



Published on: 23 February 2018

For enquiries on this agenda please contact:
Davena Palmer, Committee
Services,committeeservices@sutton.gov.uk, 020
8770 4990,

This agenda is also available to view on:

www.croydon.gov.uk
www.merton.gov.uk
www.kingston.gov.uk

This agenda is available at
www.sutton.gov.uk

SOUTH LONDON WASTE PARTNERSHIP JOINT COMMITTEE AGENDA

A meeting of the SOUTH LONDON WASTE PARTNERSHIP JOINT COMMITTEE will be held at CIVIC OFFICES, ST NICHOLAS WAY, SUTTON SM1 1EA on 6 March 2018 at 6.30 pm

Members of the Committee

London Borough of Croydon

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

Councillor Stuart King – Cabinet Member for Transport and Environment

Substitutes: Councillors Robert Canning and Pat Ryan

Royal Borough of Kingston upon Thames

Councillor Phil Doyle - Portfolio Holder - Resident Services

Councillor Terry Patton -

Substitutes: Councillors David Cunningham and Richard Hudson

London Borough of Merton

Councillor Ross Garrod (Vice-Chair) - Cabinet Member for Street Cleanliness and Parking

Councillor Martin Whelton - Cabinet Member for Regeneration, Environment & Housing

Substitutes: Councillors Mark Allison and Nick Draper

London Borough of Sutton

Councillor Jill Whitehead (Chair) - Chair of the Environment and Neighbourhood Committee

Councillor Manuel Abellan – Vice-Chair of the Environment and Neighbourhood Committee

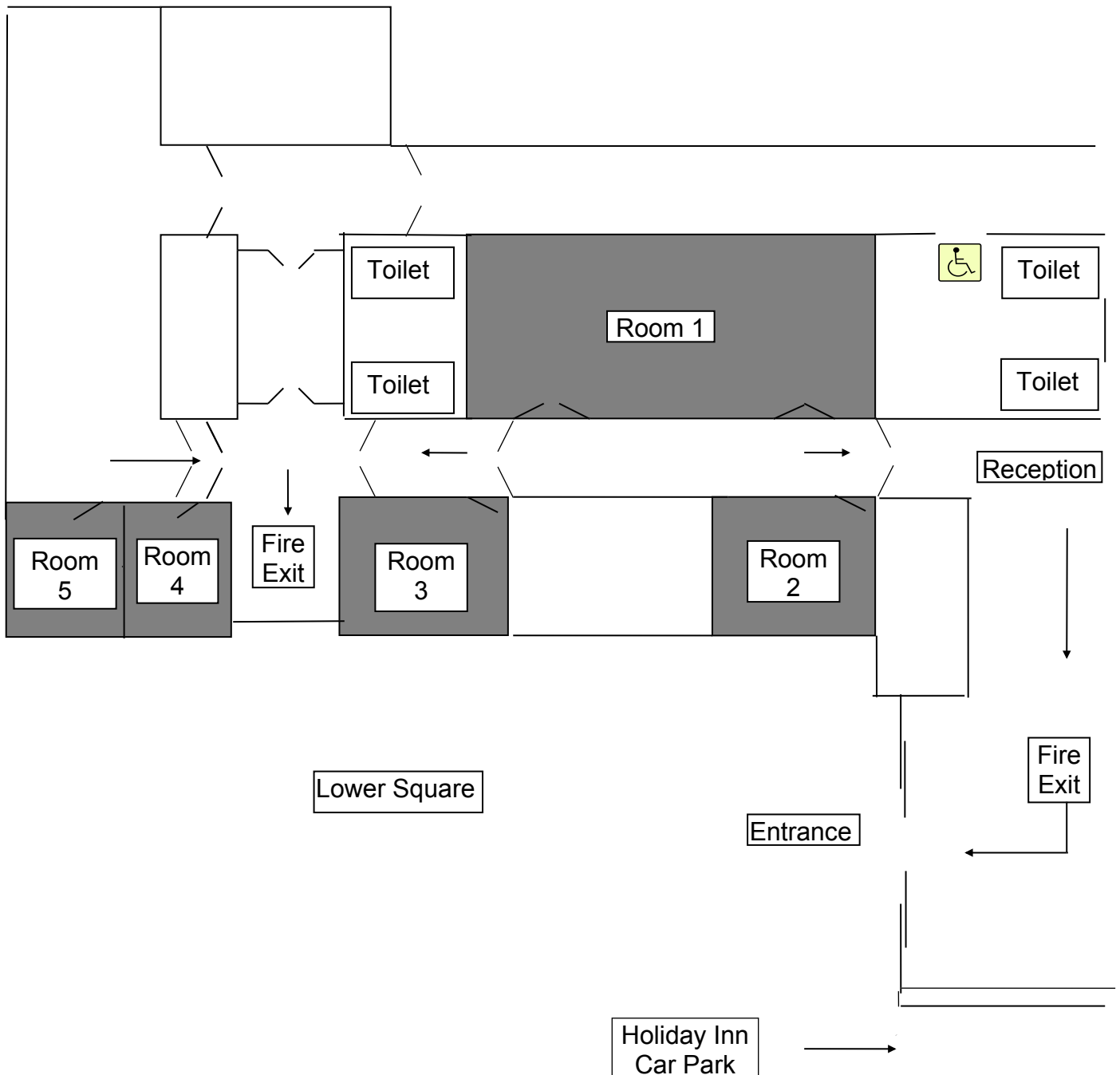
Substitute: Councillor Nighat Piracha

CIVIC OFFICES, SUTTON GROUND FLOOR MEETING ROOMS

FIRE PRECAUTIONS

If there is a FIRE in the building the fire alarm will sound continuously. Leave the building immediately by the most direct route, either back through reception or the fire exit into Lower Square. Take your coat and any bags with you. Assemble in the car park in front of the Holiday Inn.

