



# **Cardiff Council - Recycling & Neighbourhood Services**

## **“Waste Transfer Station, Recycling Centres & Materials Recycling Facility Operations”**



**Gweithio dros Gaerdydd, gweithio gyda'n gilydd**  
**Working for Cardiff, working together**

### **PAS 402:2013**

## **Publicly Available Annual Report**

### **1<sup>st</sup> January 2023 – 31<sup>st</sup> December 2023**

## **1. Forward – Our Recycling Strategy 2022-25 (Executive Summary)**

Cardiff is already one of the best cities for recycling in the UK and Europe. The purpose of the Recycling Strategy for Cardiff (2022-25) is to drive up our recycling performance even further.

This Strategy reaffirms our commitment to achieving the Welsh Government's statutory recycling targets and sets our intention to move 'Beyond Recycling' by keeping resources in use and avoiding waste. It also sets out how we will more effectively manage the city's waste to help meet the aims of our 'One Planet' strategy and support the transition to net zero Carbon by 2030.

The strategy focuses on three key areas of intervention:

1. Improving the recycling performance of the Council's Trade waste service
2. Expanding the residential recycling service to include new segregation streams
3. Diverting recyclable materials from the residual (non-recyclable) waste stream.

We know that there are a number of challenges facing us. Many of the challenges facing Cardiff, as a large urban area, are unique in a Welsh context. Issues such as a diverse housing stock, transient populations, a high proportion of businesses and a regular programme of major events present Cardiff with a range of challenges.

Alongside this, we know that the quality of our recycling is currently poor. Around 30% of the material within our green bags should not be there, meaning that materials that could be recycled have been contaminated and must therefore be burnt. That's almost 10,000 tonnes of valuable recycling material lost in 2021.

Worse still, if recycling bags contain material that shouldn't be there, such as food, it can be attacked by seagulls and other animals, creating an unsightly mess. Our dedicated team of waste collectors and committed network of volunteers work hard to clear Cardiff streets, but their job is made so much harder if we do not recycle properly.

Currently, we also provide over 27 million single use plastic bags a year for recycling. This simply needs to stop. Moving forward, the Council will need to provide re-useable containers which will be suitable for use across our diverse housing stock, in addition to encouraging the correct presentation of waste.

Finally, we know that 70% of the material within the general waste collected from the pavements could be recycled. We need to work with residents, alongside reviewing our collection methodology, to ensure that all this material is recycled in the correct way.

Taken together, failing to recycle properly is bad for the environment, bad for the public purse and is bad for our local neighbourhoods. All these issues can be addressed by improving the quality of material by taking the actions set out in this strategy.

## Aims, Objectives and Actions

The Aims of the Recycling Strategy are to:

1. Improve material quality
2. Increase recycling participation and capture priority materials
3. Increase opportunities for communities and residents to recycle
4. Make use of all available data, to develop targeted actions
5. Reduce single use plastics
6. Encourage and support the prevention, reuse and repair of materials
7. Contribute towards developing a circular economy within Wales

Alongside the aims and objectives of the Strategy, there are a number of core actions, which will help deliver Cardiff's vision. These are set out in the table below.

| <b>Aims</b>                                                                 | <b>Objectives</b>                                                                                                                                                                 |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Improve Material Quality</b>                                             | Expand the recycling service to offer separate collection of glass (bottles and jars), fibres (paper and card) and containers (cans and plastics)                                 |
|                                                                             | Reduce compostable garden waste contamination, through education and enforcement strategies, and a full-service methodology review                                                |
| <b>Increasing Recycling participation and capture of priority materials</b> | Review Trade practices to improve performance and comply with non-domestic waste regulations. This will include changing collection methodology and targeting recycling contracts |
|                                                                             | Relaunch an enhanced 'Really Rubbish' Campaign with schools and commercial trade to promote recycling services (and composting in Schools)                                        |
|                                                                             | Review recycling in flats and rented accommodation to increase performance, working with relevant partners such as Rentsmart Wales and WRAP Cymru                                 |
|                                                                             | Permanently adopt and enforce a no mixed bag/ bag sorting policy at Household Waste Recycling Centres                                                                             |
|                                                                             | Review site layout and signage, booking in system and effective customer engagement at Household Waste Recycling Centres.                                                         |
|                                                                             | Increase cleansing recycling performance through segregation of litter-picked waste and recycling litterbins                                                                      |
|                                                                             | Review residual waste provision and introduce measures to increase participation in food waste service                                                                            |
|                                                                             |                                                                                                                                                                                   |
| <b>Increase opportunities for communities and residents to recycle</b>      | Implement static and mobile recycling facilities within local communities                                                                                                         |
|                                                                             | Expand Markets & collection opportunities for additional materials – Absorbent Hygiene Products (nappy and incontinence waste)/coffee pods/tetrapak/plastic film                  |

