridor SL') was formally awarded a contract for the treatment and disposal of residual waste in November 2012. The Contract involves Viridor designing, building and operating an Energy Recovery Facility (ERF) which will remain in its ownership and through which it will dispose of suitable and permitted municipal residual waste arising in the South London Waste Partnership area.

PERFORMANCE DETAIL

- 1.7 **Contract 1: Waste transfer station bulking and haulage (Viridor Waste Management Limited)**
- 1.8 Contract 1 includes waste transfer station operations and bulk haulage services only. The Contract is operating effectively.
- 1.9 A fire in the waste transfer station resulted in the bulking service provided by Viridor at Beddington being unavailable for a period of approximately three

hours on the 11th July 2019. At the time of writing, a report on the incident is being prepared by Viridor and will be circulated once the London Fire Brigade has completed and submitted its report of the incident to Viridor. A briefing from Viridor on this matter is attached to this report as Appendix B.

2. Contract 2: Management of the Household Reuse and Recycling Centres (Veolia (ES) (UK) Ltd)

- 2.1 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 garden and residual waste).
- 2.2 The contract specification focuses on three key performance categories; site user experience, health and safety, and material recycling.
- 2.3 Site user experience: Veolia started customer satisfaction surveys in July 2016 to monitor site user experience. Customer satisfaction questionnaires are undertaken for two weeks at the six sites in turn for each round, table 2a of Appendix A details the dates for each round. Table 2b summarises the top 8 general comments made by customers at the end of the questionnaire.
- 2.4 The Contract requires customer satisfaction levels of 80% and above at each of the sites. The key questions from the survey are detailed in tables 2c, d, e and f of Appendix A, and a full list of responses, split-out by borough, are now available on-line via the SLWP website.
- 2.5 Results from the survey show that queue times have increased at the HRRC sites during round 12, with 9% of site users reporting a wait of more than 10 minutes. May has two bank holiday weekends, and June is typically a busier month at the sites, so we have seen a similar trend at this time in previous years. Waiting times “over 10 minutes” were reported by 22% of customers in Merton for this period, an increase of 19%. At Purley Oaks queue times of “up to 10 minutes” increased by 16%, however this increase in wait times coincides with a partial site closure that was required during essential site maintenance works. Individual site data shows that there were no queuing issues at the Villiers Road, Factory Lane, Fishers Farm or Kimpton Parkway sites. Garth Road queue times will be monitored.

- 2.6 Recycling Performance analysis - Detailed analysis undertaken by the SLWP each month 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.
- 2.7 Table 3a of Appendix A details the recycling performance by site, 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). During the first quarter the combined performance at the HRRC sites was 68%. In May and June of 2019 the sites achieved similar recycling rates to the same period in 2018, however, the month of April showed a significantly lower than expected recycling rate at all sites, and this is impacting on the year to date average performance. The issues in April were most pronounced at Merton and Kingston due to a 28% and 14% increase in residual waste respectively. Whilst figures in May and June have settled, action has been taken to investigate what, if any, recycling is in the residual waste stream collected at the HRRC sites. See points 2.13 and 2.14 for more details.
- 2.8 Table 3b in Appendix A uses data from the last three years in order to compare performance year-to-date with previous years. The blue bar shows the recycling performance for the current year, and the yellow and orange bars show recycling performance for the same period in the previous two years. The dotted line and accompanying numbers in this graph show last years end of year recycling performance for each site.
- 2.9 Table 3b shows that all sites are down on their performance last year by between 3-5%, leaving Garth Road, Kimpton Parkway and Factory Lane below target. Analysis shows that, since last year, the most significant changes at these three sites is a drop in garden waste, with a 22% drop at Kimpton Parkway, for example. An average across all sites shows that garden waste tonnes have dropped 18% against the same period last year. The volume of garden waste produced each year can vary depending on weather conditions but it is worth noting that the proportion of garden waste collected at the kerbside has increased again this year in all boroughs. The drop in garden waste tonnes being brought into the Household Reuse and Recycling Centres is equivalent to a 1.4% drop in the overall recycling rate for the sites.
- 2.10 There has also been a 7% drop in wood waste, which, coupled with the 18% drop in rubble tonnes and 12% drop in plasterboard tonnes, suggests that the systems in place to deter commercial waste from being deposited at the sites are delivering results and commercial waste is being diverted from site. If the reduction in rubble tonnes continues the boroughs will save over £45,000 in rubble haulage costs for the year – this equates to a 1.6% saving on the total contract value.

- 2.11 Rigid Plastics – There continues to be a UK wide issue in regard to reliable, consistent and environmentally compliant rigid plastic outlets and there is no suitable reprocessor who can recycle this material at this time. The Contractor continues to segregate this material so that SLWP can accurately analyse the tonnage data and we can respond quickly to any new markets that may become available in the future.
- 2.12 Mattresses – as with the rigid plastics market, the mattress recycling market has been unreliable and sourcing outlets continues to be challenging. In 2018/19 there was a 35% increase in mattress tonnes, this upward trend continues to rise with a further 6% increase in mattress tonnes reported this year to date. Had the mattresses and rigid plastics been recycled the recycling performance would have improved by 2.6% and the HRRC sites would have achieved a 71% recycling rate.
- 2.13 **Improvement measures** – the contractor continues to intercept residents who bring black bags to site, asking them to split the bag and where possible directing them to pull out suitable material and take this to recycling points around the site. It is hoped that this activity will help to reiterate the message the sites are recycling centres and not just disposal points.
- 2.14 Veolia are also undertaking residual waste analysis during quiet periods at the sites in order to gain a better understanding of which materials are not being recycled. If a particular material is identified as an issue, the project will then consider how we can best promote and encourage our residents to segregate and recycle this material. In addition, new schemes (such as a soil recycling project) reduce haulage costs for the boroughs, and further projects to segregate and recycle new materials are on-going. We will continue to report progress on these projects and the recycling performance.
- 3. Contract 3 – Materials Recycling Services, Composting, and additional treatment services (Viridor Waste Management Limited)**
- 3.1 Garden waste is delivered to the Viridor Beddington facility where it is bulked and hauled off-site for treatment in a combination of the following facilities: KPS Isfield and Pease Pottage, Woodhorn Runcton and Tangmere, Tamar Beddingham and Swanley, and Birch Airfield.
- 3.2 The garden waste is processed in order to produce a BSI PAS100 compost product. There have been some changes to the PAS100 requirements making quality control more stringent, but our material continues to meet quality requirements. Garden waste tonnage data for the reporting period on combined kerbside and HRRC tonnes can be found in Appendix A, in chart