First Aid can be obtained from Civic Security in reception.



A G E N D A

1. Welcome and introductions

2. Apologies for absence and notification of substitutes

3. Declarations of interest

4. Minutes of the previous meeting

To approve as a correct record the minutes of the meeting held on 5 December 2017.

To follow

5. Phase A & B Contract Management Report

1 - 8

This report provides Joint Waste Committee with an update on the performance of the three Phase A Contracts applicable to the South London Waste Partnership:

- i. Contract 1 - Transport and Residual Waste management
- ii. Contract 2 - HRRC services - HRRC site management and material recycling
- iii. Contract 3 - Marketing of recyclates and treatment of green and food waste

This report provides performance data for the period 1 April 2017 until 31 December 2017.

This report also provides Joint Waste Committee with an update on the Phase B Contract.

6. South London Waste Partnership Budget Update

9 - 10

This paper provides an update on the Partnership's budget position for month 10 (January) of the financial year and the projected outturn for the 2017/18 financial year.

7. Communications Update

11 - 18

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 November 2017 and February 2018.

8. Meeting Dates 2018/19

To confirm the following dates for 2018/19:

The meetings will be held at Merton Council Offices

Tuesday 11 September 2018

Tuesday 4 December 2018

Tuesday 2 April 2019

Tuesday 18 June 2019

9. Any urgent business

10. Exclusion of the Press and Public

To exclude the public from the meeting under Section 100(A)(4) of the Local Government Act 1972 on the grounds that it is likely that exempt information, as defined in paragraph 3 of Part I of Schedule 12A to the Act, would be disclosed and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

This paragraph covers information relating to the financial or business affairs of any particular person (including the authority holding that information)

11. Risk Register

Included in the exempt agenda supplement.

12. Date of the next meeting

The next meeting will be held on Wednesday 13 June 2018 at the London Borough of Sutton, Civic Offices.



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

Date: 6 March 2018

Report of: South London Waste Partnership Management Group

Author(s):
Annie Baker, Strategic Partnership Manager

Chair of the Meeting:
Councillor Jill Whitehead

Report title:

Phase A & B Contract Management Report

Summary:

This report provides Joint Waste Committee with an update on the performance of the three Phase A Contracts applicable to the South London Waste Partnership:

- i. Contract 1 - Transport and Residual Waste management
- ii. Contract 2 - HRRC services - HRRC site management and material recycling
- iii. Contract 3 - Marketing of recyclates and treatment of green and food waste

This report provides performance data for the period 1 April 2017 until 31 December 2017.

This report also provides Joint Waste Committee with an update on the Phase B Contract.

Recommendations:

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.

Background Documents:

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 December 2017 by the Contract Manager, Andrea Keys.

1. PHASE A BACKGROUND

- 1.1. Contract 1 is operated by Viridor Waste Management Ltd and includes the bulk haulage of material and the disposal of residual waste.
- 1.2. Contract 2, the HRRC service is operated by Veolia (ES) (UK) Ltd. The contract commenced on the 1 October 2015 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. Contract 3 is operated by Viridor and includes the marketing of recyclates and the treatment of green and food waste.
- 1.4. The London Boroughs of Croydon, Sutton and Merton direct deliver kerbside collected residual waste and organics into the Beddington site, operated by Viridor. Merton also deliver kerbside recycling to Beddington, whilst Sutton delivers kerbside recycling to both Beddington and Veolia under a separate contract, and Croydon deliver all recycling to Veolia.
- 1.5. The Royal Borough of Kingston (RBK) direct delivers kerbside collected waste, organics, and recyclates into the Kingston Villiers Road Waste Transfer Station (WTS). Viridor operate Villiers WTS and related bulk haulage services on behalf of RBK under Contract 1.

2. PERFORMANCE DETAIL

2.1. Contract 1: Transport and Residual Waste Management (Viridor Waste Management Limited)

- 2.1.1. Under Contract 1 for the period being reported, 1 April 2017 until 31 December 2017, the Partnership managed just over 165,000 tonnes of residual waste. This shows a drop in waste of 9.5% (17,296 tonnes) when the data is compared to the same period last year. This is largely as a result of changes introduced through the new environmental services contract. Please see Appendix A table 1a for further detail.
- 2.1.2. Landfill Diversion: Viridor has diverted just over 40,000 tonnes of residual waste from landfill via the Lakeside ERF during the period being reported. This equates to a 24% diversion from landfill for the Partnership. Viridor have direction on which borough's waste is diverted to Lakeside, largely determined by the location and capacity at the facility receiving the waste. Please see Appendix A table 1b for further tonnage data.
- 2.1.3. The Contract is operating effectively. There were no major operational or performance issues, no formal complaints were reported, and there were no KPI failures reported under Contract 1.

