Paper No. WRWA 24-29

WESTERN RIVERSIDE WASTE AUTHORITY

MEETING	4th December 2024
REPORT AUTHOR/DATE	Interim General Manager *(Contact Rachel Espinosa - Tel. 020 8871 2788)* 20th November 2024
SUBJECT	A Report outlining progress with operations and other matters since the previous meeting of the Authority.
CONTENTS	Page 1 Executive Summary Page 1 Recommendations Pages 1 to 17 Items reported on Pages 18-21 Appendix A – HWRC User Satisfaction Survey Results Pages 22 - 28 Appendix B – Cory's EDI Report Pages 29 -32 Appendix C - Tonnage Tables
STATUS	Open
BACKGROUND PAPERS	None

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EXECUTIVE SUMMARY

1. This paper brings Members up to date on operational and other matters, which, in themselves, do not warrant the production of a separate paper. The majority of these matters are for Members' information, but where approval is sought, this is referred to in the report and summarised at the end. The specific matters covered in this report are:-

    a) Operations
    b) HWRC User Satisfaction Survey 2024
    c) Equalities, Disability and Inclusion Monitoring
    d) Receipt of DIY Waste at the HWRC
    e) Performance Monitoring
    f) Simpler Recycling and Extended Producer Responsibility
    g) MRF Sampling
    h) Port of London Authority (PLA) Tidal Thames Masterplan
    i) Education Programme Review
    j) Recruitment Update
    k) Constituent Council New Recycling Initiatives
    l) Items costing between £5,000 and £30,000

RECOMMENDATIONS

2. It is recommended that the Authority:

    a) Instruct officers to prepare a Communications Plan, should they wish to restrict DIY deliveries to the HWRC (as detailed in paragraphs 35 to 39 below;
    b) approve the proposed revised Education Programme as detailed in paragraph 60 below;
    c) instruct officers to recruit to a dedicated Communication Officer position on a full-time basis, following production of a Job Profile and Job Evaluation in early 2025; and
    d) otherwise receive this report as information.

OPERATIONS

3. Since the last Authority meeting, operations at Cringle Dock have been running smoothly but Smugglers Way has been affected by a build-up of recyclable material in the MRF and a MRF breakdown, both requiring some Borough vehicles to be diverted to Cringle Dock.

4. The first was on 4th October when high MRF bunker levels, resulted in Lambeth recycling vehicles being directed to Cringle Dock on that day. This was due to delays in processing a build-up of recyclable material following the two fires reported at the October Authority meeting. The same arrangement was put in place on 9th October 2024, again due to high bunker levels.

5. On 18th October 2024 at 10.32am, it was necessary to divert all Borough recycling vehicles to Cringle Dock for the remainder of the day, due to a breakdown on a key conveyor belt.

6. On the morning of 7th November 2024, all Borough recycling vehicles, including split backs were diverted to Cringle Dock. This diversion was due to a MRF grab crane breakdown. Engineers attended site with Borough vehicles directed back to site at 1.31pm. However, a new motor was required and this was installed on 18th November, with all Lambeth recycling vehicles being directed to Cringle Dock on that day, returning to Smugglers Way on the 19th.

Replacement of Crane No. 1 – Smugglers Way

7. The Replacement of Crane No. 1 has now been completed with handover to Cory having taken place on Monday, 18th November 2024.

8. The works did not require the diversion of Borough General Waste vehicles. The only disruption to normal operations was the requirement of the majority of Authority officers to work from home for the period of the works, due to the proximity of the Crane works area to the WRWA Administration Office.

SMUGGLERS WAY HWRC USER SATISFACTION SURVEY 2024

Background

9. An online Household Waste and Recycling Centre User Satisfaction Survey commenced on Tuesday, 9th July 2024 and ran until Thursday, 31st October 2024. A total of 1,383 responses were received.

10. This survey was conducted online, whereby residents automatically received an email inviting them to participate, twenty-four hours after their booked visit.

11. The survey questions were the same as in previous years to ensure comparisons could be made but with the inclusion of some additional questions to gain some feedback on demographics of users of the Centre.

12. The vast majority of respondents (99%) were satisfied with all elements of the Centre, with 84% confirming they found it ‘Very Satisfactory’ and 15% found it ‘Quite Satisfactory’. When compared with previous surveys, satisfaction rates

have been exceeded in all areas. The key findings of the survey are detailed in Appendix A to this report.

EQUALITIES, DISABILITY AND INCLUSION MONITORING

13. The Authority's Equality, Diversity and Inclusion (**"EDI"**) Policy requires that the Authority reviews its implementation annually and each key area is reviewed below:

Recruitment, Selection, and Promotion

14. The Authority aims to encourage the highest quality candidates from all backgrounds to apply and ensures equal and fair treatment throughout the recruitment process.

15. The Authority has recruited to an Education Team Leader, Education Officer and two Project Coordinator positions since the last review of the EDI Policy in September 2023. EDI was clearly signposted as part of the recruitment process. The Authority is also a Disability Confident employer.

EDI training

16. An EDI training session, run by Wandsworth Council's HR team took place on Monday, 18th September 2023. The training serves as part of an induction for new members of staff but also serves to focus thinking on tools to increase diversity in the two direct services the Authority provides – the Education Programme and the Household Waste and Recycling Centre. An EDI training session is planned for early in the New Year for two new members of staff but this will also serve as a mandatory refresher for current members of staff.

Use of the Smugglers Way HWRC

17. At the request of Members, officers added additional questions to this year's User Satisfaction survey, all relating to EDI matters. The results are provided below in order to assist constituent councils in informing their future communication campaigns on the services available. These questions and any additional EDI questions requested by Members, will form part of future years surveys.

18. Survey responses indicate that:

- 43% of users were female, 53% male and 3% preferring not to say.

Age range	**%**

Under 25	1
25 - 34	4
35 - 44	10
45 - 54	22
55 - 64	31
Over 65	31
Prefer not to say	3

- Ethnicity – survey responses below indicate that 68% of users of the HWRC identify as "White – English/Welsh/Scottish/Northern Irish/British" with the next largest group being "White – European" at 9.8% and "White – Irish" at 3.77%.

Group	%
Another Ethnic group – Moroccan Arab	0.30
Another Ethnic group – Other Arab	0.45
Any other Asian background	1.51
Any other ethnic group	1.66
Any other mixed background	0.15
Any other White background	1.96
Asian or Asian British – Bangladeshi	0.30
Asian or Asian British - Chinese	0.75
Asian or Asian British – Indian	2.87
Asian or Asian British – Pakistani	1.81
Black or Black British – African	1.51
Black or Black British – Caribbean	2.11
Mixed or multiple ethnic groups	1.36
Mixed/Multiple ethnic groups - White & Asian	0.45
Mixed/Multiple ethnic groups - White & Black African	0.30
Mixed/Multiple ethnic groups - White & Black Caribbean	0.45
Other Ethnic group – Filipino	0.15
White – English/Welsh/Scottish/Northern Irish/British	68.33
White – Irish	3.77
White – Other European	9.80
TOTAL	**100.00**

Education Programme

19. Use of the Education Programme is very much determined by requests from Schools and educational establishments on a first come, first served basis.

20. The EDI information that the Authority holds for 2024 is set out below:

- 55 classes were from 33 state schools.

- 35 classes were from 28 Private schools.
- 5 classes were from 4 SEN schools.

Procurement and Supply Chain Diversity

21. Contractors and suppliers that supply significant levels of services or goods to the Authority must provide evidence in annual equality, diversity, and inclusion reports to the Authority. Members will find the evidence supplied by Cory in November 2024, attached as Appendix B to this report.

Terms and Conditions

22. All policies covering pay, benefits, grades and terms and conditions are formulated and implemented regarding equality, diversity, and inclusion. The use of flexible working arrangements has been implemented since February 2022 to balance individual staff circumstances with organisational or operational requirements.

23. Access to work requirements (reasonable adjustments) for those with a disability have been, and will continue to be implemented, when required.

Discipline and Grievance

24. The Authority's working environment is inclusive and no form of discrimination is tolerated. No staff concerns have been raised in this regard.

New Initiatives

25. The Education Team is currently discussing how diversity and equalities can be logged for future adult visits. In anticipation of becoming fully staffed in 2025, the team aims to be more proactive in contacting communities who have not sought the Education Teams services before.

26. As a Disability Confident Employer, the Authority is committed to offering a disabled person work experience by October 2026. Officers will be looking to progress this in the latter half of 2025.

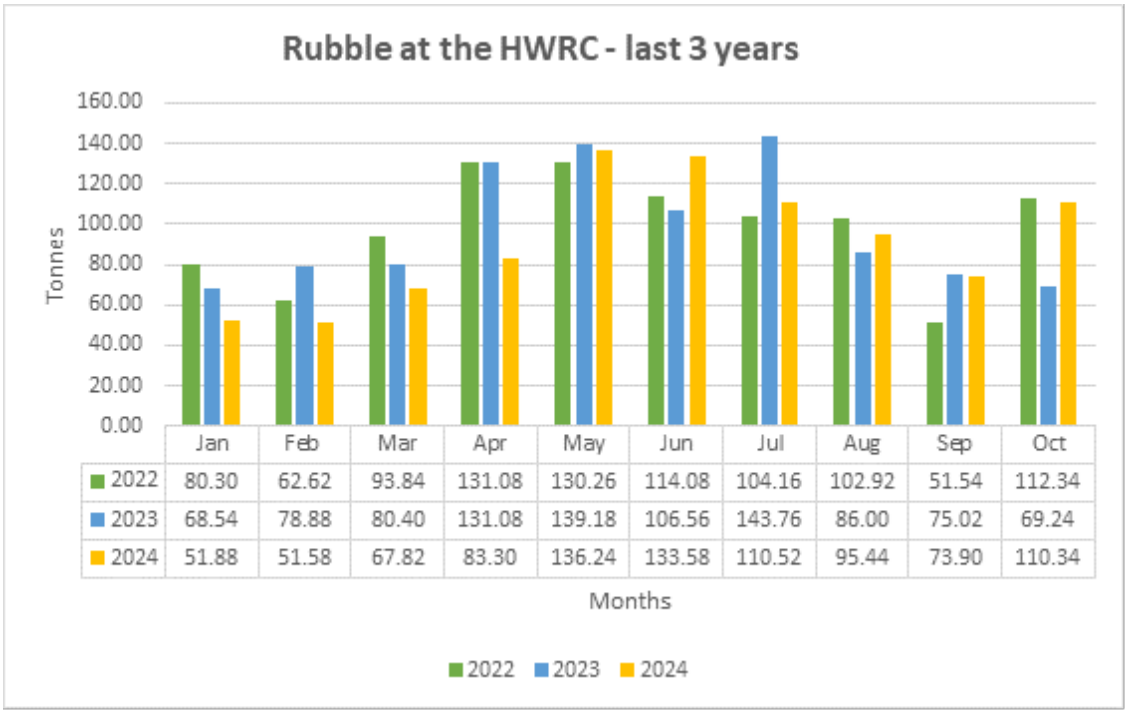
RECEIPT OF INDUSTRIAL WASTE (DIY TYPE WASTE)

27. At the February, July and October 2024 meetings of this Authority, officers updated Members on the requirement of the Controlled Waste (England and Wales) (Amendment) (England) Regulations 2023, which came into force on 31st December 2023. Changes were required to current arrangements to ensure

compliance with the legislation, and monitoring of DIY waste tonnages received at the HWRC, compared with the same periods in 2022 and 2023 were reported.

28. Members will find a comparison of DIY waste tonnages in comparable months in 2022, 2023 and 2024 below.

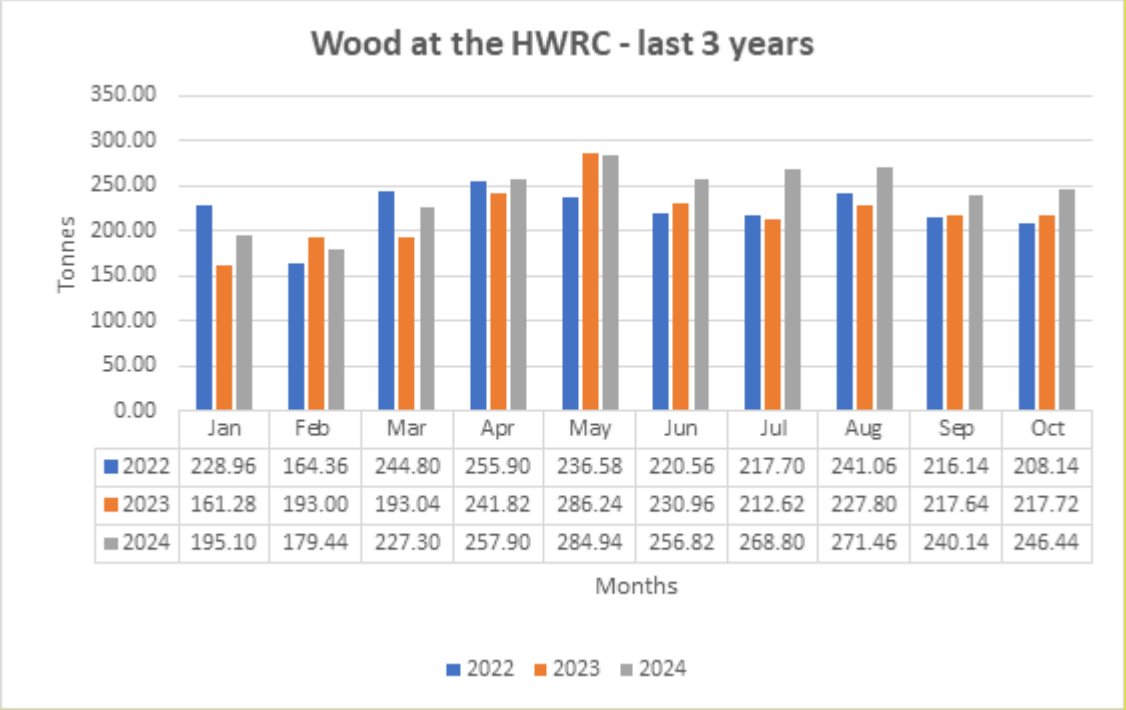
29. Whilst Hardcore and Rubble tonnage figures for the January to October 2023 period compared against the same period in 2022, saw a minimal decrease of 0.4%. Comparison of the tonnage for January to October 2023 against the same period in 2024, shows a decrease of 6.5%.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
2022	80.30	62.62	93.84	131.08	130.26	114.08	104.16	102.92	51.54	112.34
2023	68.54	78.88	80.40	131.08	139.18	106.56	143.76	86.00	75.02	69.24
2024	51.88	51.58	67.82	83.30	136.24	133.58	110.52	95.44	73.90	110.34

Waste Wood:

30. If we compare the tonnage for January to October 2022 against the same period in 2023, there was a reduction of 2% in arisings. However, when comparing the same period in 2023 against 2024, there was an 11% increase in arisings.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
2022	228.96	164.36	244.80	255.90	236.58	220.56	217.70	241.06	216.14	208.14
2023	161.28	193.00	193.04	241.82	286.24	230.96	212.62	227.80	217.64	217.72
2024	195.10	179.44	227.30	257.90	284.94	256.82	268.80	271.46	240.14	246.44

31. As previously noted, whilst the contents of the Hardcore and Rubble container will certainly be considered as DIY waste, the Waste Wood tonnages should be viewed with some caution as a significant percentage of this tonnage will be Household Waste in nature i.e. residents would be asked to place their broken wooden furniture in the Waste Wood container, as well as their garden fencing and decking.

32. At the 2nd October 2024 meeting (Paper No. WRWA 24-23) officers suggested that if Members would prefer to take steps to reduce the risk of excessive delivery of DIY by residents, and as an additional control to reduce the risk of abuse by traders, then Authority officers can:

    i) organise an amendment to the current HWRC Booking Form to require residents to self declare whether they are bringing in Household or DIY type waste, or both, and

    ii) introduce add-on software to the current Booking System software, which would ensure that residents would not be permitted to book in to drop off DIY waste, above an allowance set by Members, equal to or in excess of, allowances prescribed by Government.

Members requested that officers take steps to action i).

<u>i) Update to HWRC Booking Form</u>

33. Since the last Authority meeting, officers have looked into the introduction of adjustments to the HWRC Booking. The Booking system currently manages capacity and usage but could be amended to manage types of waste deposited.

34. The two additional questions requested by Members have been added to the Booking Form.

    ii) Add-On software to restrict DIY Waste usage

35. Although Members have not requested that the Authority place a limit on the amount of DIY waste that can be dropped off, either in line with, or in excess of Government requirements, officers felt it useful to request a quote for this addition at the same time.

36. The additional Booking system software would allow easy monitoring of the DIY visits by WRWA officers. If limits were set, and the resident exceeded those limits, they would receive an email the next time they try to book in confirming that:

    - DIY limits have been exceeded and the soonest date they can next drop off DIY Waste for free
    - their option to pay for the DIY waste via the Smugglers Way Transfer Station and
    - the assurance that this does not impact on their ability to drop off Household Waste.

37. HWRC Staff currently use a device provided by the Authority to 'check-in' all residents, and this can be adjusted so that they can amend the booking if they can see that although the resident has self declared they are not dropping off DIY Waste, but are in fact attempting to dispose of DIY Waste.

38. It will also be possible for Authority officers to produce regular reports of DIY waste delivered per household, although it will not be possible to capture information on tonnage delivered per household as there is no HWRC weighbridge.

39. The cost for this additional software to be added to the Booking Form is £5,000 per annum.

40. Should Members wish to restrict DIY deliveries to the HWRC, officers recommend that they be instructed to prepare a Communication Plan, ahead of introduction of the new system on 1st April 2025.

PERFORMANCE MONITORING

Introduction

41. Detailed tonnage and performance information is attached as an Appendix to this report. The modelling to forecast the outturn figures for 2024/25 compares performance against the corresponding period in the previous year. The tables shown set out:

    e) the tonnages of each waste type (including co-mingled recycling contamination) delivered by each constituent council in the current financial year up to 31st October 2024, together with projected outturn tonnages, compared against those budgeted for and the previous financial year's outturn; and

    f) comparisons of the tonnages of each major waste type handled by each constituent council on an annual basis.

Points to Highlight

42. If the trend in the overall level of waste arisings from the first six months of 2024/25 continues throughout the remainder of the financial year, there would be a 0.57% decrease compared to the outturn tonnage for 2023/24. Decreases against the 2023/24 outturn figures are currently predicted for three boroughs (Hammersmith and Fulham - 0.91%, Lambeth – 1.94% and Wandsworth – 0.52%) with Kensington and Chelsea showing an increase of 0.77%. Tonnages at the Household Waste and Recycling Centre (**"HWRC"**) are currently predicted to be 3.62% higher than last year.

SIMPLER RECYCLING AND PACKAGING EXTENDED PRODUCER RESPONSIBILITY

43. Authority officers have been in discussions with Cory and they have confirmed that they are now in a position to receive plastic film into the MRF, via co-mingled collections. Cory will be managing the film by increasing MRF workers at the early stage of the sorting process, to ensure the film does not travel further into the sorting process, increasing the risk of MRF stoppages.

44. Cory and Authority officers felt a soft plastics trial in early 2025 would be the sensible next step and at a Technical Officers meeting on 13th November 2024, all four Technical Officers expressed an interest in being involved in the trial. It was agreed, that this would be progressed in Spring 2025.

45. Local authorities are now required to provide data to the packaging Extended Producer Responsibility (pEPR) Scheme Administrator for use to calculate

payments for managing the 8 packaging material categories covered by the scheme: aluminum, fibre-based composites, glass, paper or board, plastic, steel, wood and 'other'.

46. In November, Chief Executives and Directors of waste collection and waste disposal authorities should receive an email with indicative one year payment estimates. Payments will be made towards the end of 2025. At the time of writing, the Authority had not yet received its email.

MATERIALS RECOVERY FACILITIES SAMPLING

47. From 1st October 2024, the Environmental Permitting (England and Wales) (Amendment) Regulations 2023 came into force. The regulations require Materials Recovery Facilities (MRFs) to improve waste sampling and compositional analysis so that the necessary data to inform pEPR payments and monitor packaging targets is robust. Facilities in the scope of the regulations will be required to submit their first reports by January 2025.

48. Cory procured a consultancy, Monksleigh, to assist in their preparations for the new sampling system. The main differences in the sampling system involve changes to the sample size (now reduced to a minimum of 60kg on average) and the frequency of sampling. For the month of October 2024, this has been an increase in contamination rates across all four Boroughs and officers are currently investigating whether this is linked to the required change in sampling regime. Officers will provide feedback to Borough Technical Officers once November 2024 data is available.

PORT OF LONDON AUTHORITY (PLA) TIDAL THAMES MASTERPLAN

49. The Authority has been contacted by the PLA who are developing a Masterplan of the tidal Thames. The Masterplan will not have any formal legal status itself but is intended to articulate the PLA policies and priorities along the Thames (for example safeguarding wharfs and supporting river transport) and influence local planning authorities as they set and review their Local and Waste Plans. The PLA sent drafts of text relating to the Authorities key sites seeking comments by 29th November. Officers engaged the Authority's Planning advisers Carter Jonas to review the drafts and respond so that the Authority's interests are properly represented in the draft Masterplan. Public consultation is then planned for the Masterplan before it is adopted.

EDUCATION PROGRAMME REVIEW

50. At the Authority's October 2023 meeting (Paper No. 23-26), Members agreed that officers should undertake a review of the Education Programme with any changes to be implemented from September 2024 onwards.

51. It was agreed that the review would incorporate advice from leaders in education and consider all aspects of the current programme including, but not restricted to, the following:

    a. what its key focus should be, waste reduction, reuse or recycling or combinations thereof;

    b. whether the focus should be on site visits or on wider engagement within the community or a proportion of both;

    c. how to best align with the curriculum and wider messaging on climate change;

    d. how to increase engagement with primary schools, particularly those that don't engage currently – what are the barriers and how might they be overcome;

    e. what age groups should be given priority in primary schools KS1 or KS2

    f. how to increase engagement work with secondary schools (Key Stage 3 and 4), colleges and universities within the Authority area;

    g. increasing adult tours on-site and/or meetings in the community;

    h. the staffing and other resources required to deliver the proposed outcomes.

52. Following the development of the draft Joint Resources and Waste Strategy with constituent councils, it is clear that there is an opportunity for the Education Programme to play a key role in one of the four Action Plans - **to amplify impact through collaboration and communication.**

53. To inform the Review, officers have been in discussions with:

    - North London Waste Authority's Behaviour Change Officers and their Education officer
    - East London Waste Authority's Education Officer
    - West London Waste Authority's Waste Department
    - Members via a Members Briefing Meeting on 7th October 2024 and

- Borough Technical Officers at a meeting on 16th October 2024

Review of Current Programme

54. The current programme focusses on the importance of the 3R's (to reduce waste as far as possible and waste less, to reuse and to recycle more, and correctly).

55. The Education Team establishment is for one Education Team Leader (23 hours per week, term time only) and for three Education Officers (20 hours per week, term time only). All posts require the employee to work an additional two evenings per month, if required.

56. The current programme is delivered through i) on-site educational visits to the Smugglers Way MRF Education Room and ii) Outreach Work

i) Schools on-site tours :

In 2023/24 the Team provided tours to:

KS1	22 classes
KS2	59 classes
Eco mixed year group	9
KS4	2 classes
SEN mixed year group (KS1/2)	2 groups
SEN mixed year group (KS4)	3 groups

Adult on-site tours – 10 Adult tours

ii) Outreach Work – The Programme includes school workshops, assemblies and waste audits. It should be noted that due to two Education Officer vacancies in 2024, only 2 Outreach visits were undertaken.

57. The current Programme has always been well received. Success has been measured by Schools feedback forms and a consistently high demand for on-site visits. In previous years we have had to disappoint a number of schools as we have had no capacity to receive them in the Academic Year.

58. Bookings are made on a first come, first served basis, with the Education Team recording which Borough the School/Adult Group is located in. This allows for the Team to promote the Programme to the Borough with the least attendance in any Academic Year, at the start of the following School Academic Year, ahead of other Boroughs.

Proposed Education Programme

59. Following on from the work undertaken so far, officers propose the following changes to the Current Programme:

a) Site tours - Continue to offer school tours but restrict bookings to Year groups where it will have the most impact, which is KS2 and above (age 7+ years).

KS1 children (5/6 year olds) in particular learn behaviours modelled at school and at home. To learn these behaviours, officers believe a more effective method is to target their adults and their spaces (see paragraph 60 (e) below)

Should this proposal be approved by Members, all KS1 year bookings scheduled for the 2024/25 Academic Year will be honoured.

b) The restriction on Key stages will allow more capacity for adult tours, local businesses, communities and other local groups/establishments, which is vital in supporting the draft Joint Resources and Waste Strategy Action Plan.

c) The introduction of Workshops for Adult groups in collaboration with those who promote reuse and repair.

d) Use of the Smugglers Way Education Room to come together and collaborate/partner with/ideas-share with constituent councils and other appropriate groups.

Outreach

e) Increase impact by targeting the whole school, not simply the schoolchildren.

Officers propose that contact with the school should be via the Headteacher or Head of Sustainability, thus ensuring a sustained period

of contact so that impact can be recorded. Work will require ongoing communication as opposed to the undertaking of one or two waste audits. This longer audit would require an Education Officer to maintain the relationships to embed behaviours in the school over a period of one year, and then continue to monitor in a less intensive way over a second year to ensure behaviour continues.

f) In addition to the larger waste audit, smaller more targeted waste audits will also take place, in collaboration with the boroughs e.g. reducing food waste, reducing plastics.

g) Work with schools will involve working with boroughs that are already engaging with schools around provision of waste and recycling containers.

h) Continue to provide assemblies and workshops to accompany the Audits to ensure engagement and behaviour change is built into the whole school.

i) To replace one of the current part-time, term time only Education Officers with a full time Communications Officer.

Communications Officer

60. As part of this Review, officers have looked at the requirement for a dedicated Communications Officer. Since April 2020, the Authority ceased its Recycle Western Riverside (RWR) campaign – a joint communications campaign in partnership with the four constituent Boroughs. Instead, its focus has been on increasing reuse and recycling at the HWRC and encouraging waste reduction using the existing electronic signage and via social media by Education Officers and other Authority staff.

61. With the upcoming approval of our new Joint Resources and Waste Strategy in Spring 2025, officers feel now is the time to engage a dedicated Communications Officer to lead on communications work, not only to support the implementation of the Joint Resources and Waste Strategy but all Authority communications work.

62. The Job Profile will be discussed with Borough Technical Officers to ensure that it complements work that their own Teams are undertaking, but it is likely to include:

- work with the WRWA Education Officers to create 3R's ideas and content for the Education Programme and Education section of the Authority's website

- collaboration with the Boroughs Communications Teams (to promote and amplify messaging) and with other Waste Authorities Communications Teams

- promotion and raising awareness of pan London schools education packs around reuse and repair e.g. One World Living and their schools education textiles project

- leading on the creation of content for the WRWA website and social media

- developing ways to promote and build website engagement.

63. Officers have received comments from Technical Officers, who are generally supportive of the revisions to the Education Programme.

64. Officers recommend that should Members approve the creation of a Communications Officer post, officers be instructed to recruit to this position, following production of a Job Profile and Job Evaluation in early 2025.

RECRUITMENT

65. Officers commenced the recruitment process for the newly created Data Analyst position in September 2024 but, despite a large response, no applicants were successful in passing the Shortlisting Process. An advert for the vacancy is currently live and the vacant Administrative Assistant position will be advertised early in the New Year.

Technical Secondment Opportunity

66. WRWA's current work programme is larger and more intense than it has been for a number of years with the need to finalise a Joint Resources and Waste Strategy, prepare for the succession arrangements to the WMSA contract and progress modernisation of WRWA infrastructure, in response to new Government policy eg Simpler Recycling and the Emissions Trading Scheme.

67. Through regular contact with the other London Joint Waste Disposal Authorities, the Interim General Manager has identified an immediate secondment opportunity for an engineer with extensive experience in both procurement and the development of waste infrastructure. Their experience extends to managing

the construction of a new Waste Transfer Station for North London Waste Authority, opened in July 2024.

68. In consultation with the Chair and with the Interim Clerk as Head of Paid Service a secondment, commencing on 2nd December 2024, for an initial 3-month period (with possibility to extend) has been agreed, specifically to provide additional technical infrastructure development support to the team.

CONSTITUENT COUNCIL NEW RECYCLING INITIATIVES

69. At the meeting of the Authority on 22nd September 2010 (Paper No. WRWA 669A) Members instructed the Clerk to write to each of the constituent councils to inform them that, in future, should they wish to make arrangements themselves to recycle any significant tonnage of waste then, in accordance with Section 48 of the Environment Protection Act 1990, they must, as soon as reasonably practicable, notify the Authority in writing. The Authority will then approve or object to any such proposal at its next available meeting. The Clerk wrote to the constituent councils, as instructed, on 27th October 2010.

70. The constituent councils have not formally notified the Authority of any new initiatives since the previous Authority meeting.

ITEMS COSTING BETWEEN £5,000 AND £30,000

71. The reportable items of expenditure authorised by officers under delegated powers within the band range of £5,000 to £30,000 since the last Authority meeting.

Shakespeare Martineau	Legal Advice	£15,624.00
Carter Jonas	Cringle Project	£7,275.00
KPMG	External Audit Services - 2023/24	£13,841.50

COMMENTS OF THE TREASURER

72. Constituent Boroughs will need to make their own assessment in relation to the packaging extended producer responsibility payment to Councils that will be made available from 2025/26.

73. All the expenditure associated with the crane replacement at Smugglers Way and any other operational repairs and maintenance (both at Smugglers Way and Cringle Dock) fall entirely to Cory under the current contract.

74. All other matters outlined in the report (including seconded recruitment) will be met from within existing approved budgets for 2024/25 and any future impact will be included in the Budget 2025/26 report to Board in February 2025.

R ESPINOSA
INTERIM GENERAL MANAGER

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Smugglers Way
Wandsworth
SW18 1JS

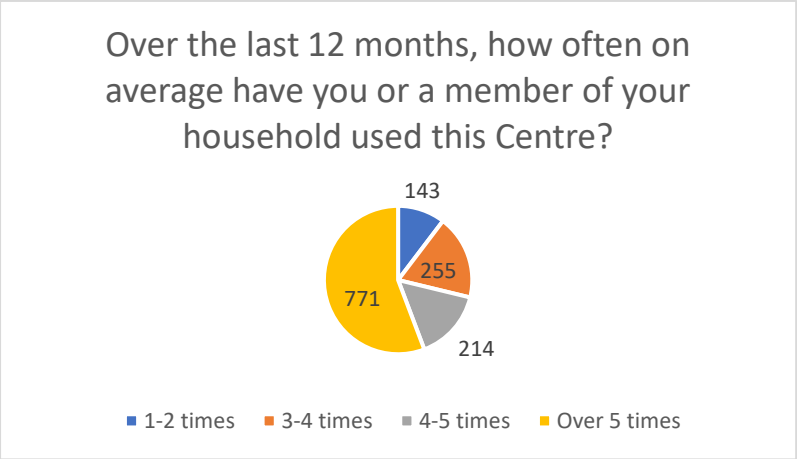
20th November 2024

KEY FINDINGS – USER SATISFACTION SURVEY 2024

Please note that not all respondents (1,383) answered every question, so although percentages do add up to 100%, the number of responses against every question do not always add up to 1383.

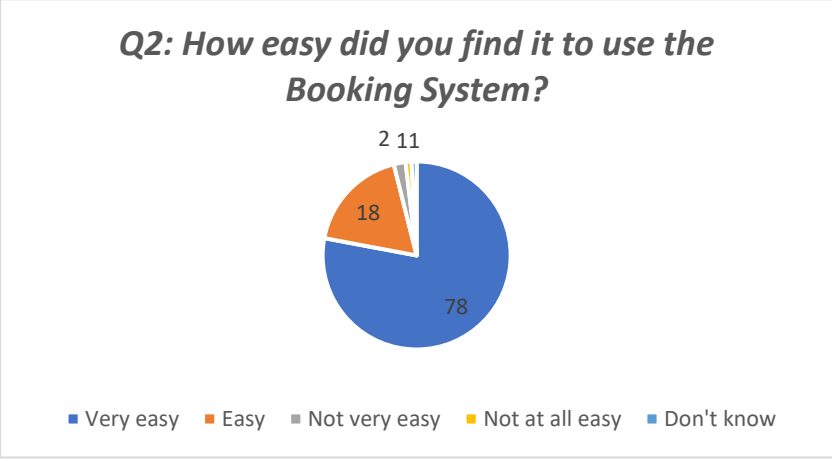
- Frequency of use

56% of respondents confirmed that they, or a member of their household, had visited the Centre over 5 times in the last 12 months, whilst almost two in every five (33%) had visited between three and five times, with a smaller proportion (10%) confirming they had visited either once or twice.



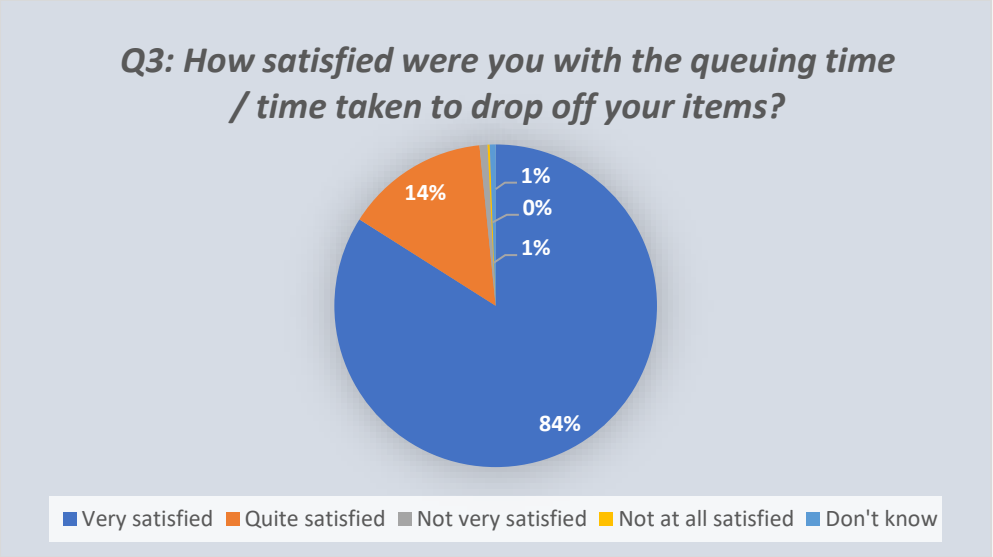
- Vast majority found it easy to use the Booking system

The vast majority of residents (96%) found it easy to use the Booking system (with 78% confirming they found it Very Easy and 18% found it Quite Easy with a small percentage finding it Not very Easy (2%) or Not at all Easy (2%).



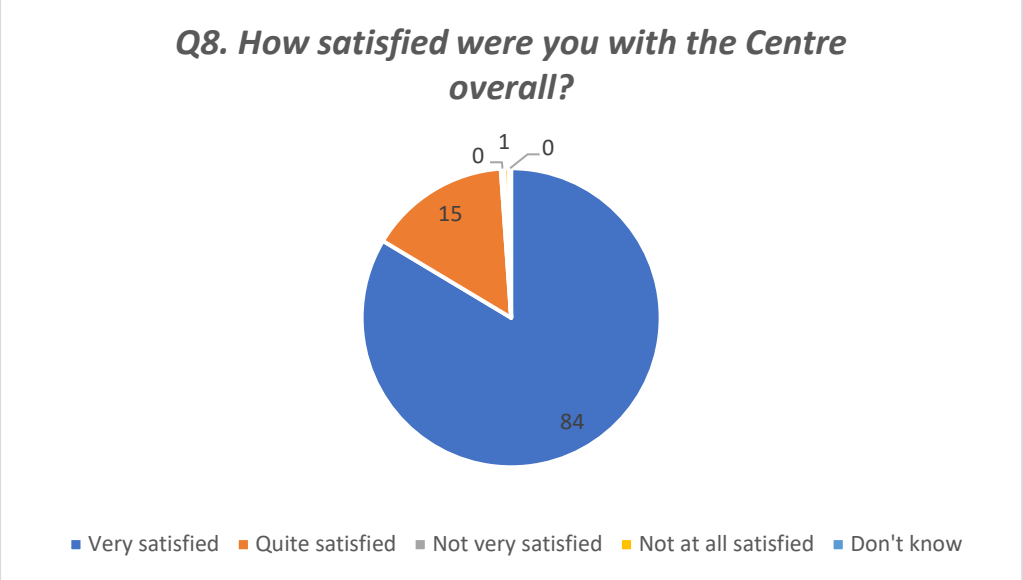
- <u>Vast majority satisfied with the queuing time/time taken to drop off their items</u>

The vast majority of residents (98%) found the queuing time and time taken to drop off their items Very Satisfactory of Quite Satisfactory, with only 2% confirming they were Not Very Satisfied or Not at All Satisfied. The satisfaction level recorded in the 2023 Survey was 95%.

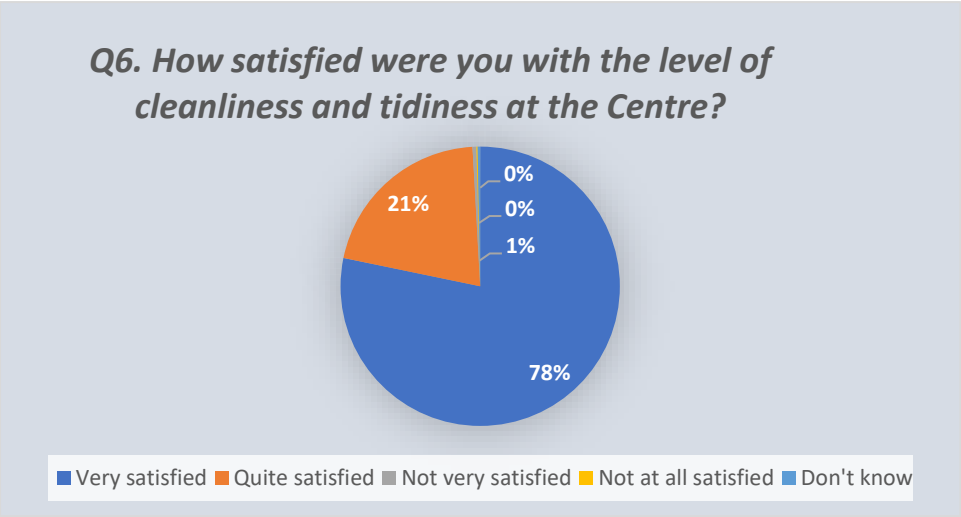


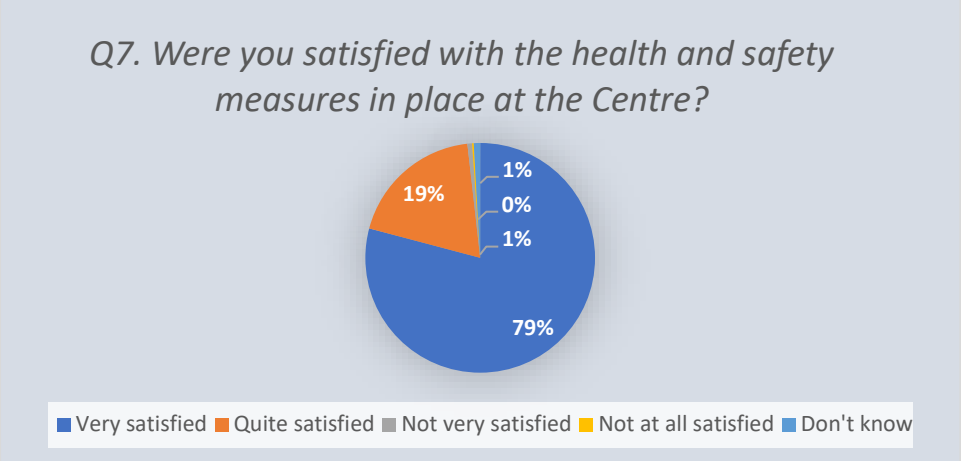
- <u>Vast majority satisfied with the Centre</u>

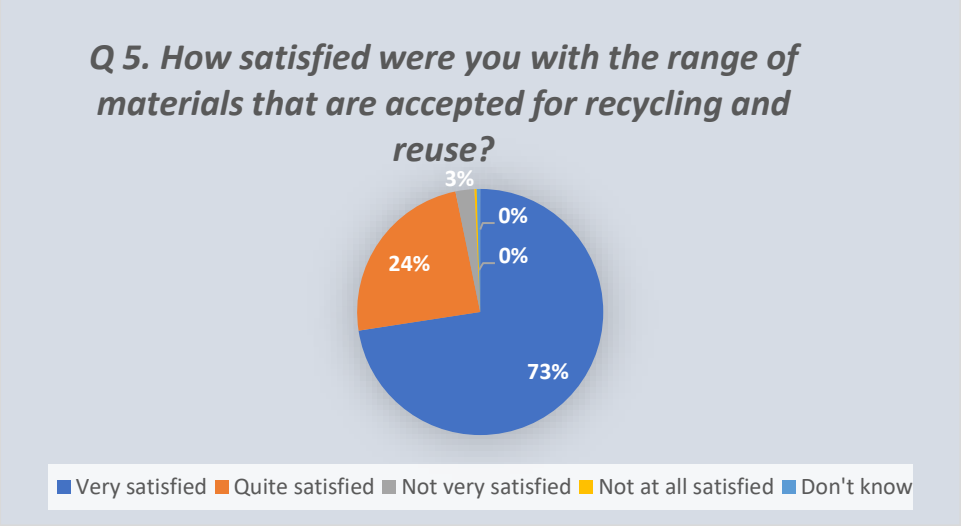
The vast majority of respondents (99%) were satisfied with all elements of the Centre, with 84% confirming they found it Very Satisfactory and 15% found it Quite Satisfactory.

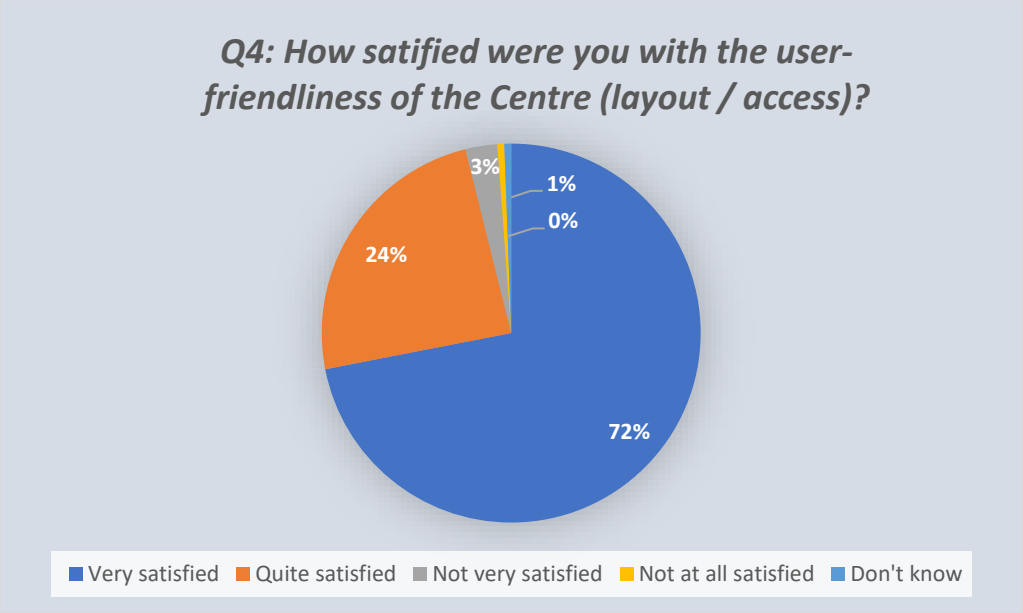


The level of cleanliness and tidiness of the Centre recorded the highest satisfaction amongst users (99%), with health and safety measures at the Centre scoring a 98%, the range of materials accepted for recycling and reuse 97% and the user-friendliness (layout/access) of the Centre 96%.









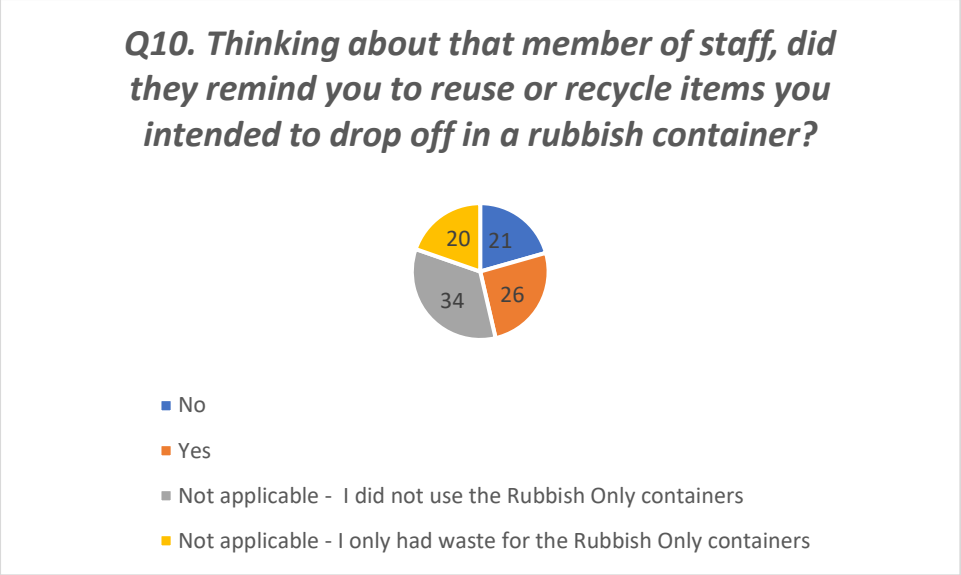
When compared with previous surveys, satisfaction remains very high with an increase seen for the user-friendliness of the Centre, increasing from 91% in 2019 to 94% in 2023, and 96% in this year's survey.

Satisfaction with queuing time has also increased from 95% to 98%.

Assistance from staff

70% of respondents said they had been helped by a member of staff on the day of their visit, which is a significantly higher than in the previous surveys (36% in 2023, and 13% in 2019).

26% of those who had been helped by a member of staff said that the staff member had reminded them to reuse or recycle items taken to the rubbish containers and a further 21% said they did not (these are the same percentages indicated in the 2023 survey). However, the majority (53%) said this was not applicable to them as they either did not use the rubbish containers (18%) or because they only placed waste in the rubbish containers (35%).



97% of respondents who had been helped by a member of staff said they found them friendly and helpful and 99% found their appearance acceptable (wearing correct uniform and ID badge). 97% found the member of staff knowledgeable and 91% found there were enough staff to advise or assist them. These results are slightly up when compared with the 2023 survey.

<u>Ease of Use of Authority website to find recycling reuse information prior to visit</u>

Of the 31% of respondents who sought information on the Authority's website prior to their visit, 76% found it Very Easy (41%) or Quite Easy (35%) to find information on what they could reuse and recycle, with 7% finding it Quite Difficult or Very Difficult. The remaining 18% found it neither Easy nor Difficult. The level of ease of use is comparable with the 2023 survey figure of 77% and lower than the 2019 figure of 94%.

Officers will now evaluate the many comments made by residents in addition to their scoring and any requests for improvements to service highlighted will be considered, and, if necessary, actioned.

CORY GROUP

Equality, Diversity, and Inclusion Report for Western Riverside Waste Authority.

Introduction

This 2024 report marks the fourth instalment from Cory on the topic of Equality, Diversity, and Inclusion (EDI), offering an update on our progress over the past year and outlining our ambitions for the next 12 months. Cory's ongoing commitment to fostering an inclusive and diverse workplace remains at the forefront of our efforts.

We take immense pride in our people, culture, and employment practices. Thanks to the dedication and continuous development of our workforce, we continue to enjoy high employee retention rates, with the average length of service among employees engaged on the Authority's contracts now exceeding 13 years. Notably, five employees (and increase of one from last year) have surpassed 30 years of service, with our longest-serving employee being here for over 45 years.

While this longevity is a testament to our positive work environment, it also means that opportunities to significantly alter the diversity of our workforce are naturally limited in comparison to organisations with higher turnover rates.

Nonetheless, we remain committed to proactively advancing diversity and inclusion within the Cory Group, recognising that demographic changes will take time but are essential for our future.

Our Employees

Cory has established itself as a place where employees not only want to work but also choose to build long-term careers. This is evident in our impressive average length of service.

Our success as a Group is built on the exceptional skills and dedication of our employees. The high levels of service we consistently provide to the Authority are directly attributable to their talents.

We recognise that a diverse, engaged workforce, operating within an inclusive culture, is key to the success of both our employees and the Group as a whole. This commitment is encapsulated in one of our core values: "One Team."

We have recently been re-awarded our Investors in People accreditation. This year’s surveys and interviews mark and notable increase in responses across the board, ranking us 2nd out of 13 companies in our sector. We are incredibly proud of this achievement as it an important, independent assessment of what we do to help our employees to thrive.

Governance and Oversight

To build, maintain, and develop our inclusive culture, Cory employs a range of strategies and tactics. These range from positive encouragement and team-building initiatives to robust processes and procedures. Our Executive Team is deeply committed to fostering these values and ensuring that any behaviour or conduct inconsistent with these standards is met with a zero-tolerance approach.

Cory not only complies with the Authority's Equality, Diversity, and Inclusion objectives but also embraces their intentions and spirit. This commitment is reflected in numerous areas, many of which the Authority is already familiar with through previous reports and daily interactions.

While some aspects may be familiar, they remain fundamental to the successful operation of the Cory Group and have been expanded upon in this report.

Recruitment, Selection, and Promotion

Our recruitment, selection, and promotion decisions are grounded in the principles of ability, performance, and potential. It is in our best interest to ensure that roles are filled from the widest talent pool possible.

We have established robust policies and procedures to protect the integrity of our recruitment, selection, and promotion processes. These are not only governed by the relevant legislative framework, including the Equality Act, the Asylum and Immigration Act, and the Rehabilitation of Offenders Act, but they also exceed the minimum statutory requirements. Our policies provide comprehensive guidance to ensure that best practices are followed.

All managers involved in these processes receive training in the core competencies required, emphasising the importance of transparency, fairness, and thorough documentation. These processes are supported and overseen by our HR Team, ensuring all roles are advertised appropriately and reasonable adjustments are made for candidates with disabilities.

Since the last report, our Apprentice Manager has taken formal oversight of recruitment across the group. Having a dedicated Recruitment Manager ensures that there is a consistent process, and we can recruit from the most diverse candidate pool available. They are also able to identify skills gaps and suggest alternative recruitment methods, notably increasing our apprenticeship uptake.

Learning and Development

Cory takes a personalised approach to learning and development. Each year, every employee's development plan is carefully mapped out and agreed upon in consultation with the employee, their line manager, and the Learning and Development Department. This approach ensures that every employee has the opportunity to develop and reach their full potential.

Moreover, our Learning & Development Department actively considers and discusses the development needs of all employees, ensuring they receive the support they need.

Cory also offers targeted training in areas of equality, diversity, and inclusion, both for specific activities like recruitment and as part of our general training programs.

Procurement and Supply Chain Diversity

Our commitment to diversity and inclusion extends beyond our own operations. Cory is committed to ensuring that our procurement and supply chain activities are aligned with our own vision, values company policies and procedures and positions, including but not limited to our Diversity and Inclusion Policy and Modern Slavery and Human Trafficking Statement.

One of our largest suppliers is ALS Managed Services who supply labour for the Material Recycling Facility. Cory has a bespoke agreement that governs this provision of labour which includes a strict set of key performance indicators that ALS are measured against.

ALS' Equality, Diversity, and Inclusion Policy includes a commitment to promote equality and diversity in all ALS' policies, practices, and procedures and in all areas where they have influence.
ALS always aim to recruit, train and promote the best person for the job and to create a working environment free from unlawful discrimination, victimisation and harassment in which all employees are treated equally and with dignity and respect.

To meet this objective, ALS has a policy of recruiting and developing people with suitable qualifications, experience, personal attributes, and potential into all roles, regardless of gender, marital status, sexual orientation, age, ethnic origin, colour, nationality, religion or disability of any kind.

Cory regularly meets with ALS to ensure that it is conforming to all its performance and contractual obligations, including in the field of equality diversity and inclusion.

Terms and Conditions

All terms and conditions available within the Group are operated in a fair and transparent way. All roles are graded by the HR Department using the Hay Job Evaluation system to ensure that the benefits, rewards, and pay are appropriate for the role. The Group's focus and recognition of the importance of this area is reflected by the existence of the REMCO Committee, which reports to the main Board, and maintains oversight and control.

The Group operates a range of policies that support employees in their personal and professional lives, including:

- Flexible working
- Part Time and 'term time' working
- Enhanced maternity and paternity provisions
- Emergency leave policy for domestic difficulties

Since the last report we have added an Employee Welfare policy that summarises all we provide to support employees.

Our Policies are currently under a further review as we ensure that the forthcoming legislative changes are fully understood and captured.

Discipline and Grievance

The Group operates a zero-tolerance approach to bullying, discrimination harassment or victimisation. This is expressly covered in the Group's Disciplinary Policy. Any complaint of discrimination, victimisation and harassment will be dealt with swiftly and by an independent manager with the relevant skills and experience.

Disciplinary rules are enforced consistently across the whole group taking into consideration specific circumstances and facts. These processes are overseen by the HR Department who are professionally qualified to do so.

External Whistleblowing

The Group engages the services of See Hear Speak Up (www.seehearspeakup.co.uk) an independent third party whistleblowing service, this enables all employees to confidentially or anonymously if required report any wrongdoing

or breaches of our policies or commitments. The service is set up to ensure that regardless of who the complaint is made against (up to and including CEO) there is an appropriate route for the concerns to be investigated.

Monitoring and Evaluation

The Group regularly measures its core demographics, including but not limited to:

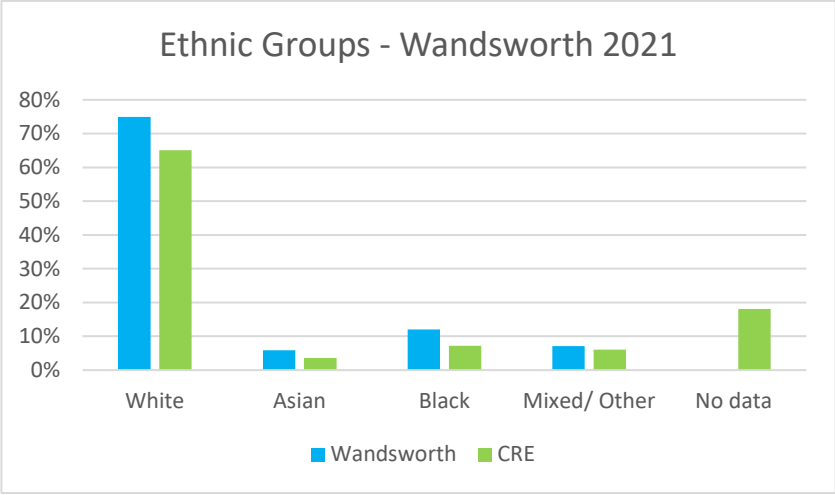
- Ethnicity
- Sex
- Age
- Sexual Orientation
- Levels of employees with a disability

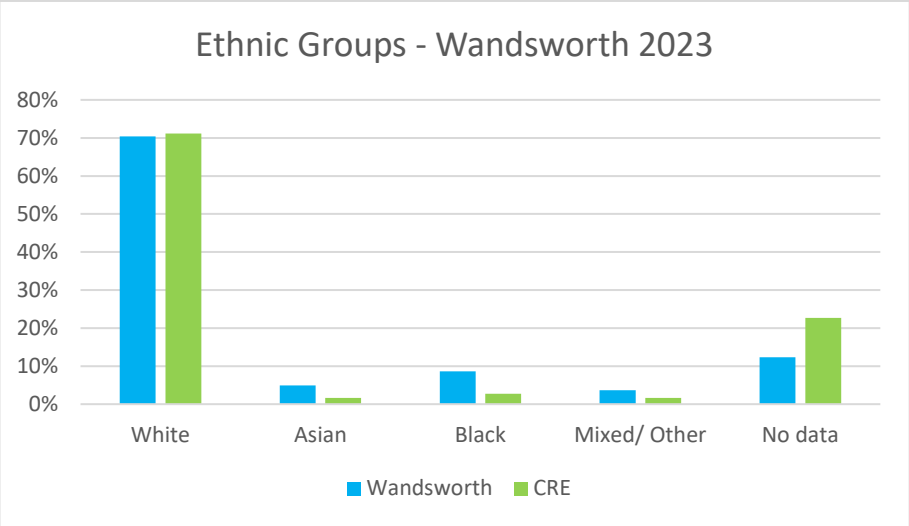
Since the last report we now monitor those who have joined the company who were just previously claiming Universal Credit, left the Armed Forces or have left the care system.

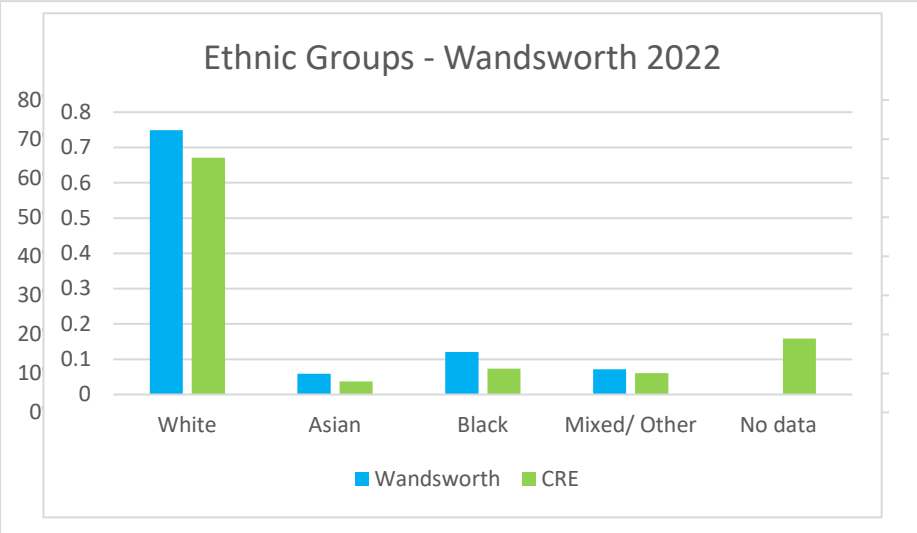
The data is regularly reviewed at Executive Leadership Team leave and is compared against the demographics of the communities that we serve. As mentioned earlier in the paper due to the low levels or labour turn over these are very slow-moving metrics.

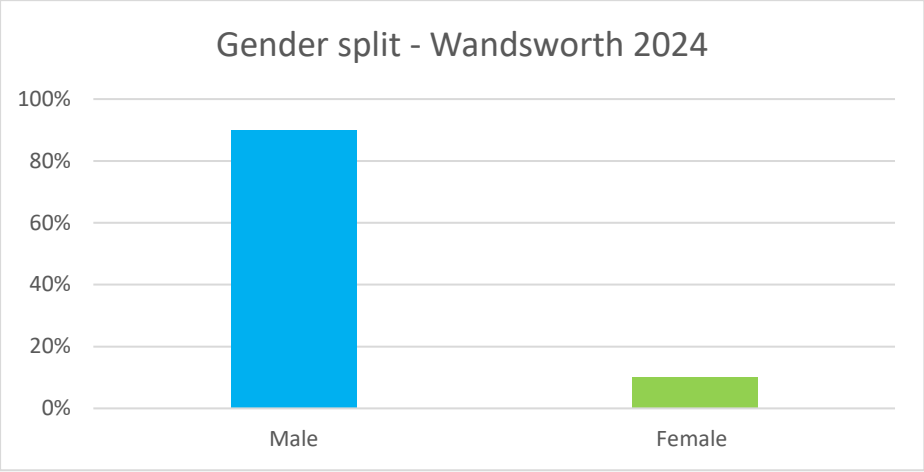
Below we highlight the changes over the last 12 months in the ethnic make-up of our employees.

These statistics help formulate the next steps that the Group takes in this field, and these are covered later in the paper. As highlighted above these continue to change relatively slowly, although you can see there has been more significant movement in the Black and Mixed/Other groups than in recent years. Our gender split remains the same as 2023.




Ethnic Groups - Wandsworth 2023
80%
70%
60%
50%
40%
30%
20%
10%
0%
White
Asian
Black
Mixed/ Other
No data
Wandsworth
CRE


Ethnic Groups - Wandsworth 2022
80
70
60
50
40
30
20
10
0
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
White
Asian
Black
Mixed/ Other
No data
Wandsworth
CRE


Gender split - Wandsworth 2024
100%
80%
60%
40%
20%
0%
Male
Female

Board Oversight

The Group has a Board sub-committee, REMCO, which consists of the Chair, CEO, Director of HR and four shareholder Directors, which has corporate responsibility for all employment matters including Diversity, Inclusion and Equality. This committee meets at least twice a year and ensures that these matters are fully covered and considered at full Board level.

In addition to this the Group has sophisticated risk management processes that were implemented in collaboration with Marsh Risk Management Consulting Practice. The successful retention, recruitment and management is an express 'risk' that is identified. Within this risk, Diversity, Equality, and Inclusion are identified as a key component.

These risks are formally reviewed quarterly, by the risk management team which consists of the 'risk owner' – the Director of HR, and the head of Risk Management & Compliance. The risks and control measures are consistently reviewed, and their effectiveness is tested. The findings of these risk reviews are then reported, via the Board Audit and Risk committee.

This approach ensures that the Board has two formal routes, in addition to the numerous 'day to day' routes to monitor evaluate and provide oversight and governance to in this field.

External Evaluation

The Group is regularly evaluated externally by Investors in People, GRESB, and formally audited by BSI for our performance in operating effective systems and processes to ensure that we are meeting the high standards that we set ourselves and the Authority demands. We would be happy to share the relevant parts of these reports with the Authority.

As stated before, we are incredibly proud of our recent Investors in People re-accreditation.

Performance against 2022/23 Targets

The Authority will recall that the Group set itself two targets for 2024/24 namely:

- Establish, Finance, and Promote a Cory Women's network.
- Succeed the Positive about mental health campaign with a positive about Employee Engagement 'campaign' focused on Inclusion.

Both of these targets have progressed, and we have seen significant engagement with both.

- **Establish, Finance, and Promote a Cory Women's network.**

Cory's Women's Network was established in 2023, spearheaded by a diverse group across the business.

There have been several events held by the group, both for just the women of the business as well as talks and webinars held for any who may be interested. Topics have ranged from Importer's Syndrome to Menopause awareness and Neurodiversity in the workplace. There has been a pleasing uptake of the sessions aimed at the whole business with good feedback about the range of topics.

There have also been social gatherings which have involved women from all roles and areas of the business.

The Network has increased their budget for 2024/25 and we look forward to seeing the group grow and the benefit of the support and connections made throughout the business.

- **Succeed the Positive about mental health campaign with a positive about Employee Engagement 'Campaign' focused on Inclusion.**

Throughout 2024 we have worked closely with our employees and Trade Unions to ensure that we have higher levels of engagement, this has been achieved by;

- Increasing the amount of site visits that senior and middle managers have done, including 'swapping' sites of operational managers to get a better understanding of the challenges that each faces
- Increased social activities, including family fun day, Cory football team and an annual party
- Creating more employee lead activities, for example the Community fund deliberation panel, to allow employees to have hands on experience.

Cory participated in survey conducted by the Enviro0nmental Services Association (ESA) and the results of this, and the improved scores in the Investors in People survey, highlight the success that we have had.

Targets for 2024/25

- Set up and roll out Cultural Awareness training across the business, capturing every employee.

In early 2024, a small group of employees trialled new Cultural Awareness training to great success. In the next year we aim to roll this out to all employees as part of mandatory training schedule.

This Training will be focused on ensuring that all employees have an appropriate space in which to explore appropriate and inappropriate behaviour in the workplace.

We recognise that as Society changes so the workplace must as well and that occasionally employees are indivertibly behaving in a way that may cause offence. We believe that a process of training and support to prevent an indiscretion is the appropriate way to continue to foster our inclusive culture.

Conclusion

The Group continues to welcome the Authority's interest and commitment in these areas and welcomes and encourages any feed back or areas of challenge so that we can continue to make strides to the best employer that we can.

Whilst we are proud of record and progress made and incredibly proud of our entire workforce, we recognise that only by continuing seek to improve can we maintain the high standards that we set ourselves.



Toby Warren
Director of HR – Autumn 2024

After 6 months of 2024/2025

General Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	55,590	55,435	52,852	51,793	25,205	48,783	- 3,010	-5.81%	52,257	- 3,474	-6.65%
KC	46,755	53,842	55,272	54,370	27,651	55,116	746	1.37%	55,509	- 393	-0.71%
LA	88,694	87,517	87,083	87,112	43,749	87,922	810	0.93%	85,540	2,382	2.78%
WA	80,509	78,795	75,004	75,669	36,991	73,248	- 2,421	-3.20%	73,872	- 624	-0.84%
WRWA	9,504	7,939	6,958	7,444	4,562	8,459	1,015	13.63%	6,935	1,524	21.98%
Total	281,052	283,526	277,170	276,389	138,157	273,529	- 2,860	-1.03%	274,113	- 584	-0.21%
Change		2,475	- 6,357	- 781	- 138,231	- 2,860					
Percentage Change		0.88%	-2.24%	-0.28%	-50.01%	-1.03%					

Co-Mingled Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	12,573	12,030	11,149	11,959	6,420	14,086	2,127	17.79%	10,984	3,102	28.24%
KC	12,528	14,076	13,962	13,611	6,654	13,420	- 192	-1.41%	13,959	- 539	-3.86%
LA	22,317	20,728	17,223	16,527	7,556	13,898	- 2,629	-15.91%	17,100	- 3,202	-18.73%
WA	23,577	21,842	19,343	19,667	10,595	21,865	2,197	11.17%	19,080	2,785	14.59%
WRWA	373	407	344	283	142	286	3	1.07%	332	- 46	-13.79%
Total	71,368	69,082	62,022	62,047	31,367	63,554	1,507	2.43%	61,455	2,099	3.42%
Change		- 2,286	- 7,061	26		1,507					
Percentage Change		-3.20%	-10.22%	0.04%		2.43%					

Co-Mingled Contamination (Percentage)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Change in Percentage Point
HF	13.93%	16.93%	16.88%	16.93%	16.35%	16.35%	-0.59%
KC	11.03%	11.48%	12.29%	10.75%	10.40%	10.40%	-0.35%
LA	14.49%	16.59%	15.23%	14.23%	14.49%	14.49%	0.26%
WA	13.49%	14.12%	12.67%	13.52%	13.22%	13.22%	-0.30%
WRWA	13.90%	14.84%	14.09%	13.82%	13.55%	13.55%	-0.27%

Co-Mingled Contamination (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2017/2018 Budget Percentage	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	1,752	2,036	1,881	2,025	1,049	2,303	278	13.70%	16.7%	1,833	470	25.62%
KC	1,382	1,616	1,716	1,463	692	1,396	- 67	-4.59%	12.5%	1,748	- 352	-20.14%
LA	3,233	3,439	2,623	2,351	1,095	2,013	- 338	-14.38%	15.6%	2,666	- 653	-24.49%
WA	3,181	3,084	2,450	2,660	1,401	2,892	232	8.71%	13.4%	2,554	338	13.21%
WRWA	52	60	48	39	19	39	- 0	-0.88%	14.5%	48	- 9	-19.20%
Total	9,600	10,235	8,720	8,538	4,257	8,642	104	1.21%	14.4%	8,849	- 207	-2.34%
Change		635	- 1,516	- 181		104						
Percentage Change		6.62%	-14.81%	-2.08%		1.21%						

Green Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	98	78	98	74	9	82	9	11.59%	154	- 72	-46.54%
KC	495	514	469	486	201	476	- 10	-1.97%	459	17	3.74%
LA	608	574	853	805	403	751	- 54	-6.70%	949	- 198	-20.88%
WA	365	325	287	301	55	255	- 46	-15.31%	243	12	4.87%
HWRC	3,099	2,647	2,058	2,355	1,592	2,411	56	2.37%	2,012	399	19.82%
Total	4,665	4,139	3,764	4,020	2,260	3,975	- 45	-1.13%	3,817	158	4.14%
Change		- 527	- 374	256		- 45					
Percentage Change		-11.29%	-9.04%	6.79%		-1.13%					

Clinical Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	16	14	12	10	5	10	- 0	-4.64%	11	- 1	-9.49%
KC	1	1	1	2	1	1	- 0	-26.03%	1	0	31.66%
LA	4	6	6	5	3	6	1	16.48%	6	0	3.28%
WA	65	75	73	74	-	-	- 74	-100.00%	73	- 73	-100.00%
HWRC	-	-	-	-	-	-	-	0.00%	-	-	0.00%
Total	87	96	92	91	9	17	- 74	-80.86%	91	- 74	-80.80%
Change		9	- 4	- 0		- 74					
Percentage Change		10.48%	-4.40%	-0.46%		-80.86%					

Detritus Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	463	434	469	513	301	746	234	45.57%	440	306	69.60%
KC	806	707	666	641	265	620	- 21	-3.30%	669	- 49	-7.37%
LA	542	562	458	522	188	458	- 64	-12.21%	471	- 13	-2.70%
WA	2,861	2,613	2,481	2,456	911	2,283	- 173	-7.05%	2,577	- 294	-11.42%
HWRC	-	-	-	-	-	-	-	0.00%	-	-	0.00%
Total	4,672	4,316	4,074	4,131	1,665	4,107	- 24	-0.59%	4,157	- 50	-1.21%
Change		- 356	- 243	58		- 24					
Percentage Change		-7.61%	-5.62%	1.41%		-0.59%					

Battery Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	0	0	1	0	1	1	1	300.00%	1	- 0	-28.00%
KC	-	-	-	-	-	-	-	0.00%	-	-	0.00%
LA	-	-	-	-	-	-	-	0.00%	-	-	0.00%
WA	-	-	-	-	-	-	-	0.00%	-	-	0.00%
HWRC	32	26	22	27	17	28	1	2.54%	28	0	0.35%
Total	32	26	23	28	18	29	1	4.49%	29	- 0	-0.63%
Change		- 6	- 4	5		1					
Percentage Change		-17.56%	-13.52%	20.44%		4.49%					

Electrical Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	10	13	10	14	5	11	- 3	-22.09%	9	2	18.07%
KC	32	15	8	2	5	9	7	309.36%	7	2	26.32%
LA	106	70	91	71	34	65	- 6	-8.82%	52	13	24.32%
WA	4	1	1	1	0	0	- 0	-50.39%	1	- 1	-65.27%
HWRC	792	673	575	564	317	626	62	10.91%	563	63	11.11%
Total	944	772	686	651	361	710	59	8.99%	632	78	12.35%
Change		- 172	- 86	- 34		59					
Percentage Change		-18.25%	-11.19%	-4.99%		8.99%					

Fridge Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	81	88	78	78	43	78	0	0.45%	75	3	4.38%
KC	39	45	42	33	18	41	8	22.58%	39	2	5.23%
LA	172	151	132	92	65	138	46	50.11%	104	34	32.58%
WA	75	59	71	89	47	97	8	8.65%	60	37	61.88%
HWRC	74	56	51	46	30	58	12	25.10%	51	7	12.98%
Total	440	400	375	339	203	412	73	21.62%	329	83	25.22%
Change		- 40	- 25	- 37		73					
Percentage Change		-9.19%	-6.13%	-9.76%		21.62%					

Gas Bottle Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	1	1	1	2	2	3	1	56.00%	1	2	193.28%
KC	1	2	5	5	1	3	- 3	-48.15%	5	- 2	-45.04%
LA	1	2	2	1	1	1	- 0	-28.79%	2	- 1	-66.53%
WA	1	1	0	1	1	2	1	78.45%	-	2	0.00%
HWRC	16	24	27	17	6	11	- 6	-36.37%	30	- 19	-63.94%
Total	20	30	36	26	11	19	- 7	-27.53%	38	- 19	-50.22%
Change		10	6	- 10		- 7					
Percentage Change		48.08%	20.17%	-27.60%		-27.53%					

Carpet Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	-	-	-	-	-	-	-	0.00%	-	-	0.00%
KC	-	-	-	-	-	-	-	0.00%	-	-	0.00%
LA	-	-	-	-	-	-	-	0.00%	-	-	0.00%
WA	-	-	-	-	-	-	-	0.00%	-	-	0.00%
HWRC	365	281	-	-	-	-	-	0.00%	-	-	0.00%
Total	365	281	-	-	-	-	-	0.00%	-	-	0.00%
Change		- 84	- 281	-		-					
Percentage Change		-23.01%	-100.00%								

Inert Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	-	-	-	-	-	-	-	0.00%	-	-	0.00%
KC	2	-	-	-	-	-	-	0.00%	-	-	0.00%
LA	-	5	5	55	20	20	- 34	-63.04%	-	20	0.00%
WA	4	-	-	1	1	1	-	0.00%	-	1	0.00%
HWRC	1,891	1,508	1,068	992	667	1,040	47	4.78%	995	45	4.50%
Total	1,897	1,513	1,073	1,048	688	1,061	13	1.24%	995	66	6.58%
Change		- 384	- 439	- 26		13					
Percentage Change		-20.25%	-29.05%	-2.41%		1.24%					

Oil/Paint/Rigid Plastics Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	-	0	0	23	52	75	52	225.78%	-	75	0.00%
KC	0	-	-	-	-	-	-	0.00%	-	-	0.00%
LA	-	6	27	29	17	27	- 1	-4.73%	192	- 165	-85.76%
WA	-	-	-	0	0	0	-	0.00%	-	0	0.00%
HWRC	16	39	151	213	115	206	- 8	-3.54%	410	- 204	-49.82%
Total	16	45	179	265	184	308	43	16.23%	602	- 294	-48.83%
Change		28	134	86		43					
Percentage Change		171.38%	301.08%	48.30%		16.23%					

Paper/Cardboard Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	-	-	-	-	-	-	-	0.00%	-	-	0.00%
KC	-	-	-	1	-	1	- 0	-1.18%	-	1	0.00%
LA	423	323	239	220	42	77	- 143	-65.17%	264	- 187	-71.02%
WA	2	-	-	-	-	-	-	0.00%	-	-	0.00%
HWRC	1,171	1,023	876	910	492	952	43	4.73%	847	105	12.46%
Total	1,595	1,346	1,115	1,130	534	1,030	- 100	-8.87%	1,111	- 81	-7.30%
Change		- 249	- 231	15		- 100					
Percentage Change		-15.61%	-17.15%	1.32%		-8.87%					

Scrap Metal Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	10	16	21	36	10	36	0	0.13%	19	17	88.24%
KC	-	4	0	3	-	-	- 3	-100.00%	-	-	0.00%
LA	62	61	62	57	29	52	- 4	-7.34%	51	1	2.88%
WA	7	-	-	-	0	0	0	0.00%	-	0	0.00%
HWRC	699	684	589	638	358	664	27	4.19%	549	115	21.00%
Total	779	764	672	733	398	753	20	2.70%	619	134	21.61%
Change		- 15	- 92	61		20					
Percentage Change		-1.86%	-12.09%	9.11%		2.70%					

Textile Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	-	-	-	-	-	-	-	0.00%	-	-	0.00%
KC	-	-	-	-	-	-	-	0.00%	-	-	0.00%
LA	-	-	-	-	-	-	-	0.00%	-	-	0.00%
WA	-	-	-	-	-	-	-	0.00%	-	-	0.00%
HWRC	287	260	250	251	145	275	24	9.75%	243	32	13.21%
Total	287	260	250	251	145	275	24	9.75%	243	32	13.21%
Change		- 27	- 11	1		24					
Percentage Change		-9.31%	-4.13%	0.40%		9.75%					

Tyre Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	0	2	0	0	0	0	- 0	-11.30%	-	0	0.00%
KC	0	-	-	-	-	-	-	0.00%	-	-	0.00%
LA	5	7	7	1	1	1	- 0	-0.47%	5	- 4	-76.91%
WA	1	1	1	4	1	2	- 1	-36.13%	1	1	133.77%
HWRC	-	12	11	7	2	3	- 4	-52.35%	11	- 8	-70.11%
Total	7	22	20	12	3	7	- 5	-41.58%	17	- 10	-58.97%
Change		15	- 2	- 8		- 5					
Percentage Change		206.94%	-9.86%	-40.06%		-41.58%					

Wood Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	-	-	-	-	-	-	-	0.00%	-	-	0.00%
KC	-	-	-	-	-	-	-	0.00%	-	-	0.00%
LA	-	58	259	327	197	355	28	8.57%	246	- 246	-100.00%
WA	-	-	-	-	-	-	-	0.00%	-	-	0.00%
HWRC	3,808	3,298	3,025	3,065	1,340	2,403	- 662	-21.61%	2,999	- 596	-19.88%
Total	3,808	3,356	3,284	3,392	1,537	2,758	- 634	-18.70%	3,245	- 487	-15.02%
Change		- 452	- 72	108		- 634					
Percentage Change		-11.88%	-2.15%	3.29%		-18.70%					

Total Waste Delivered (Tonnes)

	2020/2021	2021/2022	2022/2023	2023/2024	TO DATE 2024/2025	FORECAST 2024/2025	Annual Change Tonnes	Annual Change Percent	2024/2025 Budget Tonnes	Budget Change Tonnes	Budget Change Percent
HF	68,843	68,112	64,691	64,501	32,054	63,911	- 590	-0.91%	63,951	- 40	-0.06%
KC	60,660	69,206	70,426	69,155	34,796	69,687	532	0.77%	70,648	- 961	-1.36%
LA	112,934	110,069	106,448	105,822	52,305	103,771	- 2,051	-1.94%	104,982	- 1,211	-1.15%
WA	107,470	103,711	97,262	98,262	48,602	97,752	- 510	-0.52%	95,907	1,845	1.92%
HWRC	22,129	18,877	16,005	16,812	9,785	17,422	609	3.62%	16,005	1,417	8.85%
Total	372,036	369,975	354,833	354,552	177,541	352,542	- 2,010	-0.57%	351,493	1,049	0.30%
Change		- 2,061	- 15,142	- 281		- 2,010					
Percentage Change		-0.55%	-4.09%	-0.08%		-0.57%					