



**43.3%**

Nottinghamshire County  
Council  
recycling  
rate



# Annual Report

April 2015 – March 2016

**323,014**

tonnes of household  
waste handled



**796,216**

Nottinghamshire Residents

**29,605**

tonnes to Landfill



**59,270**

tonnes  
handled at  
Composting



**147**

Contract Employees



**98** Visitors had  
Educational Tours

**52,923** tonnes  
processed at Materials  
Recovery Facility



**REUSE  
REDUCE  
RECYCLE**

## Executive Summary

This is the tenth annual report published by Veolia Environmental Services Nottinghamshire Ltd (Veolia), the company operating waste and recycling services on behalf of Nottinghamshire County Council (NCC) as part of a long term PFI Contract.

This report covers the period from April 2015 through to March 2016. As part of its contractual requirements Veolia produces a report each year. Each report reviews the previous Contract Year and contains a section which explains the proposed service plan for the following contract year.

The tenth Contract year was a year of activity and consolidation. Two new modern waste transfer stations at Newark and Worksop were constructed and opened for service at the beginning of June 2015 to receive kerbside collections from Newark and Sherwood and Bassetlaw District Councils. The new transfer stations saw the recruitment of 16 additional employees in the County to support the new residual waste service. An opening ceremony for both facilities took place on 26<sup>th</sup> June 2015 and was attended by local Councillors and representatives from the County Council and Veolia.

From 1<sup>st</sup> June 2015 the non-recyclable waste received from Newark & Sherwood and Bassetlaw District Councils has been transferred to Veolia's Sheffield Energy Recovery Facility (ERF), delivering a significant movement away from reliance on disposal to landfill.

During this contract year Veolia and Nottinghamshire County Council considered the options available to treat the non-recyclable waste generated by Ashfield and Mansfield District Councils. An outline proposal was submitted by Veolia to Nottinghamshire County Council to develop a waste transfer station in Kirkby in Ashfield which would be able to accept and treat the non-recyclable waste collected by both districts. This proposal is still being refined and is due for submission during April 2016.

Veolia Nottinghamshire has invoiced Nottinghamshire County Council £25.5 million before VAT for waste management services for the contract year April 2015 to March 2016.

New for this contract year 'Recycle for Nottinghamshire education' was launched as a vehicle to jointly promote all the activities that are independently going on across the county to increase the recognition, sign up and participation of all the schemes and projects, this includes:

- Tours of the MRF for Schools, Community Groups, Adult education and general public visits
- The Food Waste Reduction cookery Club
- The play in the day in school theatre activities
- The Good Wood programme
- Get Crafty with Recycling sessions at the MRF
- Attendance at a school celebration event with info stands and activities
- The Schools Waste Action Club which is led by NCC

The aim of Recycle for Nottinghamshire Education is to share resources and create a resources hub for the County and District Councils along with Veolia and community groups that promote waste reduction, recycling and re-use.

# Annual Service Report

## Part A Composting Services

A compostable green waste service is provided by Nottinghamshire Waste Collection Authorities (WCAs); the service is operated as a chargeable kerbside collection service by 6 of the 7 Districts and Boroughs. Bassetlaw District Council does not currently offer a kerbside green waste collection service. Residents can also deliver compostable green waste to all 12 recycling centres operated by Veolia.

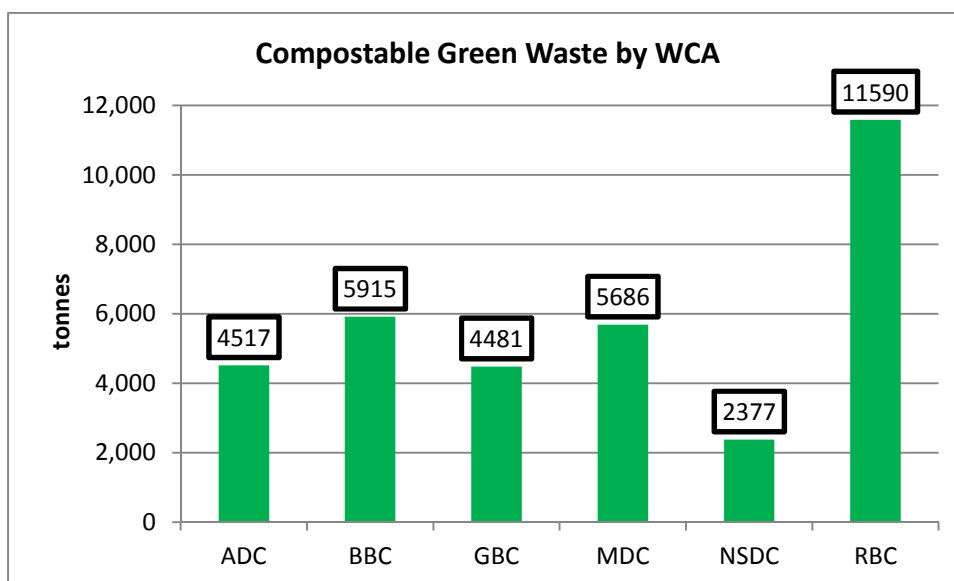
During the review period 59,270 tonnes of compostable green waste was handled through the Contract.

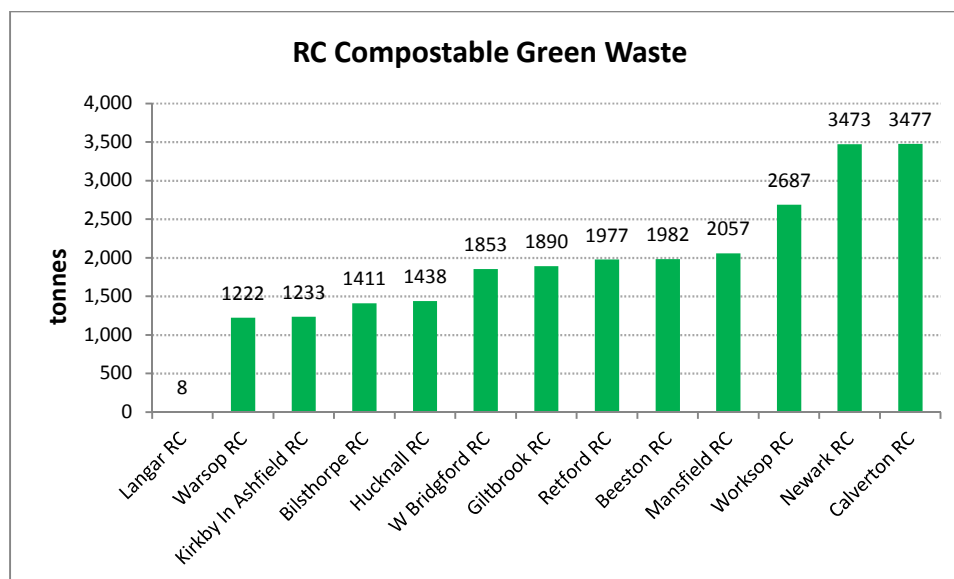
This waste stream is accepted for processing at the following facilities:-

- Veolia, Oxtun
- Sherwood Farms, Holme Pierrepont
- FCC's Alfreton transfer station, Alfreton, Derbyshire
- Colson Transport Ltd, Basford

There have been no problems with delivery points for compostable green waste. Liaison meetings have taken place with the service providers to ensure a high quality service is maintained for both the Waste Collection Authorities and the Recycling Centre Network.