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

- 2.2.1. Contract Management: 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 and residual waste).
- 2.2.2. HRRC Site Reconfigurations: upgrades are complete at the Kingston, Merton, Sutton, Factory Lane and Purley Oaks sites. The Fishers Farm HRRC site required upgrades to the drainage as directed by the Environment Agency (EA). The site was closed from the 27 November until 22 December 2017 to complete the works. The Fishers Farm drainage upgrades are not part of the contractor proposals, but Veolia are supporting on this project. SLWP has also been in discussions with Veolia with regard to further improvements at the Villiers Road and Factory lane sites following work with customer surveys and H&S recommendations, and so further work will take place at these sites in the next 6-12 months.
- 2.2.3. Key Performance Indicators (KPIs): the contract specification focuses on three key performance categories; site user experience, health and safety, and material recycling.
- 2.2.4. KPI – Site user experience: Veolia started customer satisfaction surveys in July 2016 to test site user experience. The real time data for the customer satisfaction surveys can be accessed on line by SLWP so we have full transparency. 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.
- 2.2.5. The Contract requires customer satisfaction levels of 80% and above at each of the sites. The key questions are detailed in tables 2c, d, e and f of Appendix A. Round 6 of the customer satisfaction surveys show improved levels of satisfaction in relation to queuing times, which had fallen in the previous two rounds. All results have remained above the contract target. The SLWP communications report to JWC reviews the survey results for each of the sites in more detail.
- 2.2.6. KPI - Recycling Performance: Table 3a of Appendix A details the recycling performance by site, by month, and a year to date average – please note the year to date average is based on the raw tonnage data, not an average of the recycling performance per month. For the reporting period, April to December, Factory Lane, Fishers Farm and Kimpton have not made the 70% contract target by small margins of between 1 to 3%. Veolia have proposed additional measures to improve the recycling levels at these sites.

2.2.7. Table 3b in Appendix A uses data specifically from the reporting period April to December from the last three years in order to compare performance year to date. The blue bar shows the recycling performance for the current year to date and the orange bar shows recycling performance at the same time last year. The green dotted line and the text in this graph show last years end of year recycling performance for each site. At this stage of the year, it is likely that Kimpton and Factory Lane may not reach the 70% target.

2.3. **Contract 3 – Materials Recycling Services, Composting, and additional treatment services (Viridor Waste Management Limited)**

2.3.1. Green waste is delivered to the Viridor Beddington facility where it is bulked and hauled off-site for treatment in the following facilities: KPS Isfield and Pease Pottage, Woodhorn Runcton and Tangmere, Tamar Beddingham and Swanley, and Birch Airfield.

2.3.2. The green waste is processed in order to produce a BSI PAS100 compost product. Green waste tonnage data for quarter 2 by borough can be found in Appendix A table 4a.

2.3.3. 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. There are no performance issues with this element of the Contract 3 service. Appendix A table 4b contains further food waste information.

2.3.4. Comingled recyclates handled under contract 3 are delivered to the Viridor Beddington facility and then transferred to the Viridor Materials Recycling Facility (MRF) located in Crayford. Contamination rates continue to fluctuate, and the contractor continues to accept the material. Work is on-going at each of the boroughs to manage and reduce contamination and bring the material back within the specification. Please refer to Appendix A table 4c.

2.3.5. The twin stream recyclates collected by RBK are delivered to the Villiers Road Waste Transfer Station under Contract 1 and transferred by Viridor to the RBK recycling material processing contract with Veolia.

3. **PHASE B UPDATE**

3.1. **Background**

3.1.1. Viridor South London Limited ('Viridor') 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 municipal residual waste arising in the South London Waste Partnership area.

3.1.2. Full planning consent was granted for the Construction of the ERF in March 2014, the Judicial Review concluded on the 28 April 2015, following which Viridor confirmed that Satisfactory Planning, free from legal challenge, was achieved on the 1 June 2015.

3.1.3. Financial close took place on 9 June 2015, at which point the Sterling Euro exchange rate for the construction capital was agreed and fixed, in addition, the construction indexation was also fixed. Following the agreement of the variable rates detailed above, an updated base case Financial Model was agreed by all parties and the model was locked. Completion of the financial close stage provided a revised and more beneficial ERF gate fee for the Partnership.

3.2. Construction Phase

3.2.1. Notice to Proceed (NTP) was issued by Viridor to their engineering, procurement and construction (EPC) contractors on the 1 July 2015. Following the issue of NTP, construction works are deemed to have started, and this is termed the Works Commencement Date. The key developments in relation to the Phase B ERF construction are below:

Estimated date	Activity
Jul-15	Notice to proceed is issued 1 July 2015
Aug-15	Preparation of piling for walls
Sep-15	Demolition of existing buildings
Feb-16	New road and roundabout works commence
Oct-15	Work will start on the waste bunker
Apr-16	Waste Bunker construction becomes visible
Apr-16	Process equipment starts to arrive and visible construction is on-going
Aug- 18	Contractual date by when ERF is to be operational

- The build is currently progressing well.
- The main facility building, systems and plant are now almost complete
- Commissioning activities, landscaping and cladding continue
- The administration and workshop buildings are erected, block work in place and are being cladded
- The transfer station, site drainage, water capture system and pond are complete
- Weigh bridge, CCTV and ANPR (automatic number plate recognition) systems are in-place
- Site access roads, roller-shutter doors and signage are in place

4. RECOMMENDATIONS

- 4.1. 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.

5. IMPACTS AND IMPLICATIONS

Legal

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

Finance

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

6. Appendices

- 6.1. Appendix A provides data on the performance of the Phase A contracts for the reporting period 1 April 2017 to the 31 December 2017.

