

# COMMERCIAL WASTE SERVICES

## STORY SO FAR

The Chelson Meadow Waste Management Facility is comprised of the landfill site that served the city from 1963 to 2008. The 180 acre site was classified as a co-disposal facility, containing around 17 million tonnes of non-hazardous and hazardous waste. As a result of the 45 years of landfill activity, the environmental control system in place to mitigate the risks of any pollution consists of a leachate treatment plant, landfill gas utilisation scheme, a cut-off wall that surrounds the entire site, and a landfill cap. The waste management facility also houses the Refuse Transfer Station (RTS) (built in 2008), which is currently being used to accept and handle domestic, municipal and commercial waste; a weighbridge office; a household waste recycling centre (HWRC) (upgraded in 2008/09); and a state of the art Materials Recycling Facility (MRF) (completely rebuilt in 2014/15). The trade waste, bulky waste and compliance team are all based in the Green House office, while the Weston Mill Household Waste Recycling Centre, Prince Rock Waste Transfer Station, bring bank operation and the clinical waste collection service are all managed from Chelson Meadow.

Facilities, staff, operations and budgets are shared between the domestic, municipal and commercial waste activities so that the facilities can operate as efficiently and as economically as possible. As a unitary authority, Plymouth City Council is responsible for both waste collection and waste disposal and as such has access to one of the most efficient energy from waste plants in Europe.

## KEY FACTS

The compliance team are responsible for managing and moving the landfill site into definitive closure and for developing the monitoring, maintenance and aftercare plan, as well as managing the leachate treatment plant and the landfill gas and MRF contract. The team manages the HWRCs, waste transfer stations, bring bank operation, trade waste and bulky waste services, and the weighbridge operation. In general, the dedicated staff and resources are broken down as follows:

### ASSETS

**Chelson Meadow Refuse Transfer Station:** 140,000 tonnes per annum capacity with a separate environmental permit; currently operates seven days per week. Also the contingency site for both the Energy from Waste plant and the MRF.

- 1 telehandler
- 4 hook loaders (Ro-Ro)
- 1 articulated lorry
- 1 trailer and skip vehicle

### PEOPLE

- 1 assistant team leader
- 1 telehandler driver
- 2 recycling operatives
- 7 multi-purpose HGV drivers that serve the HWRCs, RTS, and bring bank operation transporting domestic, municipal and commercial waste and recyclables

**Prince Rock Waste Transfer Station:** 25,000 tonnes per annum capacity with a separate environmental permit that can operate seven days per week. Currently not used by the service; the site is being utilised by South West Highways. The waste transfer station is a contingency site for the Chelson Meadow RTS.

**Chelson Meadow Household Waste Recycling Centre:** 50,000 tonnes per annum capacity with a shared environmental permit with the landfill site; operates seven days per week. The site is a bulking centre for green wood and waste electrical and electronic equipment (WEEE), as well as receiving some commercial wastes to prevent double handling.

- 2 shifts consisting of an assistant team leader and 6 recycling operatives

**Weston Mill Household Waste Recycling Centre:** 25,000 tonne capacity with a separate environmental permit; currently operates seven days per week.

- 2 shifts consisting of an assistant team leader plus 4 recycling operatives

### Trade Waste Collection Service

- 4 refuse collection vehicles, one of which is a dedicated food collection vehicle

- 1 commercial officer
- 1 assistant team leader
- 4 drivers
- 4 collectors
- 1 business support team member

### Bulky Waste Collection Service

- 1 x 7.5 tonne caged vehicle

- 1 driver
- 1 collector

**Compliance Team:** The landfill gas scheme and the leachate treatment plant have their own environmental permits and both operate 24 hours a day, seven days per week. The landfill gas scheme generates around 1 MW hours of energy, which is connected through the National Grid, and the leachate treatment plant treats 140 million gallons of leachate each year.