Newark and Sherwood District Council continued to develop its green waste collection service in partnership with Mansfield District Council and Rushcliffe Borough Council. A total of 2,035 tonnes of compostable green waste has been collected through this partnership. In the review period Newark and Sherwood District Council commenced collections from residents in Newark, Balderton and Fernwood and Newark town centre.





## Initiatives to Support Composting

### Treecycle – Christmas Tree Recycling



The annual Christmas Tree recycling campaign started with a twinkle on the 1<sup>st</sup> December as the lights on the sponsored 40ft Christmas Tree were switched on by the Chair of the County Council, a Nottinghamshire primary school choir and the Nottinghamshire County Council staff choir sang 'O Christmas Tree' at the event. The Tree-cycling campaign asks Nottinghamshire residents to recycle their real Christmas trees at any of the County's Recycling Centres throughout January, to make Nottinghamshire a greener county and at the same time supports the Chairman's chosen charity which was The British Royal Legion. For every 50 tonnes of Christmas trees and other green waste received, £100 was donated. A massive 567 tonnes of green waste was taken to the recycling centres generating a donation of £1,150.

### 'Nottinghamshire Gets Composting' At home - Composting at the County Show

To celebrate International Compost Awareness Week (1st May -7th May 2015); a home composting information stand and interactive children's plant pot making and growing activity was held at the County Show at Newark Showground. Nottinghamshire residents were offered the chance to win one of 100 free compost bins. The information stand and prize draw feedback form was used to encourage more residents to take up home composting and learn how their garden waste alongside some of their food waste could be composted at home.

## Part B: Residual Waste Management and Disposal Services

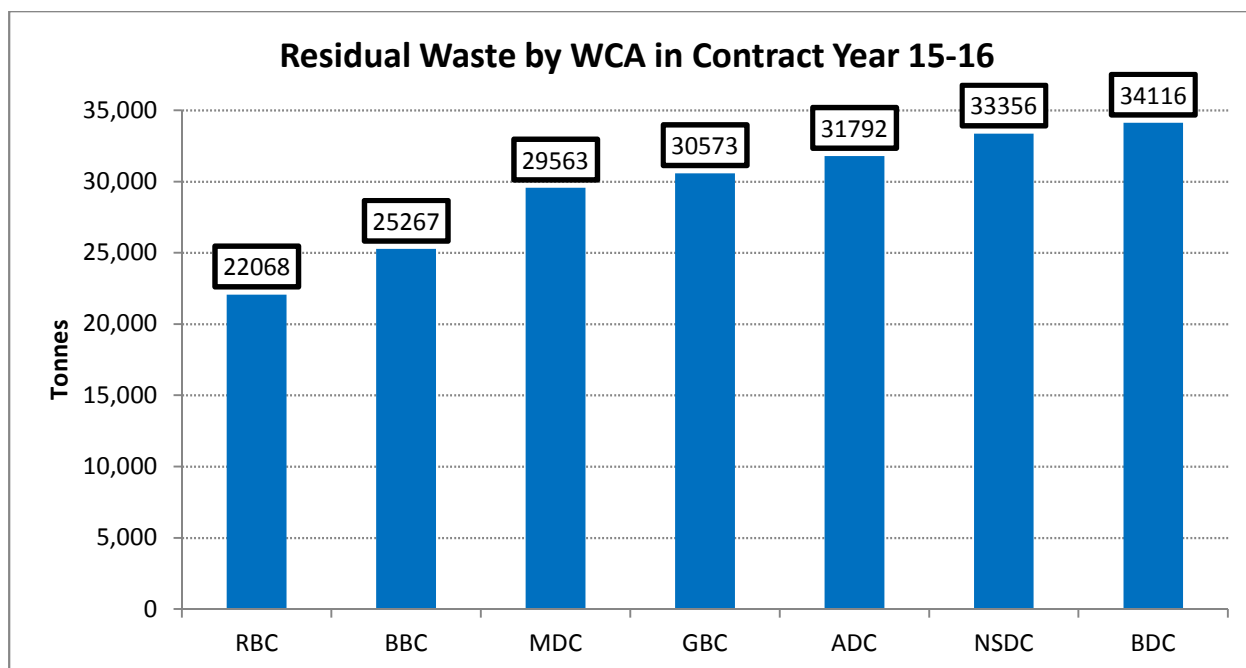
During the review period the management of residual waste utilised a range of treatment options; energy recovery, treatment to a refuse derived fuel (RDF) and disposal to landfill.

Residual waste collected by Waste Collection Authorities was handled at the following facilities

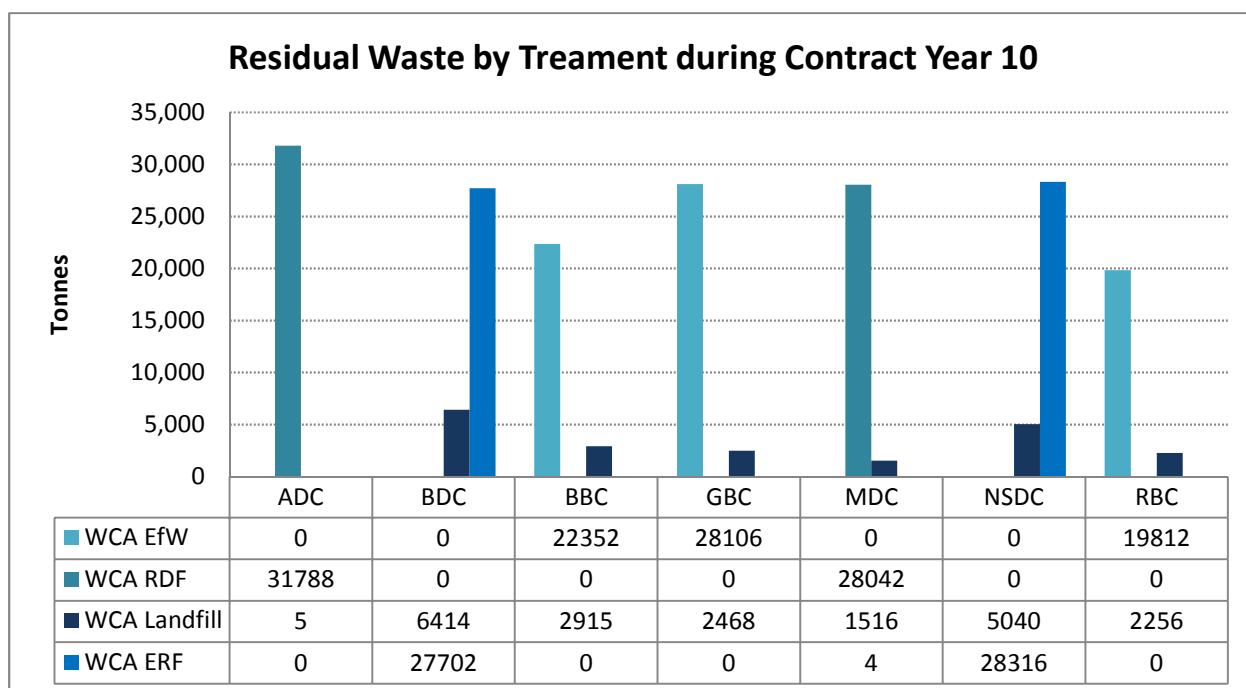
District	Delivery Point	Treatment or Disposal
Ashfield District Council	FCC Alfreton Transfer Station	Treatment to rdf
Bassetlaw District Council	FCC Daneshill/ Worksop TS	Disposal to landfill and treatment with energy recovery
Broxtowe Borough Council	Eastcroft EfW	Treatment with energy recovery
Gedling Borough Council	Eastcroft EfW	Treatment with energy recovery
Mansfield District Council	FCC Alfreton Transfer Station	Treatment to rdf
Newark District Council	FCC Staples Quarry landfill/Newark TS	Disposal to landfill and treatment with energy recovery
Rushcliffe Borough Council	Eastcroft EfW	Treatment with energy recovery