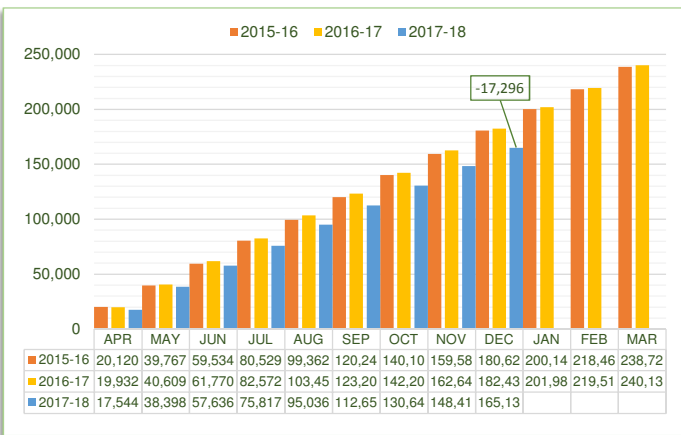
PHASE A CONTRACT MANAGEMENT DASHBOARD REPORT

Reporting Period: 01 October'17 - 31 December'17

SECTION 1: CONTRACT 1 - RESIDUAL WASTE DISPOSAL

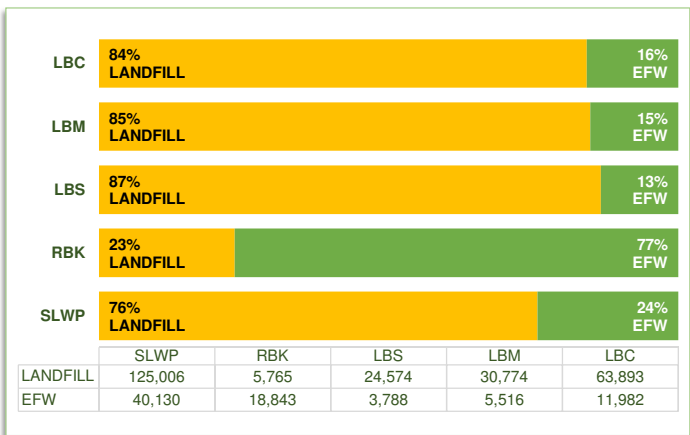
1a - TOTAL RESIDUAL WASTE GROWTH

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 CUSTOMER SATISFACTION SURVEYS

2a: SURVEY RESPONSES

SURVEY DATES AND NUMBER OF RESPONSES (ALL SITES)

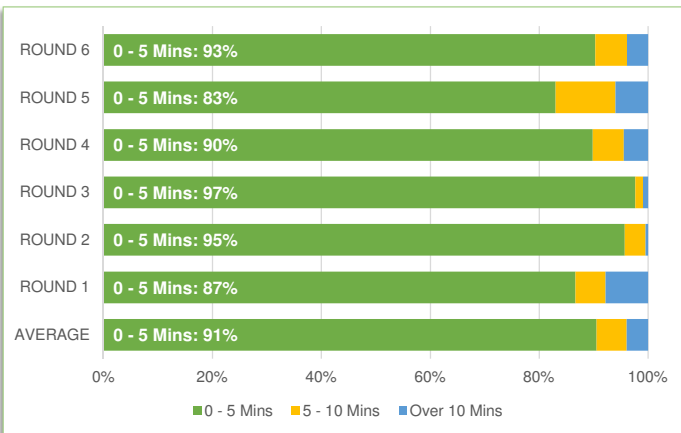
YEAR	ROUND	START DATE	END DATE	TOTAL RESPONSES
YEAR 1	ROUND 1	JULY'16	OCT'16	2352
	ROUND 2	NOV'16	JAN'17	2649
	ROUND 3	FEB'17	APR'17	1916
	ROUND 4	MAY'17	JUL'17	1555
YEAR 2	ROUND 5	AUG'17	OCT'17	1361
	ROUND 6	NOV'17	JAN'18	1464
	ROUND 7	FEB'18	APR'18	-
	ROUND 8	MAY'18	JUL'18	-

2b: CUSTOMER FEEDBACK COMMENTS

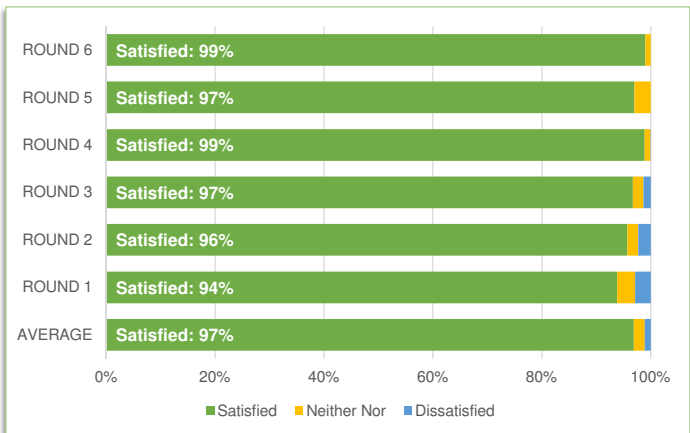
SUMMARY OF MOST COMMON COMMENTS MADE BY RESPONDENTS

RANK	COMMENT	YR 2 COUNT
1	Staff are helpful	283
2	Stairs are too steep	170
3	Site is convenient and easy to use	94
4	Site is well organised	92
5	Site has improved	51
6	More staff needed on site	35
7	Site is clean and tidy	33
8	Parking could be improved	33

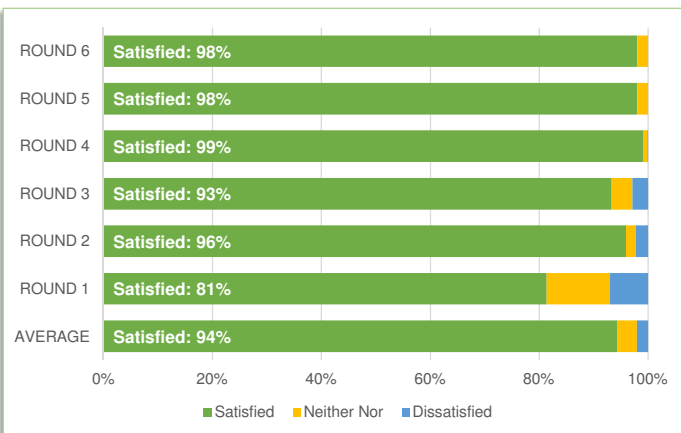
2c: HOW LONG DID YOU QUEUE TO ENTER THE SITE?