- 1 technical and contracts manager
- 1 team leader
- 1 technical officer
- 1 health and safety officer
- 1 leachate treatment plant operator
- 5 FTE weighbridge team

## FINANCES

Some elements of the budget are integral to the domestic, municipal and commercial waste services. The total expenditure budget for 2019/20 is £12.2 million, with £10 million allocated to internal recharges (apportionment of the disposal and processing costs per tonne generated by each service during the course of the tasks they undertake). The predicted external commercial income for 2019/20 is broken down below:

- Landfill Gas Recovery – £150K royalty payments (N.B. this figure will decrease over the years as landfill gas generation decreases)
- Chelson Meadow HWRC – £171K from commercial waste and £60K from the sale of recyclables
- Weston Mill HWRC – £171K
- Chelson Meadow RTS – £1.023m
- Bulky waste – £72K from collection charges

- Trade waste – £1.4m from the commercial waste sector.

The final income for the RTS in 2018/19 was £982K. The target to increase trade waste income is anticipated to be met.

The budgets for staff costs and vehicles for commercial waste services are as follows, with the actuals for 2018/19 and the budget for 2019/20:

	2018/19 ACTUALS	2019/20 BUDGET
Total staff costs – Basic, NI, Super, pension, overtime and temporary agency staff	£897K	£905K
Vehicle maintenance costs	£107K	£57K
Vehicle/plant hire costs	£332K	£198K

## KEY STATS – PERFORMANCE

### Chelson Meadow RTS 2018/19

- 27,765 tonnes of domestic, municipal and commercial waste received
- 8,925 tonnes (32%) diverted from being recovered at the energy from waste (EFW) facility.

### Trade Waste Collection 2018/19

- Service 13% of commercial rateable properties
- 4,065 tonnes of trade waste collected (includes 710 tonnes of recycling and 195 tonnes of food waste)
- 1,017 trade waste clients
- 2018 customer survey shows 80% satisfaction
- 50% of customers choose Plymouth City Council as it is a trusted brand.

### Chelson Meadow HWRC 2018/19

- Nearly 312,000 visits, handling 32,850 tonnes of waste
- 26,600 tonnes (81%) diverted from being recovered at the EFW.

### Weston Mill HWRC 2018/19

- Nearly 155,000 visits, handling 8,250 tonnes of waste
- 5,360 tonnes (65%) diverted from being recovered at the EFW.

### Chelson Meadow MRF 2018/19

- 25,610 tonnes of recycling received (19,600 from PCC domestic collections), of which 1,900 tonnes (7.5%) were rejected and 1,160 tonnes (4.9%) were residue
- 22,610 tonnes (95.4%) were recycled.

### EFW Plant 2018/19

- Of the 127,600 tonnes of waste handled by the authority last year, 77,950 tonnes were sent for recovery at the EFW plant, with only 1.88% being sent to a landfill site (Chelson Meadow) for disposal
- The remaining 49,650 is either re-used, recycled or recovered via the two HWRCs and the RTS.

## CHALLENGES

- Waste collection is a keenly competitive market.
- Lack of visibility and clear identity.
- Poor business recycling activities impacting on efficiency.
- Aging fleet – 1 x 12 tonne RCV 2012 registration.
- Trade waste RCVs do not have on-board weighing systems.
- Need to upgrade weighbridge software and introduce trade waste software.
- Need to upgrade HWRC automatic number plate recognition systems.
- Need to fully resource trade and commercial waste services.
- Schedule 2 waste – the government has stated that local authorities cannot levy the disposal costs for collecting waste from schools and other educational facilities, churches, charities, and the separate collection of clinical waste.

## OPPORTUNITIES

- Provider of choice for council estate and events.
- Local waste facilities for local businesses, particularly small businesses.
- Investment in technology to increase efficiency, monitoring of activities and customer account practices.
- Built-capacity within the RTS to increase throughput.
- Review and implement aspects of the commercialisation project report.
- Increase market share of trade waste collections.
- Greater expectations on residents to separate their recyclables for correct disposal at the HWRCs.

## DELIVERY AGAINST KEY PRIORITIES

Progress has been made this year in delivering against key priorities, included in both the Corporate Plan and a number of pledges. Progress against the pledge relating to commercial waste services is given below:

### NO. PLEDGE

- 94 We will raise recycling rates and tackle fly-tipping through a combination of positive campaigning and enforcement.

### UPDATE

An increase/introduction of on-street recycling facilities and at events (recycling on the go) is underway to increase the capture of recycling away from the home, in particular the capture of single use beverage items and plastics. This also supports the Plan for Plastics.

We are working with our commercial customers to increase uptake of the food waste service and to increase recycling, for example at Plymouth Market.