

Veolia Contract – Waste and Recycling service overview

Jamie Sells – Section Head Waste,
Recycling & Streetcare



Contract Information

- 7 years (2013 – 2020) with an option to extend for a further 8 years (2020 -2028)
- Contract value is circa £6m per annum - £42m over first term
- Waste and Recycling, Street Cleansing, Parks and Open Spaces
- Fleet Management
- 127 Veolia staff work on the Watford contract



Waste and Recycling what is involved?

- Service includes: refuse, dry recycling and compost collection
- Clinical waste, bulky waste, bring sites, on street recycling, bin deliveries, education program through schools
- (Schedule 2) commercial waste collections – schools, charities, churches



Title



WATFORD
BOROUGH
COUNCIL

Waste and Recycling what is involved?

- Operate weekly refuse service in 140litre wheeled bins
- A weekly dry recycling/commingled service in 240litre bins
- Fortnightly compost/food collection in 240 litres bins
- Refuse service costs £1m per annum
- Dry recycling £780k per annum
- Compost/Food service £600k per annum



Title



WATFORD
BOROUGH
COUNCIL

Waste and Recycling what is involved?

- Service is far reaching and given to circa 30,000 houses and 10,000 flats
- Total of circa 99500 collections carried out per week that's over 5m per annum
- 14 freighters carry out the collections
- Collecting (in 2015/16) – 7806 tonnes of dry recycling, 5903 tonnes of compost and 17,274 tonnes of refuse



Title



WATFORD
BOROUGH
COUNCIL

Waste and Recycling - Disposal

- Watford Council are the waste collection authority (WCA)
- Hertfordshire County Council (HCC) are the waste disposal authority (WDA)
- HCC direct waste and compost tonnage to applicable sites
- Watford and other WDAs responsible for dry recyclable material disposal and as such make our own arrangements
- As per our contract, when Veolia empty a waste container, ownership of the waste passes to the authority
- The risk and responsibility passes to Veolia
- Upon the waste being delivered to a disposal point, risk and responsibility passes from Veolia to the site operator
- Unless contamination is present and risk will revert back to Veolia



Title



Waste and Recycling – Disposal routes

- **Refuse** – Direct deliver to Waterdale Transfer Station, Watford
- Shared with other councils
- Can accept 190,000 tonnes of waste per annum
- Waste is then transferred to Bletchley and Buckinghamshire land fill sites
- Also energy recovery facilities in Oxfordshire, Buckinghamshire and North London
- Currently 53% of Watford's waste arising's
- **Veolia contract aims to deliver the minimum amount of waste to this area of disposal**



Waste and Recycling – Disposal routes

- **Commingled/Dry recycling** – Direct deliver Waterdale Transfer Station, Watford
- Shared with Three Rivers Council
- 5 x 40 cubic yard trailers used to transfer material daily to reprocessing site, Pearce Recycling in St Albans
- Currently 23.49% of Watford's waste arising's
- **Veolia contract aims to deliver the maximum amount of recycling to this area of disposal**



Title



WATFORD
BOROUGH
COUNCIL

Waste and Recycling – Disposal routes

- **Compost Collection** – direct deliver to West London Composting
- Commingled food and garden waste collected and transferred commingled to Envar in Cambridge
- Currently 23.67% of Watford's waste stream
- **Veolia contract aims to deliver the maximum amount of this stream for disposal**



WATFORD
BOROUGH
COUNCIL

Title

Waste and Recycling – The caddies are coming!

- A Borough wide food waste initiative
- Includes delivery of a kitchen caddy and roll of 52 liners to 30,000 houses
- Option for residents in flats to opt in to the service
- Aiming to make recycling food waste easier
- Compostable sacks were previously not accepted but a move to Envar in Cambridge now allows the use of sacks – that have a seedling logo



Waste and Recycling – The caddies are coming!

WATFORD BOROUGH COUNCIL

recycle for Watford

A fresher way to recycle your food waste

Keep an eye out for your food waste caddy, biodegradable liners and information leaflet - coming soon to houses across Watford!