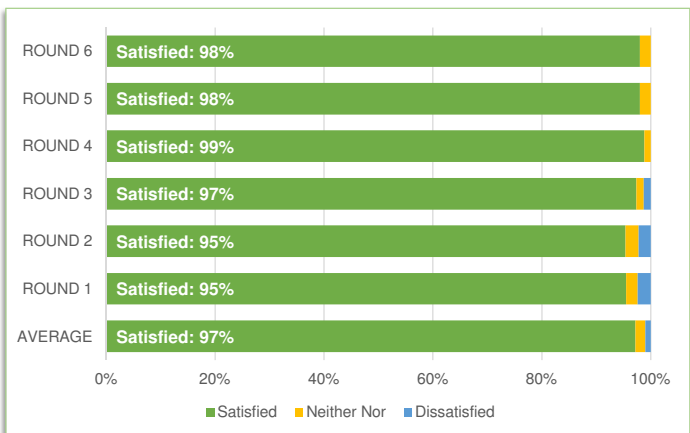
2d: HOW SATISFIED ARE YOU WITH THE CLEANLINESS OF THE SITE?



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



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



PHASE A CONTRACT MANAGEMENT DASHBOARD REPORT

Reporting Period: 01 October'17 - 31 December'17

SECTION 3: HRRC RECYCLING PERFORMANCE

3a: HRRC RECYCLING PERFORMANCE

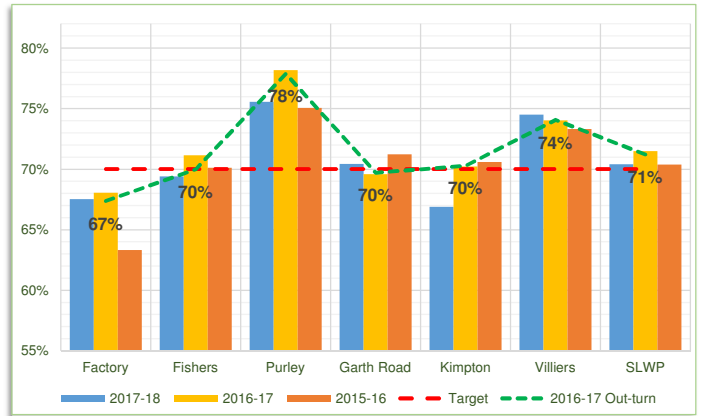
MONTHLY PERFORMANCE FOR EACH SITE AND SLWP AVERAGE

	FACTORY LANE	FISHERS FARM	PURLEY OAKS	GARTH ROAD	KIMPTON PARK WAY	VILLIERS ROAD	SLWP
APR	73%	71%	82%	73%	68%	77%	73%
MAY	65%	75%	78%	73%	67%	75%	71%
JUN	70%	70%	81%	71%	70%	78%	73%
JUL	64%	67%	74%	71%	70%	74%	70%
AUG	65%	66%	75%	68%	69%	72%	69%
SEP	67%	71%	71%	71%	68%	76%	70%
OCT	72%	72%	73%	69%	66%	77%	71%
NOV	68%	68%	76%	69%	60%	70%	68%
DEC	64%	28%	67%	65%	58%	67%	63%
JAN	-	-	-	-	-	-	-
FEB	-	-	-	-	-	-	-
MAR	-	-	-	-	-	-	-
YTD	68%	69%	76%	70%	67%	75%	70%

NOTE: FISHERS FARM CLOSED FOR SITE WORKS BETWEEN 27 NOV - 22 DEC'17

3b: YEAR TO DATE RECYCLING PERFORMANCE

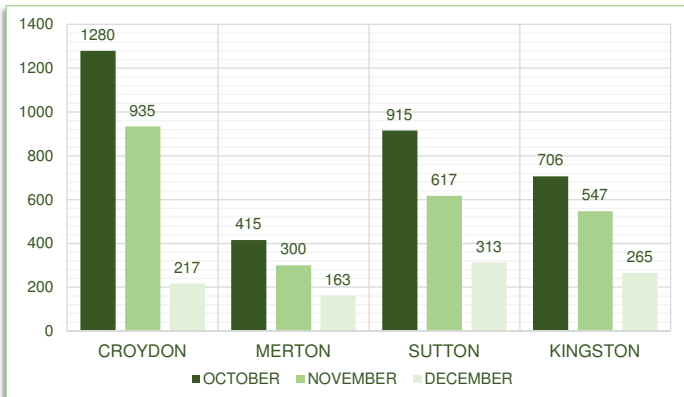
PERFORMANCE COMPARED TO LAST 2 YEARS



SECTION 4: CONTRACT 3 TONNAGE DATA

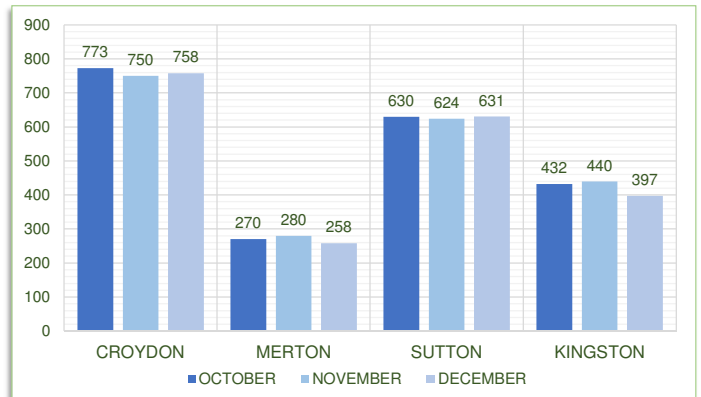
4a: GREEN WASTE TONNES BY BOROUGH

QUARTER 3 2017-18 (OCTOBER - DECEMBER)