The Waste Collection Authorities direct delivered 136,466 tonnes of residual waste to treatment or disposal facilities. During April and May this waste was handled through the sub contract arrangement with FCC Environment which accepts waste from Ashfield, Bassetlaw, Newark & Sherwood and Mansfield District Councils. The arrangement for Bassetlaw and Newark & Sherwood District Councils changed in June 2015 when Veolia's new waste transfer stations commenced operations. From June onwards their waste was transferred to Veolia's Sheffield ERF for treatment.

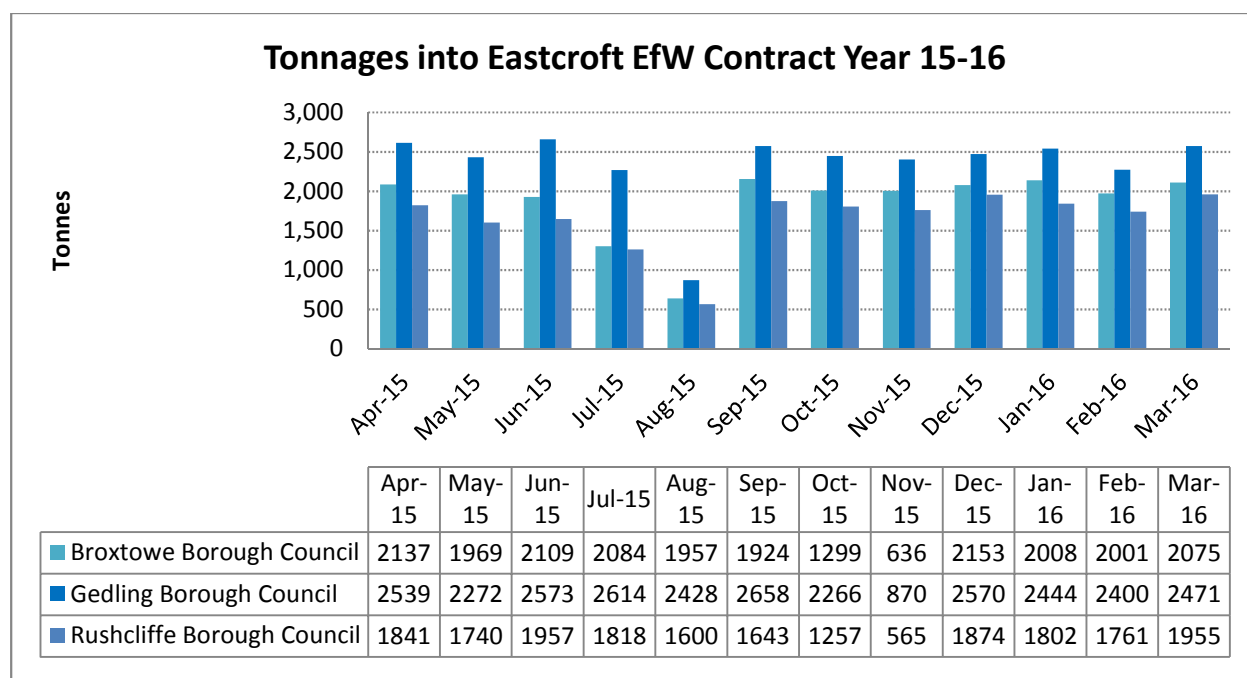
Eastcroft shutdown waste from Broxtowe, Gedling and Rushcliffe Borough Councils was managed by Veolia through the transfer stations at Freeth Street and Derby and then transferred to landfill for disposal.



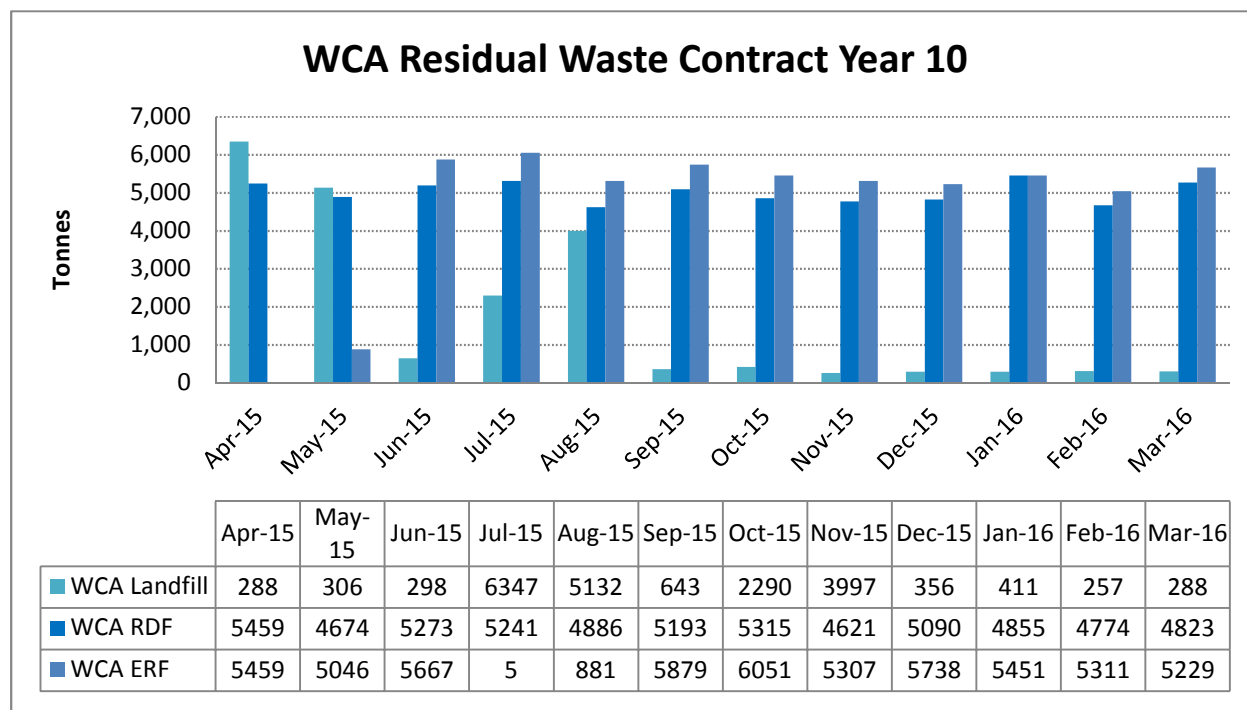
The introduction of the new waste transfer stations and the subsequent transfer of waste to Veolia's Sheffield ERF has seen a significant reduction in waste disposed to landfill in Nottinghamshire.