Do you live in a flat?
Would you like to make use of the food and garden waste collection service? Contact Veolia Watford on 020 3567 6900 or enquiries.watford@veolia.co.uk to register your interest.

In partnership with **VEOLIA**

Recycling your food waste has never been easier!

- 1** Store your kitchen caddy inside. Line the caddy with one of the biodegradable liners and fill with food waste.
- 2** To empty your caddy, tie the top of the biodegradable liner and put it into your green lidded bin for food and garden waste.
- 3** Please put your green-lidded bin out for collection by 6am every fortnight on your collection day.

Frequently Asked Questions

What can I put in my caddy?
All food waste, including: plate scrapings, eggs and dairy products, fruit and vegetables, meat, fish and bones, tea bags and coffee grounds, bread, pasta and rice. Do not recycle - plastic bags, liquids, oil, plastic food packaging.

Why should I recycle my food waste?
Food and garden waste from Watford is made into compost and used on farms as a soil improver - recycling food is good for the environment, and saves money too!

Will the food in my caddy smell?
Not if you empty your caddy regularly. Putting newspaper at the bottom of the caddy will help absorb any additional moisture. Large or messy food items can also be wrapped in a sheet of newspaper and put directly into your green-lidded bin.

Can I use plastic bags to line my caddy?
Sorry no. Plastic bags do not breakdown and cannot be used to make compost. If you use these your green-lidded bin will not be emptied. Please use the complimentary liners we have supplied with your caddy.

What are the biodegradable liners made of?
The liners may look and feel like plastic bags but they are made from compostable cornstarch. Please store your liners in a cool, dry place.

I've run out of liners! Where can I buy new ones?
You can buy new liners from Watford Borough Council offices (Town Hall and Wagshall depot) and most supermarkets. Please make sure the liners have the 'compostable' seedling logo. Alternatively, you can wrap your food waste in kitchen towel or a sheet of newspaper before recycling it.

I already compost at home, should I still use my compost?
Yes, if you already compost at home, please keep composting your fruit and vegetable peelings, tea bags and garden waste. However, cooked food waste and meat/bones/bread products should not go into your home compost bin. Please put these into your green-lidded bin.

What do I do if I don't want my caddy?
If you already have a food waste caddy and don't need this one, please contact Veolia Watford on 020 3567 6900 or enquiries.watford@veolia.co.uk to arrange for us to collect it from you.

Tel: 020 3567 6900
Email: enquiries.watford@veolia.co.uk
Visit: www.watford.gov.uk

Printed on 100% recycled paper. Please recycle me after use.

Recycling and waste collection calendar 2016/17

recycle for Watford

WATFORD BOROUGH COUNCIL

Wednesday

in partnership with VEOLIA

Did you know?
In Watford, 40% of Watford's waste was recycled.

Collection day Wednesday

Please make sure that all your waste and anything that you do not want to recycle is ready for collection by 6am on your collection day and returned to us by your green-lidded bin.

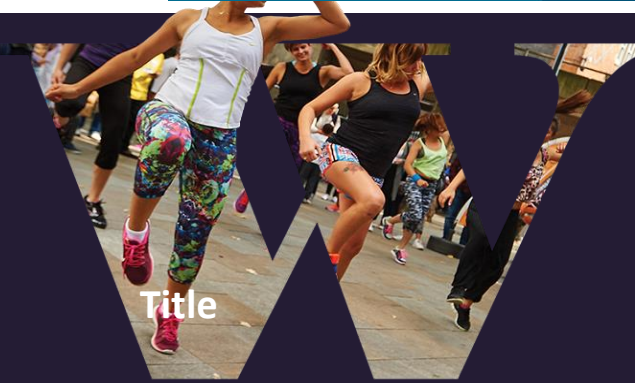
All bins collected (Green-lidded bins only) **Blue-lidded bins only** **Collectors doing household refuse**

Your recycling and food waste is collected every fortnight.

Month	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
November 2016	02	03	04	05	06	07	08	09	10	11	12	13
December 2016	01	02	03	04	05	06	07	08	09	10	11	12
January 2017	01	02	03	04	05	06	07	08	09	10	11	12
February 2017	01	02	03	04	05	06	07	08	09	10	11	12
March 2017	01	02	03	04	05	06	07	08	09	10	11	12
April 2017	01	02	03	04	05	06	07	08	09	10	11	12
May 2017	01	02	03	04	05	06	07	08	09	10	11	12
June 2017	01	02	03	04	05	06	07	08	09	10	11	12
July 2017	01	02	03	04	05	06	07	08	09	10	11	12
August 2017	01	02	03	04	05	06	07	08	09	10	11	12
September 2017	01	02	03	04	05	06	07	08	09	10	11	12
October 2017	01	02	03	04	05	06	07	08	09	10	11	12

Please do not use any bins after Christmas Day. Please do not use any bins on the days of public holidays and on the days of public holidays. Please do not use any bins on the days of public holidays.

Tel: 020 3567 6900
Email: enquiries.watford@veolia.co.uk
Visit: www.watford.gov.uk



Title



Waste and Recycling – The caddies are coming!



recycle
for Watford



WATFORD
BOROUGH
COUNCIL

A fresher way to recycle your food waste

You can now use biodegradable liners
for your food waste.



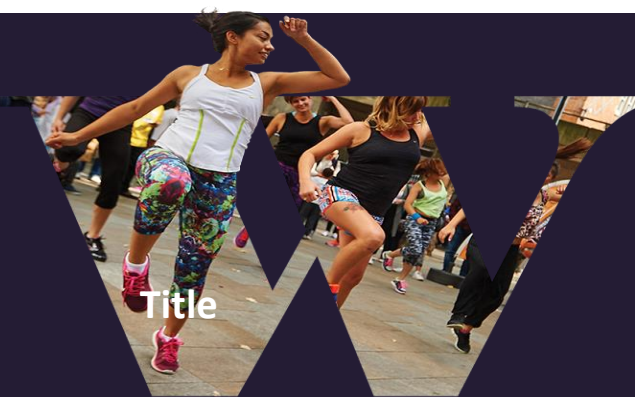
For more information contact
enquiries.watford@veolia.co.uk
or visit watford.gov.uk/recycling

 **WasteAware**
Watford Local Partnership
Reduce Reuse Recycle Recover

 Proud to support
LOVE
FOOD
hate waste

Visit lovefoodhatewaste.com
to find out how you can save up to £60.

In partnership with
 **VEOLIA**



Title



Waste and Recycling – The caddies are coming!

- Hope to see a healthy increase in recycling rate
- Continued prompts through social media and campaigns
- Encouragement to residents to continue to buy compostable sacks – available at all supermarkets, town hall, Veolia depot



Title



WATFORD
BOROUGH
COUNCIL

Waste and Recycling – Challenges

- We have some great open spaces but we are very much urban in demographic
- Family grouping includes – Trafford, Stockport and Hounslow
- Watford has a high density and high transient population
- 25% of dwellings are flats – many are high rise
- Lots of HMO's, who takes ownership of waste?
- Relaxation of planning policy – commercial properties turned into domestic properties without much heed for waste implications
- Recent times have shown an increase in throw away culture – linked with economic growth
- Empty bin syndrome



Title



WATFORD
BOROUGH
COUNCIL

Waste and Recycling – Challenges

- Property Growth – 17th highest population increase in England
- Waste and recycling infrastructure needs to be planned accordingly
- Collections reach a critical mass and additional resource is required at a tipping point
- We work to ensure that each area of services are working at maximum efficiency
- Route optimising and tailoring services to fit
- Working on a waste infrastructure document to deal with Watford's growth ambitions



Title



WATFORD
BOROUGH
COUNCIL

Waste and Recycling – Upcoming work

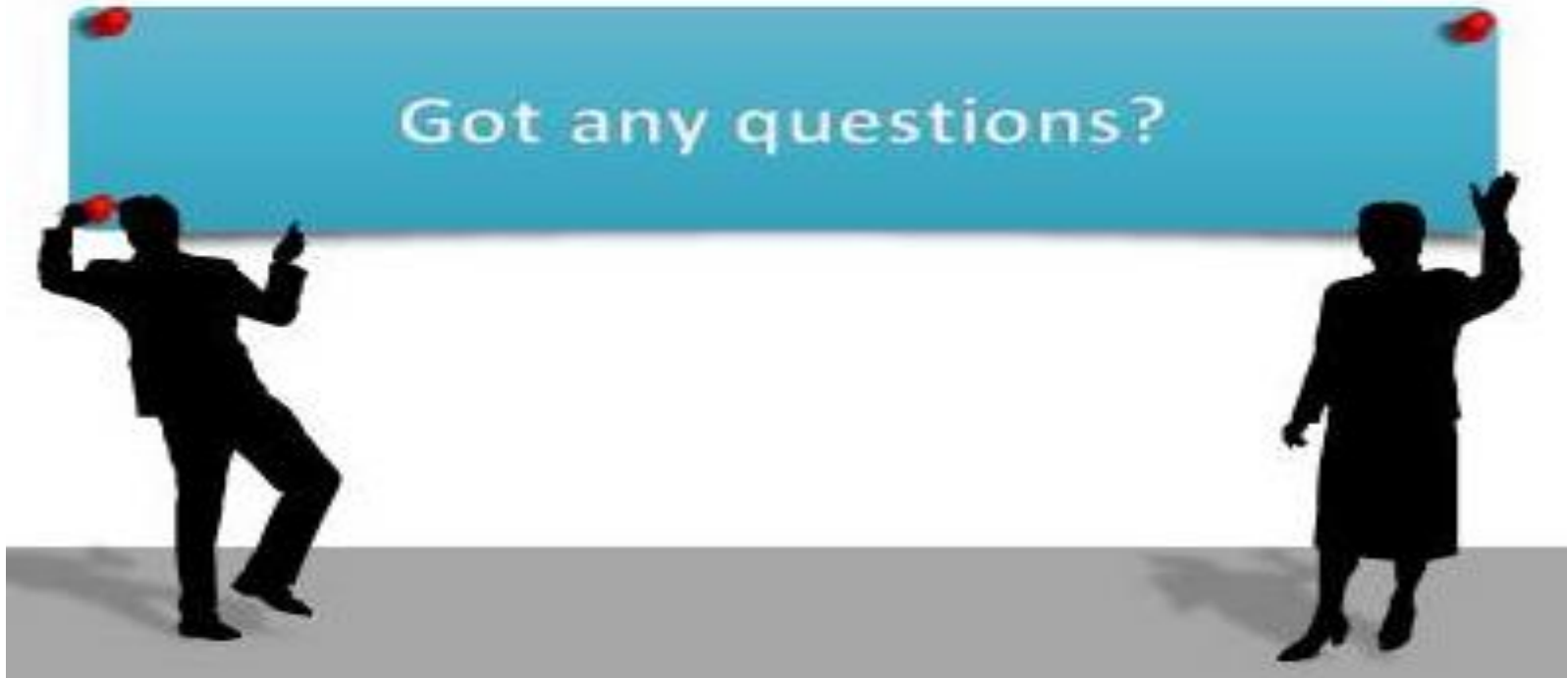
- Through early 2017-phase 2 of a Flats project
- Includes further engagement with managing agents/owners to encourage responsible waste disposal
- Introduction of charges for irresponsible disposal ie contamination of recycling bins
- Installation of a robust waste planning policy to manage Watford's property growth including high rise – Future proofing our services
- Introduction of a charge for additional green compost bins
- £35 charge for those properties wishing to use over and above the standard one bin provision



Title



WATFORD
BOROUGH
COUNCIL



Title



WATFORD
BOROUGH
COUNCIL