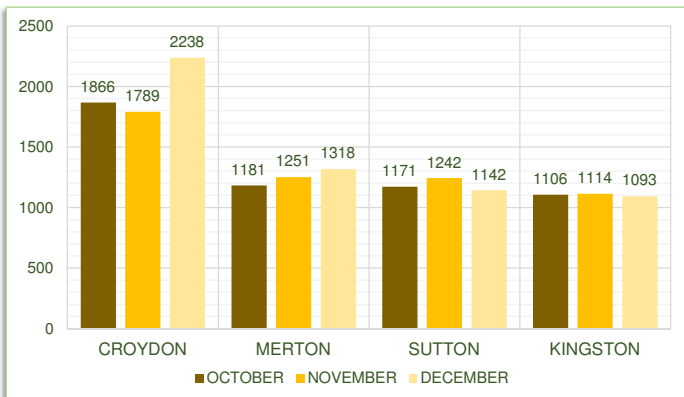
4b: FOOD WASTE TONNES BY BOROUGH

QUARTER 3 2017-18 (OCTOBER - DECEMBER)



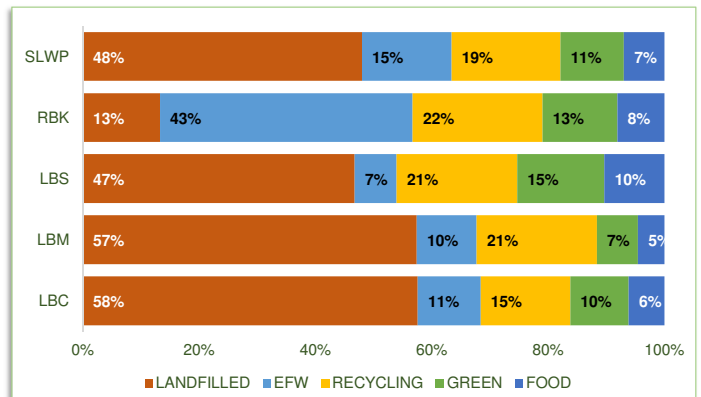
4c: RECYCLING TONNES BY BOROUGH

QUARTER 3 2017-18 (OCTOBER - DECEMBER)



4d: WASTE ARISING BY BOROUGH

INDIVIDUAL WASTE STREAMS AS % OF TOTAL WASTE





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

Date: 6 March 2018

Report of: South London Waste Partnership Management Group

Author(s):

Michael Mackie, Finance Lead

Chair of the Meeting:

Councillor Jill Whitehead

<p>Report title:</p> <p style="text-align: center;">South London Waste Partnership Budget Update Month 10 2017/18</p>
<p>Summary:</p> <p>This paper provides an update on the Partnership's budget position for month 10 (January) of the financial year and the projected outturn for the 2017/18 financial year.</p>
<p>Recommendations:</p> <p>To note the content of this report.</p>
<p>Background Documents and Previous Decisions:</p> <p>Previous budget reports.</p>

1. Background

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

2. Financial Position 2017/18

- 2.1 The table below refers to the Partnership's budget position for its Strategic Management activities for month 10 (January) of the 2017/18 financial year. It relates to expenditure in the following areas; procurement, project management, administration, contract management and communications.

Item	Approved Budget £	Actuals £	Anticipated Outturn £	Variance £
<i>Internal and External Advisors</i>	125,000	23,234	125,000	0
<i>Project & Contract Management</i>	492,100	339,169	413,100	(79,000)
<i>Document and Data Management</i>	24,000	22,575	24,000	0
<i>Communications</i>	25,000	8,740	14,000	(11,000)
TOTAL	666,100	393,718	576,100	(90,000)
COST PER BOROUGH	166,525	98,430	144,025	(22,500)

- 2.2 The Partnership's budget for core functions forecasts an underspend for the year of £90,000 (£22,500 per borough). The major variances are detailed below.
- 2.3 The Project Support Officer originally on secondment to Sutton has now left the partnership. The underspend assumes the post will be vacant until 1 March 2018 (-£26k).
- 2.4 The Contract Compliance Officer post being vacant (-£35k). This post has been recruited to and will be starting on 20 February 2018.
- 2.5 A saving of £15k by covering the Communications Officer post with ad-hoc specialist advice.
- 2.6 Communications are forecast to underspend by £11k as there is only expected to be minor ad-hoc costs incurred in quarter 4, in addition to the waste management strategy recycle week Facebook advertising campaign carried out in 2017/18.

3. Recommendations:

- 3.1 To note the content of this report.

4. Impacts and Implications:

Finance

- 4.1 Contained within report.



SOUTH LONDON WASTE PARTNERSHIP

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

Date: 6 March 2018

Report of: South London Waste Partnership Management Group

Author(s):

John Haynes (South London Waste Partnership Communications Advisor)

Chair of the Meeting:

Councillor Jill Whitehead

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 November 2017 and February 2018.