4b. Garden waste tonnes collected in all boroughs have dropped so far this year compared to last year, this is likely to be due to variations in the weather.

3.3 Food waste is delivered to either the Beddington facility or the Villiers Road Transfer Station facility. From both sites the food is transferred by Viridor to the Agrivert Trumps Farm Anaerobic Digestion (AD) facility located in Surrey. The Agrivert facility produces a BSI PAS 110 compost product. Merton have seen a 76% increase in food waste tonnes this year and Croydon have seen a 17% increase, most likely the result of the collection service changes and the communications campaign which accompanied those changes.

3.4 There are no performance issues with the food and garden waste processed through the Contract 3 service.

4. Phase B – Residual Waste treatment Contract (Viridor South London Limited)

4.1 As previously reported to this Committee, Viridor South London have been delivering the Full Services under the Residual Waste Treatment contract since 4th March 2019.

4.2 In the reporting period, 1st April 2019 until the 30th June 2019, the Partnership delivered 50,533 tonnes of residual waste to Beddington, this is a drop in residual waste of over 10% when the data is compared to the same period last year. Please see Appendix A table 1a for further detail.

4.3 Landfill Diversion: Viridor SL has an annual landfill diversion target of 8.66% for the first operational year of the facility. In the reporting period, 85% of the residual waste delivered was treated via ERF with 15% landfilled. This has been attributed to a two week planned shut-down for maintenance. SLWP will monitor the diversion rate monthly to check progress against target. Please see Appendix A table 1b for further diversion data.

4.4 **Emissions** - There were minor exceedances at the ERF in April and June and none reported for the month of May. In April the ERF entered the first of its scheduled shut-down periods. There was one exceedance of carbon monoxide due to the restart of Line 1 on the 20th April. In June there were minor exceedances of a 30 minute average of carbon monoxide on two days, this was due to extremely wet waste and incomplete combustion on the grate. The issue was identified and measures taken to bring the facility back within limits.

4.5 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 have the power to serve both enforcement and suspension notices.

- 4.6 **Take Over Update** - The IC continues to monitor the wider works at the ERF Beddington site until a series of 'Take Over Tests' have been passed. The Take Over stage is still estimated to be complete in late summer or early autumn 2019. Further performance and reliability testing will continue beyond this time and maintenance work will continue throughout the life of the facility. There are no issues to report.

5. **RECOMMENDATIONS**

- 5.1 It is recommended that the Joint Waste Committee:
- a) Note the contents of this report, and comment on any aspects of the performance of the Partnership's Phase A & B contracts.

6. **IMPACTS AND IMPLICATIONS**

Legal

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

Finance

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

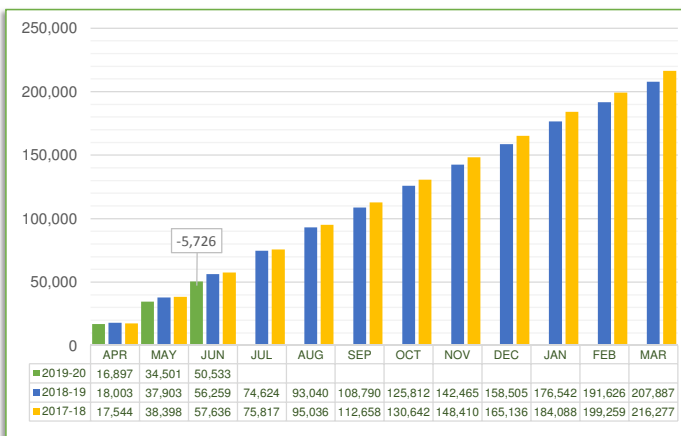
7. **Appendices**

- 7.1 Appendix A provides data on the performance of the Phase A contracts for the reporting period 1st April 2019 to the 30th June 2019.