The Eastcoft EfW facility received 70,269 tonnes of residual waste direct delivered by Broxtowe, Gedling and Rushcliffe Boroughs in the review period.

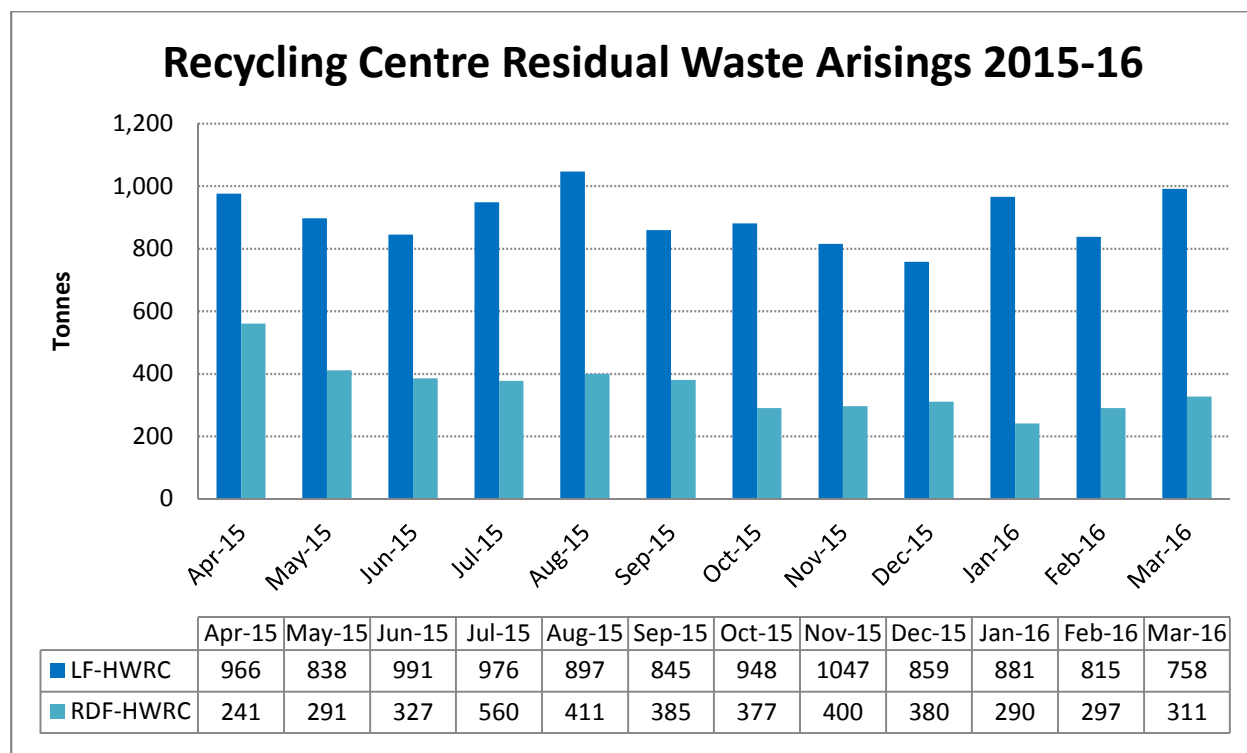


Total residual waste arisings from Nottinghamshire WCAs are shown in the graph below.



All residual waste from the districts of Ashfield and Mansfield was transferred to Alfreton transfer station where the waste is processed into a refuse derived fuel (RDF).

During the review period 15,089 tonnes of Recycling Centre residual waste was transported by Veolia for either treatment at FCC's Alfreton Transfer station or disposal to Veolia or FCC landfill facilities in the East Midlands.



Nottinghamshire County Council continued to provide a chargeable service for the disposal of asbestos which is received at Freeth Street transfer station. A total of 54 tonnes of asbestos was received and disposed of at appropriately licenced landfill sites during the review period.

Regular liaison meetings have taken place with FCC Environment to ensure that a high quality service is maintained for the Waste Collection Authorities. There have been few operational issues.



Newark Waste Transfer Station



Two new dedicated waste transfer stations (WTS) located at Newark and Worksop were constructed and completed for commencement of operations on 1<sup>st</sup> June 2015. During the summer a formal opening ceremony was attended by Local Councillors, representatives from Nottinghamshire County Council and Veolia.

Worksop Waste Transfer Station



## Part C: Household Waste Recycling Centre Services

12 recycling centre sites across Nottinghamshire were operated by Veolia during the review period. The recycling sites are designed to ensure that they are easy for residents to use and maximise recycling of wastes. Each site adheres to a corporate style and accepts a wide range of household waste types. Veolia's site staff uphold and manage the Council's permit system and waste acceptance policies. The 12 facilities are located across the County as shown in the table below:-

Waste Collection Authority	Recycling Centre Provision
Ashfield DC	Hucknall Kirkby
Bassetlaw DC	Retford Worksop
Broxtowe BC	Beeston Giltbrook
Gedling BC	Calverton
Mansfield DC	Mansfield Warsop
Newark & Sherwood DC	Bilsthorpe Newark
Rushcliffe	West Bridgford

Veolia's site staff at all Recycling Centres actively encourage residents to maximise recycling of wastes brought to sites, these efforts are rewarded by high recycling rates as shown in the table below:-

Contract Year April 2015 to March 2016	
<b>Calverton</b>	85.58%
<b>Worksop</b>	84.48%
<b>Beeston</b>	82.64%
<b>West Bridgford</b>	81.65%
<b>Newark</b>	80.13%
<b>Giltbrook</b>	78.37%
<b>Bilsthorpe</b>	78.00%
<b>Mansfield</b>	77.60%
<b>Retford</b>	75.94%
<b>Hucknall</b>	74.75%
<b>Kirkby</b>	71.84%
<b>Warsop</b>	71.19%
<b>County Average</b>	<b>79.09%</b>

### **Initiatives to Support the Recycling Centre Service**

The County's paint recycling scheme continued to be a success and stimulated significant interest. public open paint evenings ran between April and October 2015, these were held at the four Community RePaint Nottinghamshire sites; Beeston, Warsop, Newark and Calverton Recycling Centres. Over 377 residents made appointments for the evenings and together with visits by Community Groups and Charities approximately 5,570 litres of paint was re-used and diverted from disposal.