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. PHASE A BACKGROUND

- 1.1 The Phase A contracts encompass transport & residual waste management, HRRC services and marketing of recyclates.
- 1.2 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.

2. HOUSEHOLD REUSE AND RECYCLING CENTRES (HRRCs)

- 2.1 This contract is operated by Veolia on behalf of the Partnership.
- 2.2 Fishers Farm HRRC in New Addington, Croydon, re-opened on Saturday 23 December 2017 following a planned closure for improvements to the site's drainage system and general upgrade works. The site was closed for four weeks instead of the planned two weeks due to poor ground and weather conditions.
- 2.3 The Partnership's Communications Advisor worked closely with Veolia and Croydon Council to keep site users informed of the works and the extended closure. This included signs placed at the entrance of the site, leaflets handed out to site users, press releases and web/social media content. Since the site reopened, anecdotal feedback from site users on the new layout has been positive. A more robust measure will be possible when we review the feedback from the current round (Year 2, Round 3) of site user satisfaction surveys.
- 2.4 Veolia continues to conduct customer satisfaction surveys with users of the six HRRC sites. The latest round of surveys (Year 2, Round 2) were conducted across all six sites between October 2017 and January 2018. A summary of the findings (at partnership-level) can be found at Appendix A.
- 2.5 The feedback from Year 2, Round 2 of the surveys is positive, with the only significant change from the previous round of surveys being a marked reduction in reported queuing times (91% of site users saying they queued for five minutes or less in Round 2, compared with 83% in Round 1). This is positive, although it is still slightly down on the 95% who reported queuing for five minutes or less at the same time last year (October 2016 – January 2017).
- 2.6 A 2018 Communications Plan for the HRRCs was drafted by Veolia and agreed by the HRRC Contract Meeting in January 2018. Highlights of the plan are:
 - Veolia will be taking a joined up approach between their Communications and Education Outreach team (who are

responsible for communicating the waste collection and street cleansing services) and their HRRC communications. This will allow a more effective and coherent approach to engaging with residents.

- Improved engagement with HRRC site staff so that 'good news stories' can be identified and shared with residents
- Design, production and installation of signs providing site users with information about how materials are recycled and what they are turned in to. The first signs are due to be installed in spring 2018. Initially these signs will focus on three important waste streams for the HRRCs: Wood & timber; Scrap metal; Electrical appliances. The design of the signs will be based on Recycle for London's 'Good to know' heart (right). If successful, information signs for other waste streams may be introduced later in the year.



3. BEDDINGTON LANDFILL OPERATIONS

- 3.1 This contract is operated by Viridor on behalf of the Partnership.
- 3.2 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 is providing 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.
- 3.3 The latest edition of the Beddington Community Newsletter was distributed to 14,500 households in the Beddington and surrounding areas on 29 November 2017. The newsletter included a one-page feature on how the works to restore Beddington Farmlands and create an important nature conservation area with public access is progressing.
- 3.4 A detailed update on how the Restoration Management Plan is progressing was provided to the Beddington Community Liaison Group (CLG) on 18 January 2018. The update was well received by the group (it was also good to see a record turnout for the meeting).
- 3.5 The SLWP's Communications Advisor continues to attend Beddington CLG meetings on a regular basis.

4. PHASE B BACKGROUND

- 4.1 The Phase B contract (residual waste treatment) was awarded to Viridor in 2009. In order to fulfill the contract, Viridor are constructing a £205m state-of-the-art Energy Recovery Facility in Beddington that will become operational this year. Household waste from the four Partner boroughs that has not been sorted by residents for recycling will be treated at the facility and used to generate electricity.
- 4.2 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 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

5. BEDDINGTON ERF COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT

- 5.1 The ERF has now entered its commissioning phase – when each component and process is tested to ensure it is operating correctly and within the strict emissions limits.
- 5.2 The commissioning phase for a facility such as the Beddington ERF lasts for many months and comprises thousands of separate tests. The SLWP has worked closely with Viridor to identify parts of the process that are more likely to be of interest/concern to local people and to ensure they receive clear, timely and factual communication.
- 5.3 The latest edition of the Beddington Community Newsletter was distributed on 29 November 2017. The newsletter (delivered to 14,500 households in the Beddington and surrounding areas) set out a high level timetable for the commissioning process and explained in layman's terms the importance of the tests that would be conducted in the coming months. The distribution of the newsletter was carefully timed so that residents received it shortly before the first significant commissioning test took place; first burn on oil. This test was noteworthy as it is the first time that steam was visible coming from the facility's flue stacks.
- 5.4 Viridor have received no formal complaints about the commissioning activities to date.

- 5.5 Regular Community Liaison Group meetings, where community representatives are invited to the site for an update on progress on the construction project, continue to take place, with the SLWP Communications Advisor in attendance.
- 5.6 The Partnership's Communications Advisor continues to work with Viridor on developing a plan for communications and community/stakeholder engagement once the ERF facility is operational. These discussions are being influenced heavily by the feedback received from the partner boroughs.
- 5.7 Close monitoring of local media and social media channels continue to ensure the views of local residents and stakeholders towards the ERF are understood and responded to appropriately

6. AWARDS

- 6.1 The Partnership has been shortlisted for a prestigious 2018 LGC Award (Public/Public Partnership Category). The SLWP's Strategic Partnership Manager and Communications Advisor were interviewed by the Judging Panel in January. The award winners will be announced in March 2018.

7. IMPACTS AND IMPLICATIONS

Legal

- 7.1 None

Finance

- 7.2 The South London Waste Partnership's Communications Advisor post is funded through the core activities budget.
- 7.3 A £25,000 Communications Budget is available to support communications and engagement activities.