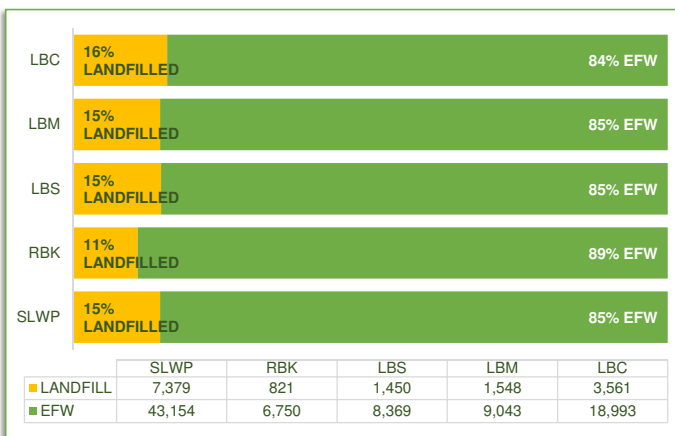
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SECTION 1: CONTRACT 1 - RESIDUAL WASTE DISPOSAL**1a - TOTAL RESIDUAL WASTE GROWTH**

CUMULATIVE RESIDUAL WASTE - CURRENT YEAR AGAINST 2 PREVIOUS YEARS

**1b - DIVERSION FROM LANDFILL**

TOTAL TONNES AND % OF WASTE SENT TO ENERGY RECOVERY

**SECTION 2: HRRC CUSTOMER SATISFACTION SURVEYS****2a: SURVEY RESPONSES**

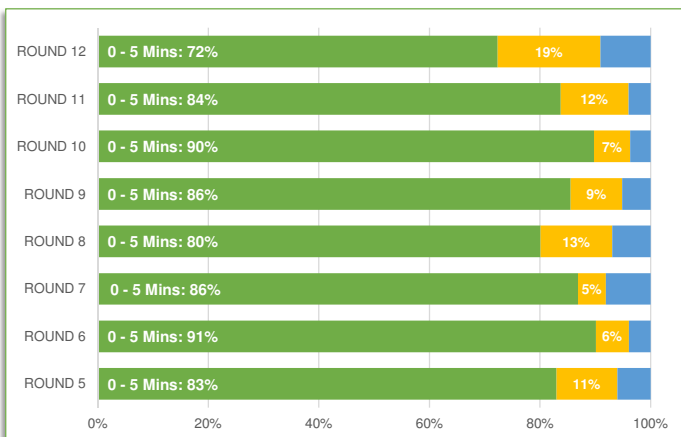
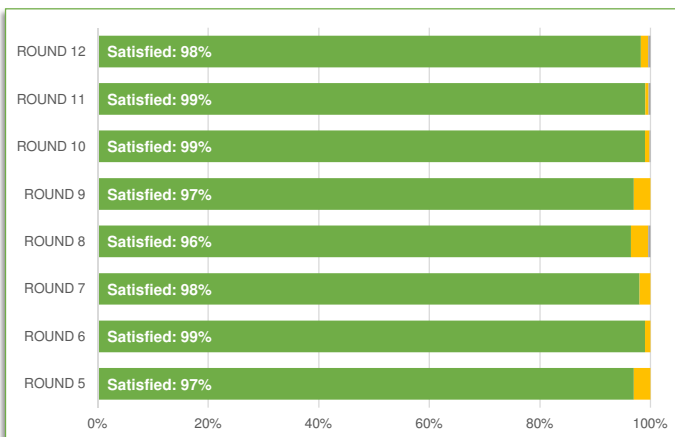
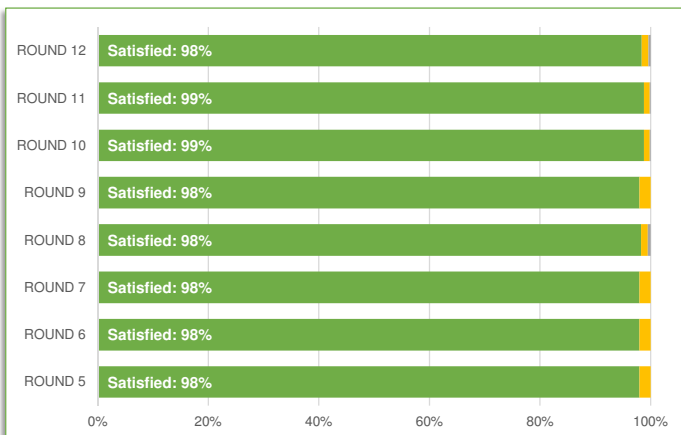
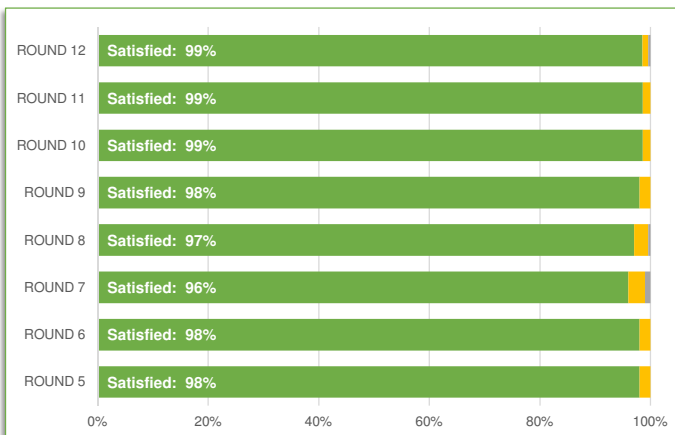
SURVEY DATES AND NUMBER OF RESPONSES (ALL SITES)

YEAR	ROUND	START DATE	END DATE	TOTAL RESPONSES
YEAR 2	ROUND 5	AUG'17	OCT'17	1361
	ROUND 6	NOV'17	JAN'18	1464
	ROUND 7	FEB'18	APR'18	1310
	ROUND 8	MAY'18	JUL'18	995
YEAR 3	ROUND 9	AUG'18	OCT'18	831
	ROUND 10	NOV'18	JAN'19	1088
	ROUND 11	FEB'19	APR'19	851
	ROUND 12	MAY'19	JUL'19	683

2b: CUSTOMER FEEDBACK COMMENTS

SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	COUNT
1	Staff are helpful	1609
2	Negative feedback on the stairs	621
3	Site is well organised	389
4	Site has improved	376
5	Site is convenient and easy to use	326
6	Parking could be improved	197
7	More staff needed on site	188
8	Not happy with queues to enter site	180

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?**

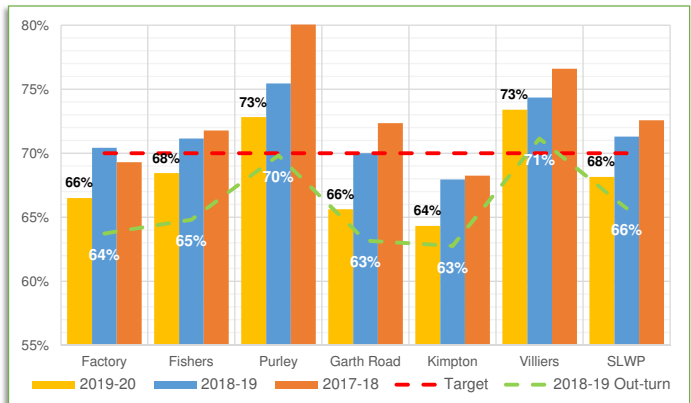
SECTION 3: HRRC RECYCLING PERFORMANCE**3a: HRRC RECYCLING PERFORMANCE**

MONTHLY PERFORMANCE FOR EACH SITE AND SLWP AVERAGE

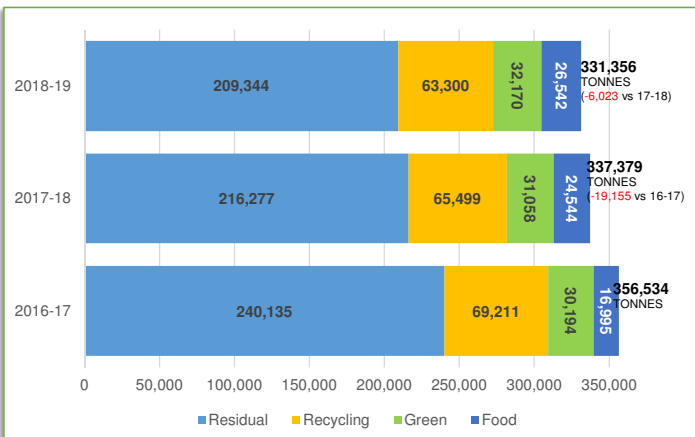
	FACTORY LANE	FISHERS FARM	PURLEY OAKS	GARTH ROAD	KIMPTON PARK WAY	VILLIERS ROAD	SLWP
APR	63%	64%	71%	64%	61%	71%	65%
MAY	67%	68%	72%	66%	66%	75%	69%
JUN	69%	72%	76%	66%	67%	75%	70%
JUL							
AUG							
SEP							
OCT							
NOV							
DEC							
JAN							
FEB							
MAR							
YTD	66%	68%	73%	65%	64%	74%	68%

3b: YEAR TO DATE RECYCLING PERFORMANCE

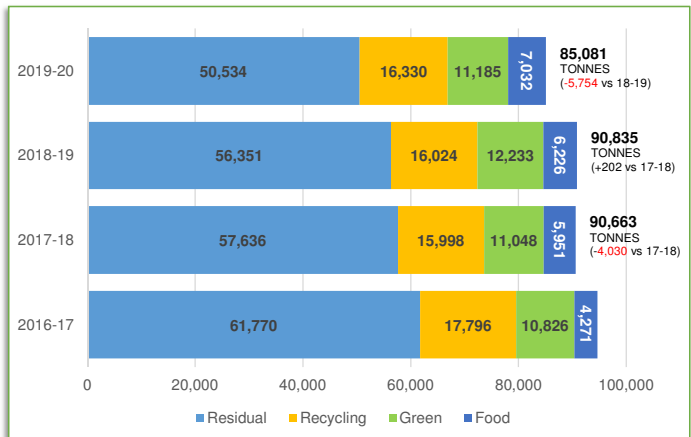
PERFORMANCE COMPARED TO LAST 2 YEARS

**SECTION 4: WASTE ARISING****4a: TOTAL ANNUAL PARTNERSHIP WASTE ARISING**

TOTAL SLWP TONNAGE BY WASTE STREAM - LAST 3 YEARS

**4b: TOTAL PARTNERSHIP WASTE ARISING - YEAR TO DATE**

QUARTER 1 (APRIL - MARCH) 2019-20 AGAINST LAST 3 YEARS



Beddington waste transfer station July incident briefing

This briefing note has been prepared for the South London Waste Partnership, Joint Waste Committee, September 2019 as an update of the recent waste transfer station incident and the next steps following the 11th July.

Location overview

The Beddington Waste Transfer Station is a separately permitted facility which has its own waste and fire procedures in place. It is located near to the Energy Recovery Facility (ERF) and landfill area which forms part of the larger Beddington site (Appendix one).

The waste transfer station is used by Viridor to receive waste collection vehicles from the South London Waste Partnership including bulky deliveries from HRRCs and fly tip removal loads. Vehicles collecting mixed recyclables, green and food waste safely tip their loads into the waste transfer station. This then enables the specialist collection vehicles to continue their rounds within local communities. The material is then loaded onto larger vehicles before being transported to specialist food waste, composting and recycling facilities. The bulky or fly tip removal loads are transferred to the ERF for inspection, shredding or delivery to the waste bunker.

This is a common process in the waste management industry to reduce the number of vehicles required to transport waste material. The SLWP is supported by another waste transfer station, operated by Viridor, in Kingston.

Overview of the incident

During the mid-morning of 11th July 2019, a small fire started within an incoming load of material delivered from the South London Waste Partnership. When handling the material, smoke started to appear from within the pile of waste, before flames appeared after approximately 45 seconds. The Viridor team activated its emergency procedures, evacuated the site and the London Fire Brigade (LFB) attended the site and managed the fire. This continued until the evening of the 11th when a fire check was started and the LFB departed site.

The London Fire Brigade crews from the local fire station have been attending the Viridor site on an ongoing basis for familiarisation sessions with the Beddington ERF and wider site team to ensure that, in the event of an incident, the crews have accurate records on their files and are familiar with the site surroundings.

The fire was restricted to the waste transfer station and did not impact on the energy recovery facility or landfill area, which form part of the larger Beddington site. Deliveries to the ERF were temporarily diverted whilst the initial phase of the fire was managed. Impact on recycling and waste collections was minimal.

The local community liaison group were emailed, and this was followed up by a series of telephone calls to members of the community immediately after the start of the incident. A number of media enquiries were fielded by Viridor, and a statement was drafted. The community liaison group were emailed again at the end of the day on the 11th July, and then on the 12th July to confirm the fire had been extinguished.

In the days and weeks after the incident

The site team have increased their observation checks, including with thermal imaging equipment on the material stored in the waste transfer facility, and continue to monitor waste during its time in storage.

SITUATION BRIEFING

The cause of the fire has not yet been identified. The way waste fires are managed results in the waste being handled and turned during the process of fighting the fire, as a result it may be difficult to identify. Experience of our waste site operations suggests a likely cause may be attributed to lithium ion batteries or barbecue coals. These items are the main cause of waste site fires across the UK.

The Environmental Services Association (ESA), the trade body representing the resource and waste management industry, reports that of the 510 fires reported by ESA members across the UK in 2017-18, at least 30% were attributed to lithium ion batteries, up from 20% in the previous year.

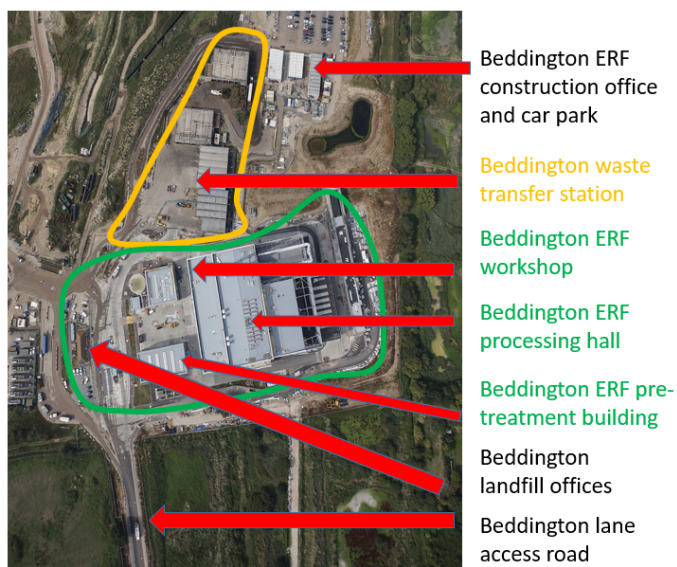
The Environment Agency officer for the regulation of the Beddington waste transfer station attended the site on the day of the fire and continues to liaise with Viridor and the London Fire Brigade to continue its regulatory process.

The London Fire Brigade is carrying out an investigation into the fire. The findings will be considered carefully and will feed into a separate Viridor investigation, which is also underway.

Upon conclusion of the investigations, the Environment Agency will determine whether any permit breaches occurred and if all appropriate measures had taken place. Viridor will share an update of its findings and will work with the SLWP and the London Fire Brigade to raise awareness of the measures in place at the site to minimise the risk of fires. Viridor will also communicate with local residents to raise awareness of the 'right thing, right bin' message, to help prevent items such as lithium ion batteries from ending up in the residual waste stream.

Appendix one

Aerial photograph of the Beddington site (September 2018)





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

Date: Tuesday 17 September 2019

Report of: South London Waste Partnership Management Group

Author(s):
Michael Mackie, Finance Lead

Chair of the Meeting:
Councillor Stuart Collins

Report title:

SOUTH LONDON WASTE PARTNERSHIP BUDGET UPDATE MONTH 4 2019/20

Summary

This paper provides an update on the Partnership's budget position for month 4 (July) of the financial year and the projected outturn for the 2019/20 financial year.

Recommendations

To note the content of this report.

Background Documents and Previous Decisions

Previous budget reports.

1. Background

- 1.1 The Partnership sets its budget in December for the forthcoming financial year.
- 1.2 The budget is monitored regularly by Management Group to allow the budgets to be flexed where appropriate in order to respond to any budget pressures.

2. Financial Position 2019/20

- 2.1 The table below refers to the Partnership's budget position for its Strategic Management activities for month 4 (July) of the 2019/20 financial year. It relates to expenditure in the following areas; procurement, project management, administration, contract management and communications.

Item	Approved Budget £	Actuals & Commitments £	Forecast Outturn £	Variance £
<i>Internal and External Advisors</i>	96,500	51,000	131,500	35,0000
<i>Project & Contract Management</i>	598,700	175,630	563,700	(35,000)
<i>Document and Data Management</i>	24,500	10,562	24,500	0
<i>Communications</i>	65,500	0	65,500	0
TOTAL	785,200	237,192	785,200	0
COST PER BOROUGH	196,300	59,298	196,300	0

2.2 The outturn for the Partnership's budget for Strategic Management activities at month 4, forecasts that spend will be as per budget for the year. There are variances to report follows:

2.3 The Internal and External Advisor budget is forecasting an overspend of £35k for the engagement of external advisors to assess the options available for the renegotiation or procurement of the HRRC contract.

2.4 Project and Contract Management is forecasting a £35k underspend. The new post of Waste Strategy Officer agreed during the 2019/20 budget process is currently vacant and the outturn assumes this post will be filled from 1 December 2019.

3. Recommendations:

3.1 To note the content of this report.

4. Impacts and Implications:

Finance

4.1 Contained within report.



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

Date: Tuesday 17 September 2019

Report of: South London Waste Partnership Management Group

Author(s):
Michael Mackie, Finance Lead

Chair of the Meeting:
Councillor Stuart Collins

Report title: SOUTH LONDON WASTE PARTNERSHIP DRAFT BUDGET FOR 2020/21
Summary This paper provides the proposed budget for the Partnership for 2020/21 for its core activities.
Recommendations <ol style="list-style-type: none">1. To agree the proposed draft budget for the core activities of the Partnership as set out in 2.1 and request individual boroughs to consider and agree the resources required in consultation with borough Finance Directors.2. To note that the final budget will be brought back to this committee in December for sign off.
Background Documents and Previous Decisions Previous budget reports.

Recommendations

1. To agree the proposed draft budget for the core activities of the Partnership as set out in 2.1 and request individual boroughs to consider and agree the resources required in consultation with borough Finance Directors.
2. To note that the final budget will be brought back to this committee in December for sign off.

Background Documents and Previous Decisions
Previous budget reports.

1. Background

- 1.1. The Partnership is required to produce a draft budget for consideration by the Joint Waste Committee by 31st October each year. In accordance with the Inter Authority Agreement (IAA) the agreed draft budget is then subjected to consideration by the individual boroughs before a finalised budget is taken to the Joint Waste Committee for approval. The IAA sets out that the final budget must be approved by 31st December each year.

2. Issues

- 2.1. The table below details the estimated draft budget requirement of the Partnership for 2020/21 together with the approved 2019/20 budget for comparison.

Core and project Activities

Item	2019/20 Approved Budget £	2020/21 Proposed Budget £
<i>Internal & External Advisors and Accounting</i>	95,500	98,400
<i>SLWP Staff Resources and communications management</i>	598,700	615,400
<i>Document and Data Management</i>	24,500	25,000
<i>Communications</i>	65,500	26,000
<i>Project – HRRC Reprocurement</i>	0	50,000
TOTAL	785,200	814,800
COST PER BOROUGH	196,300	203,700

- 2.2. The 2020/21 budget provides for increments and pay and prices inflation of 2%
- 2.3. The Internal & External Advisors and Accounting budget allows the Partnership to engage external and internal advisors to provide expert legal, financial and technical advice in respect of all the partnerships contracts (Phase A, Phase B, HRRC's and Environmental Services). This also includes costs from Kingston for providing finance activities for managing Phase A transactions (£26k), costs from Croydon for providing finance activities for Phase B, the HRRC and the Environmental Services contract transactions (£26k).
- 2.4. The SLWP Staff Resources and communications management budget contains provision for seven posts (see below) and to buy in communication advice.
1. Strategic Partnership Manager
 2. Contract Manager (Phase A and B)
 3. Project Support Officer
 4. Contract Data Officer x 2
 5. Contract Manager (Phase C - Lot 1)
 6. Contract compliance officer
 7. Waste Strategy Officer

- 2.5. Document and Data Management provides data storage for the Partnership's data room to allow the sharing of documents across the Partnership and for storage of project documentation in an online library which is available on-liscence to authorised stakeholders.
- 2.6. The communications budget of £26k is for planning and delivering communications activities. The budget in 2019/20 included £40k for carrying out a triennial resident's survey. This will be removed for the 2020/21 and 2021/22 budgets, and will be brought back into the draft budget during the 2022/23 budget process.
- 2.7. The HRRC is a 7 year contract running from October 2015 to 30 September 2022, with a maximum 7 years extension. The current indication is that Veolia will not extend the contract on the existing basis, therefore there will be a requirement to either re-procure or renegotiate the current contract. The resource requirement in 2020/21 is estimated at £50k.

3. Recommendations

- 3.1. To agree the proposed draft budget for the core activities of the Partnership as set out in 2.1 and request individual boroughs to consider and agree the resources required in consultation with borough Finance Directors.
- 3.2. To note that the final budget will be brought back to this committee in December for sign off

4. Impacts and Implications:

Finance

- 4.1 Contained within report.

Legal

- 4.2 Section 9 of the Inter Authority Agreement sets out the budget setting process for the Joint Waste Committee. This is referred to within the body of the report

5 Appendices

- 5.1 None

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

Date: June 2019

Report of: SLWP Management Group

Author(s): Annie Baker, Strategic Partnership Manager

Report title:

Risk Report

Summary:

This report summarises key risk areas which are facing the partnership boroughs in relation to the waste disposal functions of the Joint Waste Committee.

Recommendations:

Joint Waste Committee is asked to note the contents of this report.

Background Documents:

Confidential risk register is held by the Strategic Partnership Manager, Annie Baker.

1. BACKGROUND

- 1.1 This report summarises key risk areas for the waste management contracts overseen by the Joint Waste Committee, based on the South London Waste Partnership team's risk register; this report summarises the key risks that should be noted at committee level. The full risk register is considered at the SLWP's Management Group and Strategic Steering Group.

2. KEY RISK AREAS

2.1 Areas have been included in this report where they are considered strategically important, for example because they are high scoring in terms of impact and/or likelihood, or have changed significantly in score.

