



**Report to:** South London Waste Partnership (SLWP) Joint Committee  
**Date:** 25<sup>th</sup> April 2023  
**Author(s):** Andrea Keys, Partnership Director  
**Report title:** Contract Performance Report

## Summary

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

- I. Food and green waste services
- II. Household Reuse and Recycling Centre (HRRC) services, and
- III. Residual waste treatment services.

This report provides the quarter three performance data for the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> December 2022.

## Recommendations

The Joint Committee is asked to;

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

## Background Documents

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

## 1. BACKGROUND

- 1.1. **Food and green** - The following food and green contracts have been in operation since 1<sup>st</sup> September 2022 and will continue until no later than the 31<sup>st</sup>

March 2030. The food and green services are delivered via four contracts which are summarised as follows:

- I. Bio Collectors Ltd – receipt and treatment of food waste
- II. Olleco – collection and treatment of food waste
- III. Countrystyle Recycling – collection and treatment of green waste
- IV. SUEZ Recycling and Recovery UK (SUEZ) – receipt, bulking, transportation and treatment of green and food waste

- 1.2. **Household Reuse and Recycling Centre (HRRC) services** - the HRRC service is operated by Veolia (ES) (UK) Ltd. The contract commenced on the 1st October 2015 and includes the management of the six HRRC sites in the SLWP region, the operation of the waste transfer station at Villiers Road, and the marketing of the recyclates collected at each of the HRRC sites. This service operates until the 31<sup>st</sup> March 2025. The Contract includes the option to extend these services up to the Long Stop Date of 15<sup>th</sup> September 2030.
- 1.3. **Residual waste treatment contract** - Viridor South London Limited ('Viridor SL') was awarded a contract for the treatment and disposal of residual waste in November 2012. To deliver the contract, Viridor designed, built and now operates an Energy Recovery Facility (ERF) at the Beddington Lane site in Sutton. Following the construction and commissioning period, the ERF become fully operational in March 2019. The Contract has an initial term of 25 years and so will operate until the 3<sup>rd</sup> March 2044, with the potential to extend until a Long Stop Date of 5<sup>th</sup> November 2047.

## 2. Performance detail - Food and green

- 2.1. **Food and green waste receipt** - Under the SUEZ food and green waste contracts, the London Boroughs of Croydon, Merton and Sutton deliver kerbside-collected green waste and food waste into the SUEZ waste transfer station located in Merton. There is also the option for the three boroughs to deliver food waste directly to an Anaerobic Digestion (AD) facility located in the London Borough of Merton up to an agreed limit of 5,000 tonnes per year through the Bio Collectors contract.
- 2.2. The Royal Borough of Kingston delivers green and food waste into the Kingston Council owned Villiers Road waste transfer station.
- 2.3. **Food and green waste treatment** - Food waste is treated at three separate Anaerobic Digestion (AD) facilities. Up to 5,000 tonnes of food waste is treated via a direct delivery contract with Bio Collectors Ltd at their Anaerobic Digestion (AD) site in Merton, as detailed above. The food waste bulked at the SUEZ waste transfer station is hauled to and treated at the Severn Trent AD facility located in Surrey, and the food waste bulked at the Villiers Road waste transfer station is hauled to the Olleco AD facility that is located in Aylesbury.

- 2.4. Green waste is collected from the SUEZ transfer station and the Villiers Road transfer station and is hauled to and treated at the Laverstoke Park Farm, located at Overton in Basingstoke.
- 2.5. **Food and Green waste volumes** - Food and green waste tonnes have continued to decrease over the reporting period 1st April 2022 – 31st December 2022 when compared to the same period last year. There has been a 16% reduction in the total green waste collected at the kerbside and HRRCs combined, and an 11% drop in food waste collected at the kerbside. With regard to green waste, seasonal variations since 2016 have seen annual SLWP green waste tonnes fluctuate up and down by no more than +/-9%, so the 16% reduction in green waste tonnes in 2022 was exceptional. Summer 2022 was exceptionally dry, however warmer weather and dryer summers may become a more frequent trend. A reduction in the volume of food and green waste does impact recycling rates in all boroughs, however, this downward trend does support the waste hierarchy which prioritises waste reduction over recycling.
- 2.6. The following table presents a summary of the total green and food waste collected at both the kerbside and the HRRC sites from April to December 2022 and the difference in tonnes when compared to the same reporting period for the previous year April to December 2021:

Material Treated	Volumes Treated Q3 22/23	Variance against Q3 21/22	Variance expressed in Tonnes
Green waste	23,268	-16%	4,535
Food Waste	18,857	-11%	2,256

### 3. Performance detail - Household Reuse and Recycling Centres (HRRCs)

- 3.1. **HRRC Contract Performance Review:** The scope of the HRRC services can be summarised in three parts: the general management of the sites (including staffing, plant, equipment and site layouts); the transportation of materials; and the recycling, treatment and/or disposal of waste collected at the HRRC sites (excluding green and residual waste).
- 3.2. The contract specification focuses on three key performance categories; site user experience, health and safety, and material recycling.
- 3.3. **Site user experience** - Veolia started customer satisfaction surveys in July 2016 in order to monitor site user experience. Customer satisfaction questionnaires are undertaken at the six HRRC sites for two weeks in turn for each round. Surveys have continued since that date, with only a brief suspension and some precautionary measures adopted during the COVID pandemic. Questions were updated in January 2022 in order to seek feedback on booking forms introduced at three of the six sites and the fair use policies introduced at two of the sites. A summary dashboard is available to download from the SLWP website.

- 3.4. **Recycling Performance** – Each month the SLWP looks at materials recycled, recycling markets and the impact of the wider SLWP recycling services in order to better understand HRRC recycling rates and assess the Contractor’s performance. At the end of the reporting period (April – December 2022) the combined performance at the SLWP HRRC sites was 65%. Table 2a in Appendix A details the recycling performance by site and by month (please note the year end performance figure is based on the raw tonnage data, not an average of the recycling performance per month).
- 3.5. **Recycling Performance analysis** – Some examples of tonnage changes by material type when compared to the previous year are as follows:

HRRC Material	Tonnes Collected April –Dec 2022	Variance against April – Dec 2021	Variance expressed in Tonnes
Green	5,221	-20%	- 1,336
Residual	8,848	-7%	- 638
Wood	7,025	-4%	- 303
Soil	1,529	-13%	- 237
WEEE	1,426	-8%	- 127
Ferrous scrap metal	1,377	-5%	- 65
Glass	76	+32%	18
Paper	99	+26%	20
Card	1,062	+3%	31

- 3.6. All sites have seen a drop in total tonnes brought to the sites by residents when compared with the same period in the previous year. Kimpton Park Way in Sutton and Fishers Farm in Croydon have seen the greatest reduction in total tonnes at -22% and -14% respectively. Factory Lane and Garth Road tonnes remain the most consistent with only a -1% and -2% drop.
- 3.7. There was a 20% drop in green waste tonnes collected across the HRRC sites during the reporting period, slightly higher than the 16% overall reduction in green waste reported above at 2.5. This significant drop in green waste tonnes collected at the HRRC sites has resulted in a 1.6 percentage point reduction in Q3 SLWP HRRC recycling rate. Fishers Farm Croydon and Kimpton Park Way Sutton showed the largest drop with 26% and 27% less green waste tonnes, Garth Road in Merton with 18% less and Kingston with 15% less when compared to the same period last year.
- 3.8. Taking a longer view on the green waste trend, green waste tonnes at the HRRC have reduced by 64% since 2016/17 and there has been a steady increase in tonnage collected at the kerbside year on year, (again with the exception being the unusually dry summer and low tonnes in 2022). The percentage of material collected at the kerbside for the reporting period is as follows: Corydon 69%, Merton 78%, Kingston 78% and Sutton 88%.
- 3.9. Table 2b in Appendix A uses data from the last three years in order to compare performance April – December 2022 with the same period from the previous two years. The blue bars show the recycling performance to date for this

reporting April – December 2022. The yellow and blue bars show recycling performance for the same period in the previous two years.

### 3.10. **Reuse and Recycling Projects at the HRRCs**

- 3.11. Soil separation and recycling – The soil separation activity increases recycling rates as staff encourage and support residents to split out soil from rubble. The subsequent soil fraction is kept clean enough to be recycled and reused. In the reporting period a total of 1,528 tonnes of soil have been diverted at the six HRRC sites.
- 3.12. Reuse Shops – The reuse shop at Kimpton Park Way HRRC (Sutton) has been in operation since the HRRC contract first started in 2015 and the Fishers Farm HRRC Community Reuse Shop opened in November 2021. Both shops sell items that our residents no longer want or need. Residents bring unwanted items to any one of our Household Reuse and Recycling Centres and the operatives at each of the sites will collect and store anything that can be reused, including electrical items, bikes, bric-a-brac, furniture and toys. The Community Reuse Shop team will then collect suitable items and take them back to the reuse shops where they are fully checked to ensure they work properly and safely, and meet any legal requirements, such as fire labels.
- 3.13. Social Value – In December 2022 Veolia and their Community Reuse Shop partners hosted a free Xmas toy giveaway. Toys which had been donated by residents across the six SLWP HRRCs were checked to ensure they were complete and in safe working condition and were offered free of charge to residents across the partnership. The scheme was very well received and Veolia are now working on a summer-club toy giveaway project and other initiatives so this can function as a year round reuse project. In addition, Veolia have donated over 100 games toys and books to the Rotary Food Bank, and have invited a number of charities to the sites to collect presents and toys, including The Golden Hearted Charity. The Garth Road HRRC site also hosted an accompanied school visit for the Perseid School Merton.
- 3.14. 'Upcycle Workshops' – An Upcycle Classroom is located at the Kimpton Park HRRC site and the unit is being upgraded ready for public use. Veolia and the SLWP will be looking to work with local groups that can offer upcycling and reuse projects at this facility.
- 3.15. **Booking Forms** – A booking form system has been in place at the HRRC sites in Kingston, Merton and Sutton since 13<sup>th</sup> May 2020. Initially introduced to help manage visitor numbers at the sites and comply with Covid-19 restrictions, the booking forms proved popular with site staff and site users, so have been retained. Following feedback from residents and Joint Committee members, the SLWP procured a new online booking system that, amongst other features, this system sends a reminder text message or email to the customer ahead of their booked time slot, and enables customers to amend or cancel their booking slot, book multiple slots on the same day, and view the number of bookings that they have made to date. The new system delivered by Pentagul has been in use since early 2022 and has received positive feedback from residents.

- 3.16. **Assisted Tipping** – The site parking arrangements have been reconfigured at all sites to enable a larger bay to accommodate assisted tipping so that anyone needing help from site staff or a carer has plenty of room. When not in use for assisted tipping this larger parking bay can also be used for residents with bulky items or side access vehicles. For those sites operating a booking system, a new section has been added to the booking forms to enable customers to book assistance at the larger bay in advance.
- 3.17. **Rubble Charging at Kimpton Park Way (Sutton)** – The introduction of a charge for the disposal of rubble at Kimpton Park Way (Sutton) commenced in July 2021. This charge was introduced to recover the costs associated with the disposal of this waste type and to deter potential site abuse from trade and commercial businesses. Residents are advised of the rubble charge via the booking form, which also provides alternative options for disposal, such as via the trade person completing the work (if applicable) or via a bag disposal system, mini skip, grab lorry or other commercial waste service if completing the work themselves. A list of trade waste disposal sites is also available on the council website. Rubble tonnages have fallen by 81% during the Q3 reporting period when compared to the same period last year. This significant reduction is believed to be due to deterring trade visitors posing as residents and disposing of this waste free of charge. To date, there is no evidence to suggest there is a correlation between the implementation of this charge and a rise in fly tipping.
- 3.18. **Fair Use Policy** – Fair use policies have been introduced at the Kingston and Sutton HRRCs. The aim of these policies is to ensure that these HRRC sites are reserved for Kingston and Sutton residents, and only receive, process and pay for the recycling and disposal of household waste.
- 3.19. In Kingston, the fair use policy allows Kingston households, travelling by car, to book up to 20 visits per year. The fair use policy was introduced in April 2021 and, based on 2019/20 usage data, only impacts 3.2% of site users.
- 3.20. In Sutton the fair use policy allows Sutton households, travelling by car, to book up to 24 visits per year. The policy was introduced in July 2021 and reviewed in June 2022, and historical data indicates that for 99.9% of Sutton residents, the fair use policy will have no impact on their annual visits to the site.
4. **Residual Waste treatment Contract (Viridor South London Limited)**
- 4.1. Viridor South London has been delivering the services under the Residual Waste Treatment contract since 4<sup>th</sup> March 2019.
- 4.2. In the reporting period, 1<sup>st</sup> April 2022 to 31<sup>st</sup> December 2022, the SLWP boroughs delivered just over 145,500 tonnes of residual waste to Beddington. This is 12,197 tonnes (8%) less than the same period last year and it is also the lowest Q3 tonnage generated by the boroughs since 2010 when contract performance monitoring reporting to the Joint Committee commenced. Please see Appendix A table 1a for further details on residual waste tonnes.

- 4.3. **Landfill Diversion** - In the reporting period, 100% of the residual waste delivered by SLWP partner boroughs was diverted away from landfill. Please see Appendix A table 1b for further diversion data. There is a planned maintenance shutdown during April and May 2023 and so this diversion rate may reduce in 2023/24.
- 4.4. **Emissions** – The emissions from the Beddington ERF are sampled every 10 seconds, 7 days a week, 365 days a year. The results are fed back to the ERF Control Room, so any potential issues are known about immediately and appropriate action can be taken. The results from the continuous emissions monitoring systems (CEMS) are reported to the Environment Agency (EA - the regulator for the facility) and uploaded by Viridor to a publicly-accessible website ([www.beddingtonerf.info](http://www.beddingtonerf.info)). The EA sets limits (based on 10-minute, 30-minute, and daily averages) for different types of emissions. The Beddington ERF has been designed to operate at the very highest international standards and, during normal operating conditions, emissions are well below the limits set by the EA.
- 4.5. The last Joint Committee reviewed the permit exceedances in the table below as reported by Viridor. Viridor have indicated that the likely cause of a number of exceedances are gas bottles going through the facility which, if they explode, can result in a spike in emissions. As discussed at recent committees, the increase in large nitrous oxide canisters has been particularly challenging and it is a national issue. Operational measures have been implemented, including; driver training, loader training, and waste 'blend' training to ensure a more homogeneous waste. A trial into the use of artificial intelligence in the bunker in order to detect gas bottles has now started and this will alert the plant operator of the presence of gas bottles in the bunker. The AI trial will be monitored and an update will be brought to the next Joint Committee.
- 4.6. Exceedances since the start of the reporting period 1<sup>st</sup> April 2022 are detailed below.

Date	Emission	Daily or half-hourly limit	Limit	Reading	Cause submitted by Viridor
03.05.22	Hydrogen Chloride (HCL)	Half-hourly	60mg/m <sup>3</sup>	60.2mg/m <sup>3</sup>	Technical issue with lime dosing equipment
16.05.22	Carbon Monoxide	Daily	50mg/m <sup>3</sup>	77mg/m <sup>3</sup>	Gas bottle
21.05.22	Carbon Monoxide	Daily	50mg/m <sup>3</sup>	51mg/m <sup>3</sup>	Over-fire in the boiler
21.05.22	Volatile Organic Compounds	Half-hourly	20mg/m <sup>3</sup>	29.4mg/m <sup>3</sup>	Gas bottle
13.06.22	Volatile Organic Compounds	Half-hourly	20mg/m <sup>3</sup>	22.48mg/Nm <sup>3</sup>	Over-fire in the boiler
27.06.2022	Volatile Organic Compounds	Half-hourly	20mg/m <sup>4</sup>	35.28 mg/Nm <sup>3</sup>	Overfire on the grate due to waste and explosion
15.09.2022	Volatile Organic Compounds	Half-hourly	20mg/m <sup>4</sup>	22.32mg/Nm <sup>3</sup>	Waste Feed temporarily stopped
23.12.2022	Hydrogen Chloride (HCL)	Half-hourly	60mg/m <sup>3</sup>	76.60mg/m <sup>3</sup>	Waste composition caused high HCl peak, despite the maximum lime dosing
09.03.2023	Volatile Organic Compounds (VOC)	Half-hourly	20mg/m <sup>4</sup>	20.38 mg/Nm <sup>3</sup>	Discharge on Line 1 was partly blocked on one side. Poor combustion and operation of one out of two burner resulted in VOC levels that went just over the ELV.

- 4.7. It is also noted that on 17<sup>th</sup> March 2023, there was an exceedance of the 30-minute average Emission Limit Value (ELV) for Sulphur Dioxide (SO<sub>2</sub>). This

was caused by a failure of the ERF's lime dosing equipment. The failure was rectified quickly, but it did result in a single 30-minute average reading of 209mg/m<sup>3</sup> (the 30-minute average ELV for SO<sub>2</sub> is 200mg/m<sup>3</sup>). Viridor have notified the Environment Agency (EA), as required by their Permit. It is likely that the EA will consider this exceedance to have taken place during a period of 'abnormal operation' and it will therefore not consider it to be a breach of the Permit.

- 4.8. **Transparency of Emissions data** - Viridor publish detailed emissions reports on the Beddington ERF Virtual Visitor Centre on a regular basis (<https://www.beddingtonerf.info/>). A link to the 'emissions data' can be found in the top right corner of the site's home page. An archive of reports dating back to 2019 is available for the public to view here. This is done to ensure local residents have access to detailed information about the performance of the plant. A detailed 'Guidance Note' is provided to help residents interpret the emissions reports accurately. We are not aware of any other energy from waste facility in the country that provides this level of openness and transparency.
- 4.9. It is important to note that the facility must operate in accordance with its Environmental Permit which is issued and regulated by the Environment Agency (EA). The site cannot operate without its permit from the EA and if the site is not compliant with its permit, the EA has the power to serve both enforcement and suspension notices. The SLWP will continue to work closely with Viridor and the EA to ensure the Beddington ERF is operating safely.
- 4.10. **Environmental Permit variation** – Viridor submitted an application to the Environment Agency (EA) seeking to increase the amount of waste that can be processed at the Beddington ERF. The application was duly made by the EA on the 10<sup>th</sup> November 2022 and a six week public consultation was launched. During the consultation period, local residents and stakeholders were able to review the technical information submitted by Viridor in support of the application (including newly modelled Air Quality Assessment and Human Health Risk Assessment), and share feedback with the EA directly. More than 500 responses to the consultation were received by the EA.
- 4.11. Next Steps – The EA have stated that they will consider all comments and feedback made in the consultation, and will summarise the key issues in a decision document explaining how and why a decision is reached. If the EA does decide to issue the permit variation, a second phase of consultation called "minded to issue" will be launched. The SLWP has requested an update from the EA on the likely timescales for a decision to be made on the application.

## 5. **RECOMMENDATIONS**

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



## 6. **IMPACTS AND IMPLICATIONS**

- 6.1. LEGAL -There are no legal considerations arising directly out of the recommendation in this report.
- 6.2. FINANCE - 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 five jointly procured treatment and disposal contracts for the reporting period 1<sup>st</sup> April 2022 to the 31<sup>st</sup> December 2022.
- 7.2. Appendix B provides details of the Severn Trent Green Power - AD Facility

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