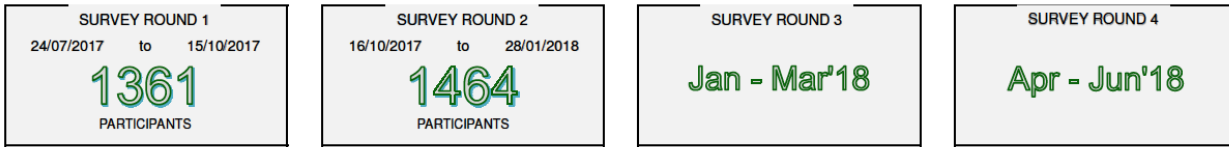
8. RECOMMENDATIONS

- 8.1 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.

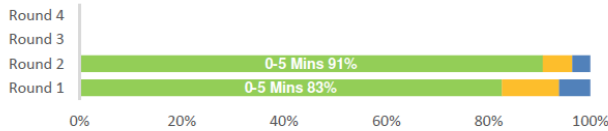
This page is intentionally left blank

Appendix A – HRRC Satisfaction Survey Results

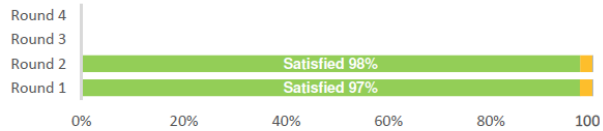
SLWP TOTAL CUSTOMER SATISFACTION SURVEY RESULTS - YEAR 2



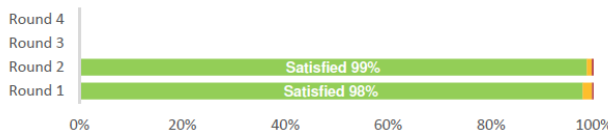
5. How long did you have to wait in a queue?



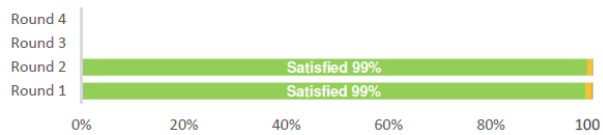
11. The helpfulness of staff when you are depositing your items



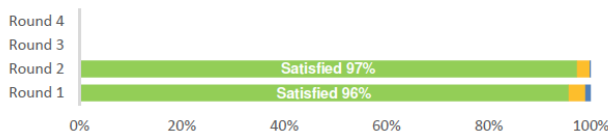
6. The greeting you received on arrival



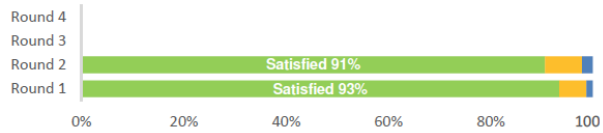
12. The general attitude of staff on site



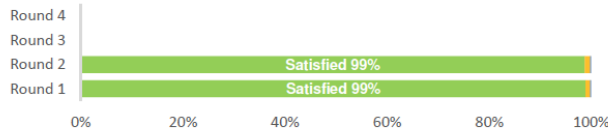
7. The length of time you had to queue before depositing your items



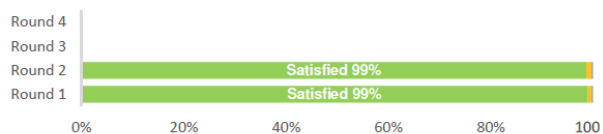
13. The smell in and immediately around the site



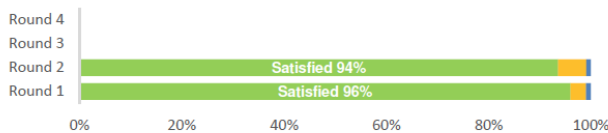
8. The range of items/materials that can be recycled at the site



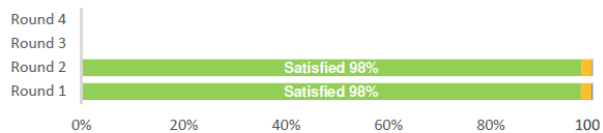
14. The ease of navigating the site and finding your way around



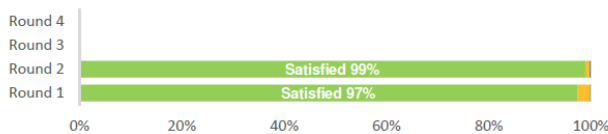
9. How safe you feel on site



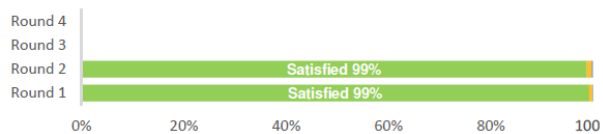
15. The usefulness of the signage in providing information



10. How clean and tidy the site is



16. The opening times of the site



TOP 10 CUSTOMER FEEDBACK COMMENTS

RANK	CATEGORY	COUNT
1	Staff are helpful	283
2	Stairs are too steep	170
3	Site is convenient and easy to use	94
4	Site is well organised	92
5	Site has improved	51
6	More staff needed on site	35
7	Site is clean and tidy	33
8	Parking could be improved	33
9	Site is well run	29
10	Not happy with queues to enter site	24

CUSTOMER REASONS FOR VISITING THE SITE

CATEGORY	%
Bringing non-recyclable materials that can't go into bin	27%
Bringing materials not included in recycling collection	25%
General clear out at home	19%
Bringing Garden Waste	18%
Home redecoration	7%
Bringing materials to be reused	5%

This page is intentionally left blank

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank