



LINCOLNSHIRE WASTE PARTNERSHIP

5 MARCH 2020

SUBJECT :	PERFORMANCE MEASURE UPDATE
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BACKGROUND INFORMATION

In November 2019, the LWP agreed the use the following two new Key Performance Indicators (KPIs) to measure progress against the vision and objectives set out in their Joint Municipal Waste Management Strategy (JMWMS):

- Recycling rate of “waste from households” (percentage); and
- Household Waste Collection (kilograms per household).

Given that both those KPIs relate to fulfilling the Waste Hierarchy (promoting recycling and waste minimisation respectively), the LWP also approved continued work to develop KPIs to measure progress on other strategic themes:

- Contamination – Recycling contamination rate (kerbside recyclables)
- Carbon – Overall LWP waste management carbon footprint (per head)
- Customer friendly –
 - Satisfaction with waste collections
 - Satisfaction with HWRCs

KEY PERFORMANCE INDICATORS (BY TOPIC)

Topic – Waste Hierarchy

Two KPIs have been agreed by the LWP:

- Recycling rate of “waste from households” (percentage); and
- Household Waste Collection (kilograms per household).

Performance against these is shown on the following charts as follows:

- Up to and including 2018/19 = Confirmed actual performance
- 2019/20 = Includes estimated performance to end of March 2020.
- Later years = Targets agreed by LWP in November 2019.

Chart 1 – Overall LWP performance

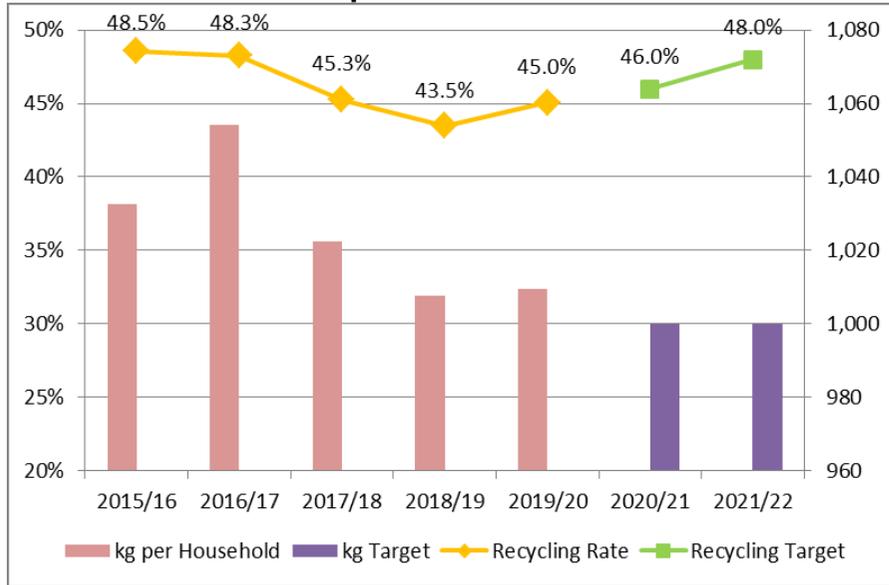
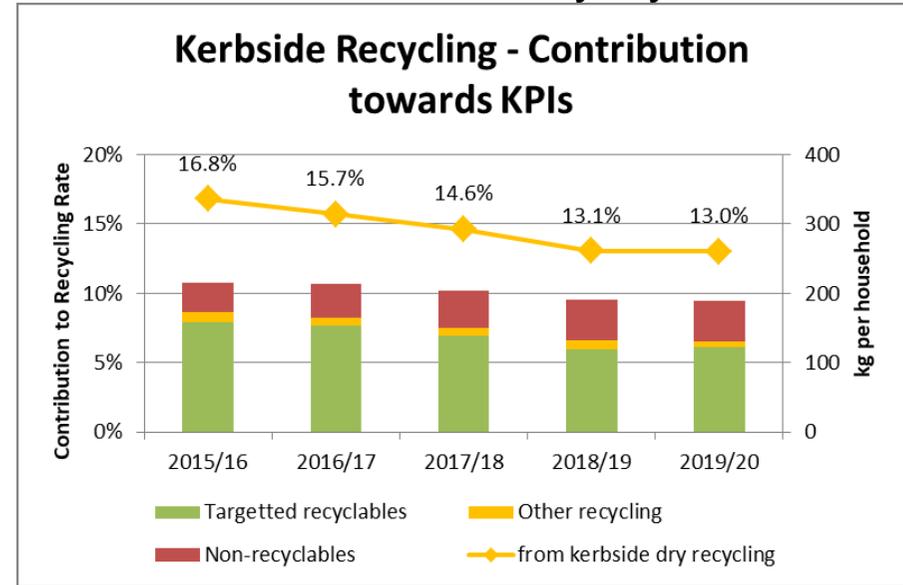


Chart 2 – Contribution of kerbside dry recyclables



Targetted recyclables = paper; card; plastic (bottles, pots, tubs, trays); metal cans; glass
 Other recyclables = other recycled plastics (film, rigid); other metals; small paper
 Non-recyclables = fines; other non-recycled material

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Chart 3 – Contribution of composting

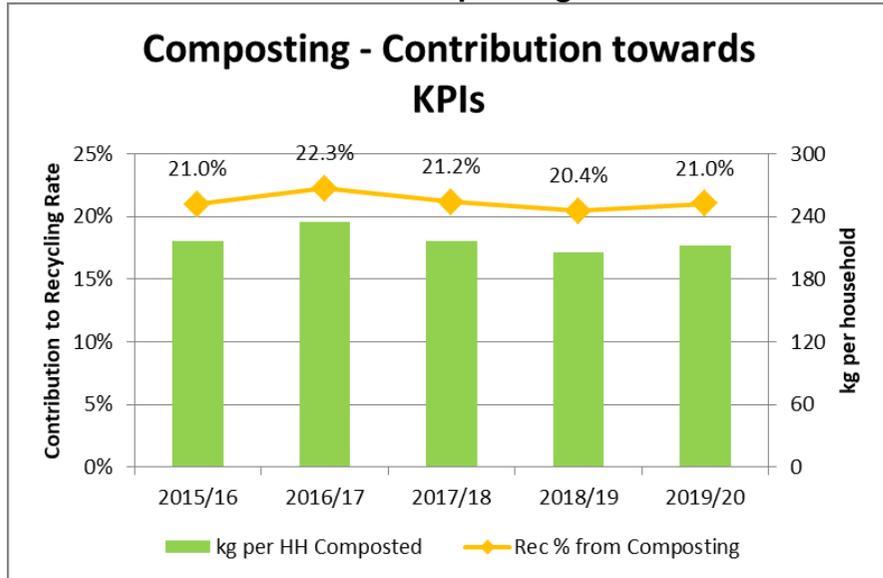
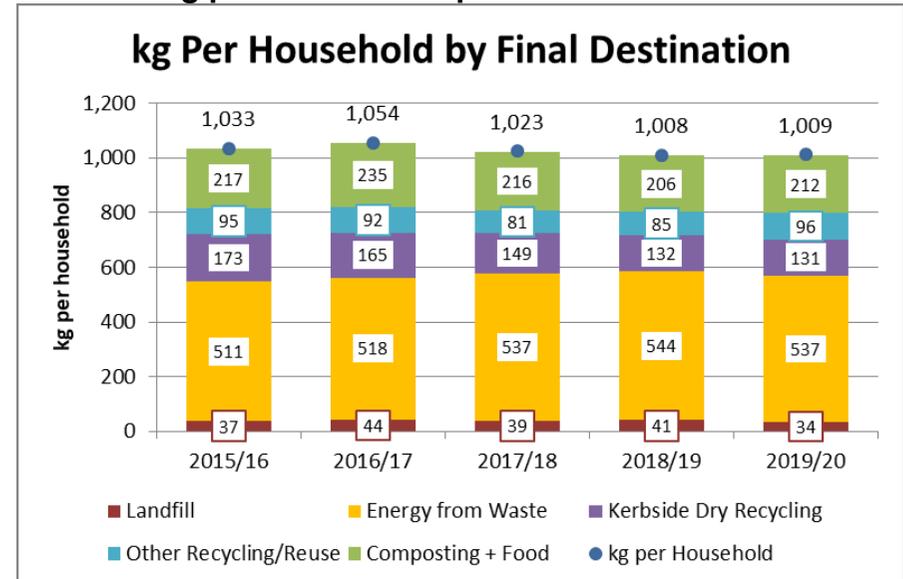


Chart 4 – kg per household split to show final destination



Recycling rate of “waste from households” (percentage)	
Overall (Chart 1)	Has been falling but, through improvements in service and communications, we're targeting 50% in 2022/23 and 55% in 2025/26.
Kerbside Recycling (Chart 2)	Now contributes nearly four percentage points less than in 2015/16.
Composting (Chart 3)	Although variable (due to weather?), composting is forecasted to contribute 1.3% less to our overall recycling rate than in 2016/17.

Household Waste Collection (kilograms per household)	
Overall (Chart 1)	We've reached a low level and aim to keep it that way.
Kerbside Recycling (Chart 2)	The overall quantity in kerbside recycling collections has fallen and, at the same time, the proportion of non-recyclables in those collections has increased.
Composting (Chart 3)	Although the quantity collected looks set to have gone up in 2019/20, in any given year this can vary depending on weather conditions, and the general trend seems to be downwards.
By Destination (Chart 4)	<ul style="list-style-type: none"> • Landfill/EFW – Overall non-recycled quantity is steady but very little is landfilled. • Kerbside dry recycling – Down by 24% since 2015/16. • Other recycling/reuse – Reasonably steady. • Composting – Falling.

Topic – Contamination

As previously identified, it is proposed that we report on progress in reducing the quantity of contamination in our recycling collections.

The Strategic Officer Working Group have identified that it would be particularly useful for this to include an indication of which materials (and in what quantities) make up the contamination. In view of that, we await the upcoming setup of our own sampling station and the associated availability of regular detailed data.

Topic – Carbon

An initial assessment has been carried out to establish the overall LWP waste management carbon footprint. This work raised issues regarding how far down the line to measure (e.g. overseas transport of recyclables), but it did establish that the first priority is to continue to minimise landfilling.

Further details, including the proposed next steps for this work, will follow in the LWP Annual Report in mid-2020.

Topic – Customer-friendliness

It is proposed that we seek views from the public on:

- Satisfaction with waste collections, and
- Satisfaction with Household Waste Recycling Centres (HWRC).

Standardised questions across the LWP would allow for combining results to measure overall customer satisfaction, although it has been noted by some partners that factors such as the time of year of a survey can have a major impact on results.

In order to develop proposals for standard questions, and how best to ask them (e.g. questionnaire or focus group?), conversations will happen between the Strategic Officer Working Group and the Waste Communications Group.

In the meantime, it would be helpful to have an LWP view on who would ask any agreed standard questions:

1. All partners asking **both** questions (i.e. kerbside collections and HWRC) – Gives a larger sample size, or
2. Only the authority delivering the service (i.e. HWRC question by LCC and collection question by each WCA) – Allows each authority to engage directly with their own customers.

Do Members have a strong preference, or are they happy for officers to decide which option is most appropriate?

OPTIONS

The LWP are asked to for their feedback on the following proposals.

Topic – Customer-friendliness

As set out above, it would be helpful to have an LWP view on who would ask any agreed LWP-wide customer satisfaction questions:

1. All partners asking **both** questions (i.e. kerbside collections and HWRC) – Gives a larger overall sample size, or
2. Only the authority delivering the service (i.e. HWRC question by LCC and collection question by each WCA) – Allows each authority to engage directly with their own customers.

Do Members have a strong preference, or are they happy for officers to decide which option is most appropriate?

RECOMMENDATIONS

1. Waste Hierarchy – That the LWP notes the charts and commentary provided.
2. Contamination – That the LWP notes the plan to assess the composition of the non-recyclable portion of MDR collections and include this in KPI reporting.
3. Carbon – That the LWP notes that further information will follow as part of the Annual Report.
4. Customer-friendliness – That the LWP expresses a preference, or not, for who asks which questions (see "options" section).