2.2 Recycling materials market changes

This area continues to present a significant risk. Following significant changes to global recycling material markets over the last 18 months (for example China's changed import requirements), the value of some recycling materials has decreased significantly. As reported at previous Joint Waste Committee meetings, this has some impact on borough budgets (as some of our material has the potential to generate income depending on the recycling's sale value) and also has an impact on our contractors as recycling income is built into the financial models of several of our waste management contracts. This continues to present a risk and the impact of a worsening level of income for recycling will continue to be managed through budget and contract management processes.

As a consequence of the market changes, reprocessors remain increasingly strict on the level of contamination they will accept in the recycling material. Material which is too contaminated requires further sorting if any of the material is to be recycled. Extra sorting increases the reprocessing costs for recycling and so some impact on budgets continues to be expected, as above.

Action currently undertaken to protect the quality of our recycling:

- An increasingly harmonised approach to recycling across the SLWP area means that messages about what to recycle can be simple and effective across our whole region. All boroughs now follow broadly the same recycling regime.
- Material which doesn't meet the contamination thresholds is being sent to specialist sorting facilities where the recyclable material is extracted.
- The poorest quality material we collect typically comes from communal collection containers where it is difficult to identify who might be putting the wrong material in the wrong bin, which can make communications work hard to target; we're working with organisations and networks to look at what we can learn from others and what good practice we can share in this area.
- The communal containers are typically collected on separate collection rounds which protects all the other recycling material we collect from unnecessary contamination.
- We're closely monitoring the quality of the materials being collected for recycling and the processes being followed to manage contamination.

- The “Destination Recycling” films, described in the communications report to this Committee, are available on the SLWP website and will be promoted as part of this year’s Recycle Week. The films highlight the importance of sorting materials into the correct containers.

Further planned activity to reduce contamination:

- We’re looking at how we can best use and target our communications activities to further reduce contamination. This will form a part of our next communications plan.

2.3 **Impact of recycling value changes on our contracts**

Financial issues within contracts can have significant impacts on contract performance, likelihood of contract disputes and ultimately contracts cannot operate unless they are financially sustainable. Pressures such as the current global recycling market must be carefully considered when we formulate our approach to procurement of contracts and services. The changes and unpredictability of the recycling markets, which affects all our contracts, mean that this remains as a key focus for us at the present time.

2.4 **Defra strategy consultation**

As reported to the last committee meeting, Defra recently ran a consultation (which closed in May 2019 and followed the publication of their Resources and Waste Strategy) on the following matters:

- Reforming the packaging producer responsibility regulations in the UK
- Introducing a deposit return scheme for drinks containers in England, Northern Ireland and Wales
- Measures to accelerate consistency in recycling for both households and businesses in England

In addition, the Treasury has run a consultation on a plastic packaging tax.

The SLWP team and the boroughs considered the proposals set out by Defra and participated in the consultation and will continue to manage any risks that the proposals might present to the boroughs and the partnership.

2.5 **Brexit**

At the time of writing this report, a ‘no deal’ Brexit scenario remains a possibility. Analysis of the potential impact of Brexit has been undertaken with our contractors and continues to be closely monitored. Potential impacts, including those relating to the workforce, recycling markets and supply of consumables, have been considered. We do not expect any type of Brexit to prevent us from being able to safely dispose of our residual waste because of

the waste disposal arrangements we have within the partnership's own area. Recycling markets and exports could be impacted by Brexit and in particular any scenario where transport movement through UK ports are affected.

2.6 Availability of the Energy Recovery Facility (ERF)

The ERF is now our primary route for waste disposal. The landfill site at Beddington is available until the end of December 2019 as contingency for waste disposal should either of the ERF lines not be in operation. A number of other contingency options are available and these will be reviewed by SLWP over the coming months, in preparedness for the permanent closure of the landfill site.

3. RECOMMENDATIONS

- 3.1 It is recommended that the Joint Waste Committee note the contents of this report.

4. IMPACTS AND IMPLICATIONS

4.1 Legal

There are no legal considerations arising directly from the recommendation in this report.

4.2 Finance

There are no financial considerations arising directly from the recommendation in this report.



Report to: South London Waste Partnership Joint Committee

Date: 17 September 2019

Report of: South London Waste Partnership Management Group

Author(s): John Haynes (South London Waste Partnership
Communications Advisor)

Chair of the Meeting: Councillor Stuart Collins

Report Title:

**Communications and Engagement
South London Waste Partnership - Phase A and Phase B contracts**

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 2019.

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. 'DESTINATION: RECYCLING' CAMPAIGN

- 1.1 The 'Destination: Recycling' film was published on the SLWP website on 29 July 2019. The film tells the story, in an entertaining and engaging way, of what happens to recycling (and rubbish) after it has been collected from the doorstep.
- 1.2 Four shorter versions of the film (one per waste stream) are also available on the SLWP website for people who have a particular interest.

- 1.3 The Destination Recycling films will be shown to Members of the Committee at the meeting.

2. Recycle Week 2019

- 2.1 Recycle Week 2019 will take place between 23-29 September. The SLWP boroughs will be celebrating Recycle Week in the following ways:
- 2.2 A high-impact social media advertising campaign will launch at the start of Recycle Week. The campaign will promote the new Destination Recycling videos to residents across the four SLWP boroughs using 10-second trailers. The aim is to raise awareness of the films and encourage residents to watch and engage with them. A specialist social media agency is being commissioned to help us plan, deliver and evaluate the success of the campaign.
- 2.3 The four SLWP boroughs have been successful in a joint bid to Resource London for funding to run an outdoor advertising campaign to support Recycle Week 2019. £10,000 has been secured, which will pay for Recycle Week 2019 posters to appear across the London Tram Network (which runs from Merton to Croydon, via Sutton) and on 98 outdoor advertising boards across Kingston and Croydon.
- 2.4 Veolia's Communications and Education Outreach Team will deliver a series of visits to eight schools in the lead up to and during Recycle Week. They will talk to children about the importance of recycling, tying in the Recycle Week 2019 message: *'Recycling – it's in our hands'*.