During the review period the carpet recycling trial continued at Giltbrook, Newark and Worksop Recycling Centres. A total of 157 tonnes of carpet has been collected for treatment at a third party facility. The trial was suspended during the review period due to a long term operational issue at the third party treatment plant.

## Contract Logistics

Dedicated Contract vehicles are based at Freeth Street, Newark and Worksop Transfer Stations and Mansfield MRF. The front line fleet comprises of 8 Roll on / Roll off vehicles and 8 articulated vehicles. Veolia also retains spare vehicles to supplement the service provision, during busy periods additional vehicles based at Freeth Street are deployed (2 Roll on / Roll off vehicles plus 1 articulated vehicle) if further resources are required then these are provided through Veolia's commercial depot in Derby or by short term hire.

The Roll on / Roll off vehicles collected and transferred in the region of 90,000 tonnes of Recycling Centre waste to recycling, composting or treatment /disposal facilities; this waste comprises of the following waste types

- Compostable waste
- Ferrous metal
- Glass
- Paper and card
- Plastic bottles
- WEEE
- Wood and Chipboard
- Non-recyclable waste
- Inert waste

Additionally Third party collections are arranged for the following wastes

- Batteries - household & lead acid
- CRTs
- Fluorescent tubes
- Fridges and freezers
- Paint – at 4 sites only
- Oil – vegetable and mineral
- Textiles



The articulated vehicles transfer dry recyclable waste from Freeth Street, Giltbrook, Newark and Worksop Transfer stations to the Contract MRF. Additionally they also remove residual waste from Freeth Street, Newark and Worksop Transfer Stations to treatment and disposal sites.



## Part D: Recyclable Waste and Street Cleansing Waste

Co-mingled dry recyclables and mechanical street sweepings are received at the Contract Materials Recovery Facility (MRF) in Mansfield.

The facility accepts plastic bottles, paper, cardboard, cans and tins that are placed into Nottinghamshire residents recycling bins.



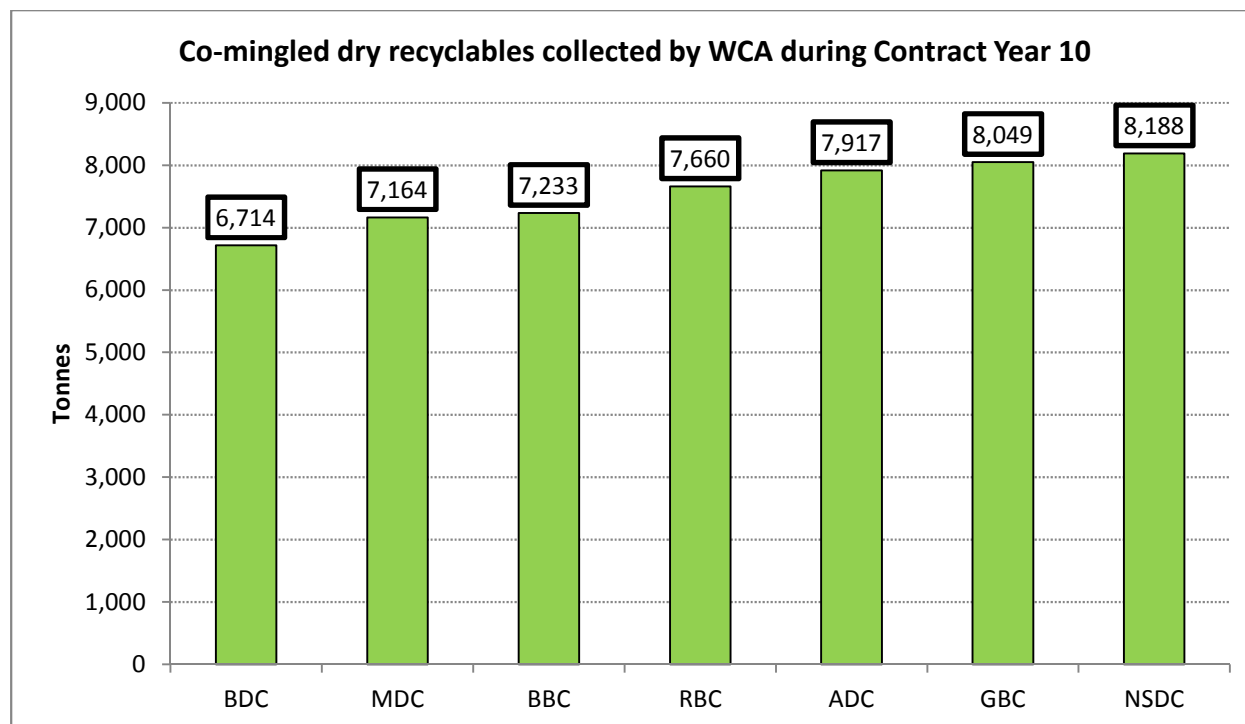
The Contract MRF receives direct delivered co-mingled dry recyclables from

- Ashfield District Council
- Bassetlaw District Council
- Gedling Borough Council
- Newark & Sherwood District Council
- Mansfield District Council

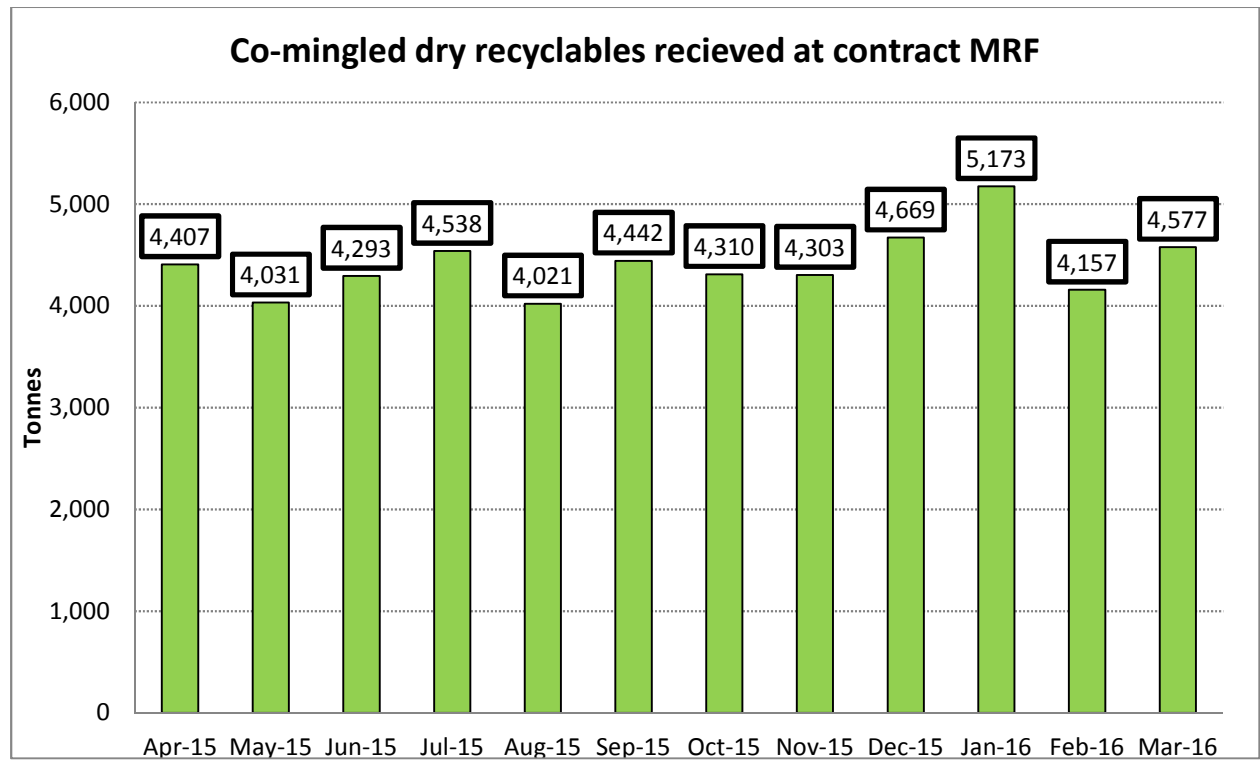
Co-mingled dry recyclables are also received via transfer stations at Freeth Street, Giltbrook, Newark and Worksop from

- Gedling Borough Council – Freeth Street TS
- Rushcliffe Borough Council – Freeth Street TS
- Broxtowe Borough Council – Giltbrook TS
- Newark and Sherwood District Council – Newark TS
- Bassetlaw District Council – Worksop TS

During the review period 52,923 tonnes of co-mingled dry recyclables were received from the seven districts and boroughs in Nottinghamshire.



The facility operates under a permit issued by the Environment Agency and is permitted to accept up to 85,000 tonnes of waste per annum.



The quality of deliveries is referenced against the input specification and is measured by a defined sampling schedule. This sampling schedule which complies with the MRF Code of Practice continued in the review period. Regular meetings take place with the Waste Collection Authorities to review the results of the analysis.

Veolia has actively sourced opportunities with companies offering a reprocessing service for material that is not suitable for the sorting process at the contract MRF; during the review period all the processing waste was transferred for secondary processing with a minimal amount being disposed of to landfill.

Approximately 95% of the staff who work at the Contract MRF live within a few miles of the Facility.

The Contract MRF site staff undertake regular litter picking on Crown Farm Industrial Estate, they have also volunteered their time to litter pick with the Oak Tree Conservation Group.

The maintenance team undertook a review of all the critical elements of the facility to determine the correct level of spares which should be stocked at all times. This exercise has been undertaken to maintain operating availability as the facility's capacity becomes closer to full operational tonnages.

The maintenance team has also expanded its remit to cover the Recycling Centres. The experience and knowledge of the MRF engineering team has been applied to this work allowing the completion of a wider range of tasks in-house.

## Recycle for Nottinghamshire Education



This year the educational activities have expanded to cover a wider range of activities at both the MRF tours and in schools.

Educational visits to the Materials Recovery Facility ran throughout the year and included visits for school groups, with specific weeks being supported by the County's Schools Waste Education Officer. Alongside educational tours of the facility pupils tried their hand at sorting the clean waste to learn which bins they should go in and finished the sessions with a creative craft activity, STEM, or a seasonally themed activity.

There has been an increase in the number of community group visits, and we have introduced a range of adult creative craft days to refresh the public open days and allow more frequent opportunities for individual members of the public to visit and learn about recycling in Nottinghamshire.

### Bin Smart Campaign

To continue the contamination reduction campaign 'Are You Bin Smart' a focus was put on undertaking local research to enhance the communication methods for residents. This involves an intensive sampling process of both recycling and residual waste from a target and control round and a range of information has been developed for the target round during the start of the next contract year. Evaluation will take place after follow up sampling once the information material has been distributed. Alongside this, plans are in place to ensure regular reminders about correct recycling methods and contamination reduction are featured across the County throughout the year.

### WCA recyclables

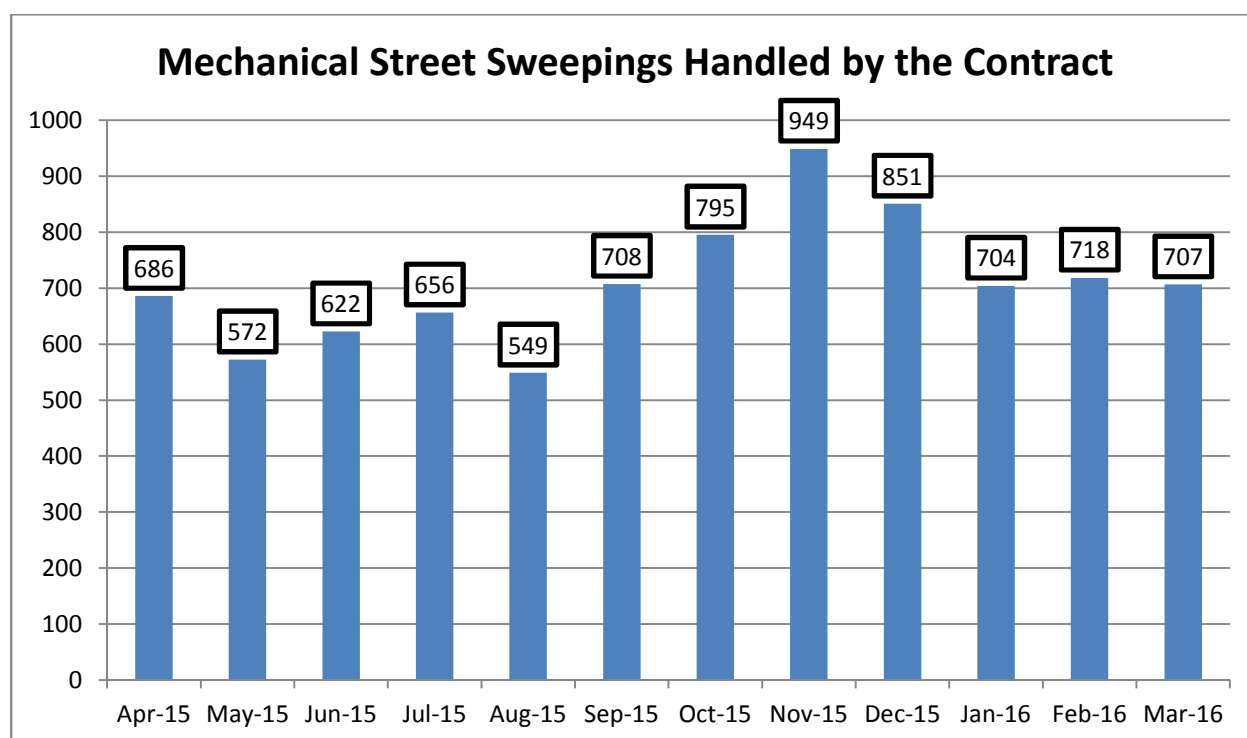
- Household batteries  
Veolia's Compliance Scheme supports the kerbside collection of household batteries by providing the collection and recycling from the Local Authority depots in Ashfield, Gedling, and Rushcliffe.
- Small WEEE bring banks  
Veolia's Compliance Scheme provides four bring banks and a collection and recycling service for Gedling Borough Council. During the review period 8.94 tonnes of small waste electrical items were collected for recycling.
- Broxtowe Borough Council textile collections  
Veolia continued to support Broxtowe Borough Council's kerbside textile recycling service to residents which commenced in November 2014. Textiles are collected by Broxtowe Borough Council and delivered to Giltbrook transfer station from which Veolia makes arrangements for the collection and onward recycling. During the review period 7.7 tonnes of textiles were recycled.



## Mechanical Street Sweepings

The WCAs deliver Mechanical Street Sweepings to Freeth Street, Giltbook, Newark and Worksop Transfer stations and Mansfield MRF and these are stored and then transferred to Veolia's Treatment facility at Ling Hall landfill site where the material is processed into materials suitable for landfill restoration.

During the review period 8,518 tonnes of mechanical street sweepings were transferred for processing and recycling.



## Contract Communications

A Communications Plan was agreed with the Authority which supported specific activities to promote waste minimisation, recycling, community sector integration, public awareness and education.

- Educational Visits to Facilities

80 educational visits were hosted at the Contract MRF in the Review Period

A food waste reduction schools cookery club has been trialled and is being offered to schools across the county.

A Reduce, Reuse and Recycle theatre 'play in a day' was trialled for a week in June 2015 and a further week in March 2016 was booked for a variety of schools from across the County.

- Food Waste Reduction

Using information from the Love Food Hate Waste initiative various activities including roadshow and event cookery demonstrations and a schools cookery club took place to tackle the food waste problem through the creation of delicious food from leftovers and by giving people hints, tips and ideas for planning meals, storing food and measuring out portions.

- EnviroGrant

The EnviroGrant funding system continues to support suitable projects, groups and schools across the County. The application process went under revision with the decision dates becoming quarterly. Successful applications included, a wildlife garden, bee hive, greenhouse and school pond.

The Communications team continued to generate interest in Nottinghamshire's local media promoting a wide range of waste themed articles. During the review period 116 articles were published on wide ranging topics including:-

- 'Recycling Centres in Nottinghamshire open over the Bank Holiday'
- 'Recycling staff volunteer to help Clean Up Mansfield'
- 'Opening of two new recycling facilities for Nottinghamshire'
- 'Win a compost Bin!'
- 'Get crafty with recycling'
- 'Christmas Tree Festival helps spread the Recycling message'
- 'Remember to recycle your Christmas tree and raise money for charity'
- 'Local recycling company gets litter-picking in Mansfield to Clean for the Queen'
- 'Go the 'Eggstra' mile for Easter and upcycle or recycle your Easter packaging'

## **Contract KPI Performance**

The PFI Contract is configured to be self-monitoring and to ensure that Veolia supplies information to the Council so that its performance can be measured against a number of Key Performance Indicators (KPIs).

The Contract has 10 KPIs. These cover a wide variety of activities, ranging from District Council vehicle turnaround times at waste management delivery points; the provision and management of a website; reporting accuracy and calculating the recycling and composting performance of the services. The following section provides information on the KPI performance, where appropriate, during the tenth contract year.

Monthly Contract KPIs													
		Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
KPI 1	WCA Collection Vehicle Turnaround Times at Veolia Delivery Points												
	This KPI monitors deliveries by the WCAs into Veolia's facilities at Freeth Street and Giltbrook Transfer Stations and the Contract MRF												
	KPI 1a	Average < 15 minutes	07:31	07:08	06:34	06:23	06:27	06:19	06:12	06:07	06:10	06:27	06:28
KPI 1b	No one vehicle > 30 minutes	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30	0 > 30
KPI 2	Delivery Point Capacity at Veolia Facilities												
	This KPI measures the available capacity for vehicles delivering Contract Waste to Veolia facilities												
	Contract MRF - 3      Freeth Street TS - 3      Giltbrook TS - 3      Newark TS - 4      Worksop TS - 4												
		No recorded incidents of non-performance during contract year 10											
KPI 3	Accuracy, completeness and timeliness of reporting												
	This KPI measures the submission of monthly reports to the Authority which are to be submitted within 28 days of the end of each payment period												
	Reporting deductions												
		£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ 1,200	£ -	£ 1,200	£ 1,200
KPI 10	Interface Plan												
	Annual Interface Plan												
		28-May	26-Jun	23-Jul	27-Aug	28-Sep	26-Oct	26-Nov	21-Dec	22-Jan	25-Feb	24-Mar	28-Apr

Annual Contract KPIs		Contract Year 8	Contract Year 9	Contract Year 10
<b>KPI 4</b>	<b>HWRC Service User Satisfaction</b> This KPI measures user satisfaction at Recycling Centres undertaken by an independent market research company. The survey takes place during March each year.	98%	98%	Survey postponed
<b>KPI 5</b>	<b>Performance Standards for Recycling and Composting (t)</b> This KPI measures the recycling performance for each of the four elements of the Contract; Composting of garden waste; WCA collected mixed recyclables; Recycling Centres and WCA Mechanical Street Sweepings			
	Contract Standard (tonnes)	126,426	128,464	132,133
	Contract Performance (tonnes)	141,334	141,715	142,400
	Over performance	14,908	13,251	10,267
	Recycling Centre Performance	80.78%	77.66%	79.09%
<b>KPI 6</b>	<b>Performance Standards for BMW Landfill Diversion</b> This KPI measures the amount of Biodegradable Municipal Waste (BMW) diverted from landfill disposal			
	Contract Standard (tonnes)	113,756	109,758	145,693
	Contract Performance (tonnes)	129,472	128,394	154,035
	Over performance	15,716	18,636	8,342
<b>KPI 7</b>	<b>Greenhouse Gas Emissions</b> This KPI measures the carbon dioxide equivalent of emissions from Contract facilities, Contract plant and vehicles and compost, landfill and recycling activities			
	CO <sub>2</sub> e per tonne of Contract Waste	0.15	0.10	0.055
<b>KPI 8</b>	<b>Operational and Environmental Performance</b> This KPI measures a range of aspects related to Veolia's management of operational activities			
	<b>Water Use</b> m <sup>3</sup>	2,584	3,119	4,217
	<b>EA Compliance</b> EA Inspections	14	0	11
	<b>Office Waste Recycling at Contract Offices</b> Total waste per employee (tonnes)	0.05	0.03	0.01
	Total recycling per employee (tonnes)	0.03	0.01	0.004
	<b>Quality, Health, Safety and Environment</b> RIDDOR (The reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)	8	0	2
	<b>Customer Care</b> Justified complaints per thousand tonnes of Contract Waste.	0.04	0.04	0.02
	<b>Contract Employment</b> Veolia's recruitment policy is compliant with all current Employment Law			
<b>KPI 9</b>	<b>Sustainability Performance</b>			
	MRF Open Day - number of attendees	60	41	23
	Educational Visits to Contract MRF	22	53	98
	Events	1	3	13
	Waste themed articles in local media	85	62	116
	Community RePaint Litres re-used			15,203
	Community Groups - Litres re-used	7,228	4,012	
	Public Open Evenings - Litres re-used	8,417	11,172	

## **Annual Service Plan**

### **Part A - Composting Services**

Veolia continues to work with the Authority to identify a suitable location for the Contract Compost Facility.

Following the acquisition of Simpro Oxton by Veolia ES UK Ltd from the TEG Group in December 2014, the site will be re-branded with Veolia corporate signage; the weighbridge upgrade was delayed last year but is now due to take place during the next contract year.

Newark and Sherwood District Council continue to develop and extend their green compostable waste kerbside collection service in partnership with Mansfield District Council and Rushcliffe Borough Council. Newark and Sherwood District Council also now collect from the remaining areas of the district providing a service to all residents in the District.

Ashfield District Council are planning to implement a service change on 1<sup>st</sup> April 2016. All residents are to be provided with a 'free of charge' green waste collection service for two years; this service will also see the introduction of a smaller 180 litre residual waste bin to all residents.

Bassetlaw District Council continues to express an interest in commencing a kerbside compostable green waste service to its residents. Veolia will be working with the Authority and Bassetlaw DC to assist this process.

### **Part B: Residual Waste Management and Disposal Services**

Contract year 11 will see a consolidation of the residual waste service. All WCAs will now normally deliver to modern waste transfer stations; very little residual waste will be delivered to landfill.

Ashfield and Mansfield will continue to deliver to Alfreton transfer station until the expiry of the current FCC agreement. The waste is subject to a shredding and sorting process which produces a refuse derived fuel.

Veolia will be making a proposal to the Authority to deliver a long term solution for residual waste arisings from Ashfield and Mansfield District Councils. To facilitate this proposal Veolia has submitted a planning application for a waste transfer station in Kirkby in Ashfield which is to be considered by the Waste Planning Authority during April 2016.

## **Part C – Household Waste Recycling Centre Services**

- Community Re-Paint Nottinghamshire

The paint reuse scheme will continue to be promoted at Beeston, Calverton, Newark and Warsop Recycling Centres during 2016. Community Groups and Charities can make appointments through the County Council to collect paint.

- Recycling Centre User Survey

Due to the planned introduction of the new recycling access system for all residents the Authority requested that this survey should be postponed until later in the year. Veolia is working with the Authority to decide when the survey should be undertaken; a decision is anticipated once the new access system is in operation in Autumn.

- Recycling Centre New Registration Scheme

The Council's Elected Members have approved the implementation of a permit scheme for Nottinghamshire Residents to use the Recycling Centres. This proposal is a replacement of the current permitting system for cars with trailers, vans, pick-ups and sign written vehicles. An information campaign was commenced in March 2016 to encourage residents to register on-line if they wished to continue to use the recycling centre service. Enforcement is planned for the autumn. Veolia's site staff will be supporting the introduction of the new scheme.

- Recycling and Recovery of additional waste streams

Veolia continues to research opportunities for additional recycling where the end markets are developed, reliable and consistent.

## **Part D – Recyclable Waste and Street Cleansing Waste**

- Input Quality

Veolia will be changing the current sampling schedule with an increased sample size and frequency in line with the MRF Code Of Practice Regulations throughout the next contract year. The sampling data will continue to be provided every month to the Waste Collection Authorities to assist them with improving input quality.

Consideration will be given to whether the MRF input specification could be extended to capture other items that are not currently accepted in order to increase the capture rates through the MRF.

Compositional analysis of non-recyclable and recyclable waste will continue to take place from the trial area in Mansfield District Council, to identify uncaptured recyclable material in the residual waste stream.

- Reduction of MRF process waste to landfill

Veolia will continue to develop opportunities to reduce the outputs from the Contract MRF to landfill. Where possible the material that cannot be sorted at the facility will be re-processed for recovery.

- MRF input analysis

The research project will continue during 2016 to determine and reduce the quantity of non-recyclables in the recycling bin, and also to reduce the quantity of recyclables in the non-recyclable waste bin.

- LED lighting

Veolia will be investigating the benefits of LED lighting within the welfare facility and external flood lights following the successful installation in the recycling plant.

- WCA Recyclables

Veolia will continue to evaluate the success of the current supported schemes with the Waste Collection Authorities; household batteries, textiles and small mixed WEEE to understand if there is value in extending these services to Waste Collection Authorities not currently participating.



## Communications

- Increase recycling and reduce contamination

Communications will continue throughout the year and include event information stands, festival goody bag inserts and using the research from the pilot project a revised version of the Are You Bin Smart, MRF Guide and potentially bin stickers will be produced. Alongside this plans are in place to ensure regular reminders about correct recycling methods and contamination reduction are featured across the County throughout the year.

- Recycle for Nottinghamshire Education

Schools Week Visits to the Contract MRF will continue to run each term and along with community group bookings are booking up months in advance. The visits will continue to include the recycling sorting game and tour together with a closing the loop, creative reuse activity or time for questions.

School pupils are offered the opportunity to enter the MRF welcome sign competition in April and development is underway for an educational workbook to accompany the visits from September.

A series of adult creative craft activity sessions are arranged throughout the year to open up recycling information to a new group of individuals MDC's Royal Yarn Bombing for the Queen's Birthday street party has been given via 6 knit and natter afternoons where knitters also receive a recycling education tour.

Additional education activities planned include further cookery club sessions and two further play in a day weeks.

- Food Waste Reduction

Love Food Hate Waste cookery demonstrations are planned at the County Show in May and the Bramley Apple Festival in October and the popular cookbook 'Love Your Leftovers' is being updated with recipes, hints and tips open for submission until mid-July.

- Community RePaint Nottinghamshire

The County's paint reuse scheme will continue to be promoted at Beeston, Calverton, Newark and Warsop Recycling Centres.

Residents will be encouraged to take tins containing liquid paint to Beeston, Calverton, Newark and Warsop Recycling Centres. Paint donated in this way is placed in designated containers and trained site staff sort through each tin of paint to check whether it is suitable for the reuse scheme. Tins of paint suitable for reuse are labelled and displayed on shelves in the Community RePaint container according to colour and type. Community and voluntary groups registered on the scheme make an appointment to visit the site and can take the donated paint away free of charge. Tins of paint that cannot be reused will not be put into the reuse scheme but will be sent for specialist treatment.

- EnviroGrant

The EnviroGrant will continue to support suitable projects, groups and schools across the County. Applications are reviewed at the quarterly communications meeting and a display plaque is given to successful applicants when appropriate.