3. Autumn food waste engagement events

- 3.1 The four SLWP boroughs have been successful in a joint bid to Resource London for up to £26,000 of funding to run a series of food waste engagement events in October 2019.
- 3.2 Recent changes to recycling and rubbish collection services has seen a 56% increase in the capture of food for recycling at the kerbside (from 16,995 tonnes in 2016/17 to 26,543 in 2018/19). All this food waste is sent for anaerobic digestion.
- 3.3 Diverting almost 10,000 tonnes of food waste away from the residual waste stream is a great success story. But the SLWP boroughs want to do more. Increased participation in the food waste collection service will result in our residents being more aware of the amount of food waste they are producing – in the SLWP region it remains 68kg per household per year. The next step is to use that increased awareness to our advantage by encouraging households to reduce the amount of food waste they produce in the first place.

- 3.4 The funding for the campaign is provided through the TRiFOCAL grant. Any activity we deliver must therefore encompass the following three themes:
- Healthy sustainable eating
 - Food waste avoidance
 - Food waste recycling
- 3.5 We plan to run a series of pop-up road-show events (one per borough) during the week 14-20 October 2019. Using a seasonal, healthy 'hook' (pumpkins) the events will encourage residents to think more widely about food waste; what they can do to reduce the amount they produce and ensuring they recycle any unavoidable food waste rather than throwing it away.
- 3.6 The events will be supported by a high profile programmatic digital advertising campaign.

4. PHASE A BACKGROUND

- 4.1 The Phase A contracts encompass transport & residual waste management, HRRC services and marketing of recyclates.
- 4.2 From a communications and stakeholder engagement perspective, the elements of the Phase A contracts that are of most significance are:
- the management of the six Household Reuse, and Recycling Centres (HRRCs), and
 - the landfill operations at Beddington.

5. HOUSEHOLD REUSE AND RECYCLING CENTRES (HRRCs)

- 5.1 Site user customer satisfaction surveys continue to take place on a rolling basis across the sites. The findings are reported back to this Committee in the Phase A & B Contract Management Report and are also published on the SLWP website

6. BEDDINGTON LANDFILL OPERATIONS AND RESTORATION

- 6.1 This contract is operated by Viridor on behalf of the Partnership.
- 6.2 The focus of communications and engagement activities has been two-fold:
- Educating local residents and key stakeholders about the landfill operations at Beddington – i.e. how it has provided vital waste disposal capacity for hundreds of thousands of local households and businesses and how the site is being managed in order to minimise any negative environmental impacts;

- Providing information on how the 120-hectare Beddington Farmlands site (which incorporates the landfill) is being restored into a rich patchwork of habitats for wildlife with public access.
- 6.3 The re-opening of the permissive footpath that runs along the Western boundary of the Beddington site, along with the new publically-accessible bird hides, has been welcomed by residents and local stakeholders. The only negative feedback has been poor drainage of the reinstated footpath, which Viridor are working to improve.

7. PHASE B BACKGROUND

- 7.1 The Phase B contract (residual waste treatment) was awarded to Viridor in 2009. In order to fulfill the contract, Viridor have constructed a £205m state-of-the-art Energy Recovery Facility (ERF) in Beddington. Household waste from the four Partner boroughs that has not been sorted by residents for recycling is treated at the facility and used to generate electricity.
- 7.2 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 construction and 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.

8. BEDDINGTON ERF COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT

- 8.1 Viridor continues to upload Emissions Monitoring Reports to the Beddington ERF Virtual Visitor Centre (www.beddingtonerf.info) twice per month. These reports provide information on all the emissions covered by the Environmental Permit. This represents one of the most open and transparent approaches to the publication of emissions monitoring data from an ERF in the country.
- 8.2 Construction work on the on-site Beddington ERF Education Centre is nearing completion and should be ready to welcome its first visitors in September 2019. The SLWP Communications Advisor is working with Viridor to oversee the fit-out (including interpretation boards), plan content for the tours and walking routes etc.
- 8.3 Beddington Community Liaison Group meetings continue to be held on a quarterly basis, with the SLWP Communications Advisor in attendance.

9. Social Research study

- 9.1 Fieldwork (telephone interviews) for the fourth triennial SLWP 'Measuring resident perceptions of waste management' resident survey has been completed.
- 9.2 The findings are currently being analysed by an independent social research company, DJS Research, and will be presented to the next Committee meeting in December.
- 9.3 The findings of the survey will further our understanding of the views of local people on a wide range of waste related issues, enabling us to plot trends over a nine-year period, since the first survey took place in 2010. The findings will also be used to evaluate the success of our communications and engagement activities to date, and to review and refresh the SLWP Communications Strategy document.

10. IMPACTS AND IMPLICATIONS

Legal

- 10.1 None

Finance

- 10.2 The South London Waste Partnership's Communications Advisor post is funded through the core activities budget.
- 10.3 A £25,000 annual Communications Budget is available to support communications and engagement activities. An additional £40,000 has been agreed in the 2019/20 SLWP Communications Budget to pay for the social research study.

11. RECOMMENDATIONS

- 11.1 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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