|                                                                             |                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Make use of all available data, to develop targeted actions</b>          | Undertake a Composition Analysis to determine the materials to target                                                                                                                                                                                       |
|                                                                             | Monitor Participation to inform targeted activity                                                                                                                                                                                                           |
|                                                                             | Progress the Pink Sticker Campaign based on the principal of educate first, with removal of bins where there is repeat contamination. Be Mighty Recycle Campaign/Keeping up with the Jones'                                                                 |
|                                                                             | Review all recycling contracts, to ensure minimum recovery rates are being met (where specified) and identify improved recovery                                                                                                                             |
| <b>Reduce single use plastics</b>                                           | Implement re-usable containers for recycling                                                                                                                                                                                                                |
|                                                                             | Single use plastics strategy                                                                                                                                                                                                                                |
|                                                                             | Expand water re-fill across the City, promoting re-usable bottles                                                                                                                                                                                           |
| <b>Encourage and support the prevention, re-use and repair of materials</b> | Wastesavers Re-use Centre at Lamby Way                                                                                                                                                                                                                      |
|                                                                             | Collaborate on community activities such as Benthylg/Repair Café Wales                                                                                                                                                                                      |
|                                                                             | CLARE Wales Repair Directory                                                                                                                                                                                                                                |
|                                                                             | Develop a Zero Waste Map                                                                                                                                                                                                                                    |
|                                                                             | Develop a business case for a re-use/repair/education hub within the city                                                                                                                                                                                   |
| <b>Contribute towards developing a circular economy within Wales</b>        | Work with partners- such as CLARE Wales - to develop regional solutions                                                                                                                                                                                     |
|                                                                             | Continue existing processing partnerships, such as Prosiect Gwyrdd                                                                                                                                                                                          |
|                                                                             | Take an active role in supporting the 'Dyfodol Gwyrdd Glân', / 'Clean Green Future' collaborative partnership for Welsh Local Authorities and the Welsh Government – seeking regional processing solutions for materials such as absorbent Hygiene Products |

Key achievements are included in Section 9 – Performance Review

***“For the Operations included in the Report (Waste Transfer Station, Recycling Centres and Material Recycling Facility), we received 74,236.76 tonnes of incoming waste during 2023, of which 100% was recovered/recycled.***

**We are committed towards retaining PAS 402:2013 Accreditation and this year we have further consolidated our position in terms of our three accredited operations; our Waste Transfer Station, Recycling Centres and Materials Recycling Facility, this helps us on our journey to shape, build and improve performance, quality, environmental and our health and safety frameworks, additionally it will complement our existing ISO 9001:2015 Quality Management System Standard and the Council’s ambitious One Planet Cardiff Strategy to decarbonise the city and become carbon neutral by 2030.**

Signed: Matt Wakelam

Date: 31/07/24

Designation: Assistant Director, Street  
Scene Services



Author: Steve Parker

Date: 31/07/24

Designation: Performance Manager



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Appendix 2 – Lamby Way Environmental Permit

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## 2. Scope of Operations

As a Council we have statutory and legal obligations for delivering waste services (for further information refer to our Legal and other requirements section) and furthermore to comply with Welsh Government's Blueprint to ensure affordable and sustainable local authority collection services for recyclable, compostable and residual waste. In assisting with these requirements our scope of operations are outlined below, the Waste Transfer Station, Lamby Way Recycling Centre and Materials Recycling Facility operates under Environmental Permit (EPR/EP3995FL), and Bessemer Close Recycling and Commercial Centres operate under Environmental Permit (EPR/VP3295EU) for Cardiff Council:

### **Waste Transfer Station (WTS)**

Located at our Lamby Way Site Cardiff, our WTS is an operational area that is used for the receipt, sorting, temporary storage and dispatch of materials for onward recycling, this is explained further in our Operational Control Section.

### **Recycling Centres (HWRCs)**

Situated at Lamby Way and Bessemer Close Sites Cardiff, our Recycling Centres (also known as Housing Waste Recycling Centres) provide a free facility for Cardiff residents to recycle household items at both sites. Our Bessemer Close site also provides a commercial operation and cost-efficient option for small and medium enterprises to dispose of recycling and trade waste.

### **Materials Recycling Facility (MRF)**

Located at our Lamby Way Site, the MRF is a facility and operation that receives potential recycling materials, once received they are sorted manually and mechanically to separate them into recyclable products. Once the items have all been separated, they are delivered to re-processing facilities which convert the recycled goods back into their raw materials. These raw materials are then sold to manufacturers who convert them back into a product for us to buy off the shelves.

***See Site Maps below***

Site Map 1 – WTS, Recycling Centre & MRF at Lamby Way Depot, Cardiff



Site Map 2 - Recycling and Commercial Centre at Bessemer Close, Cardiff

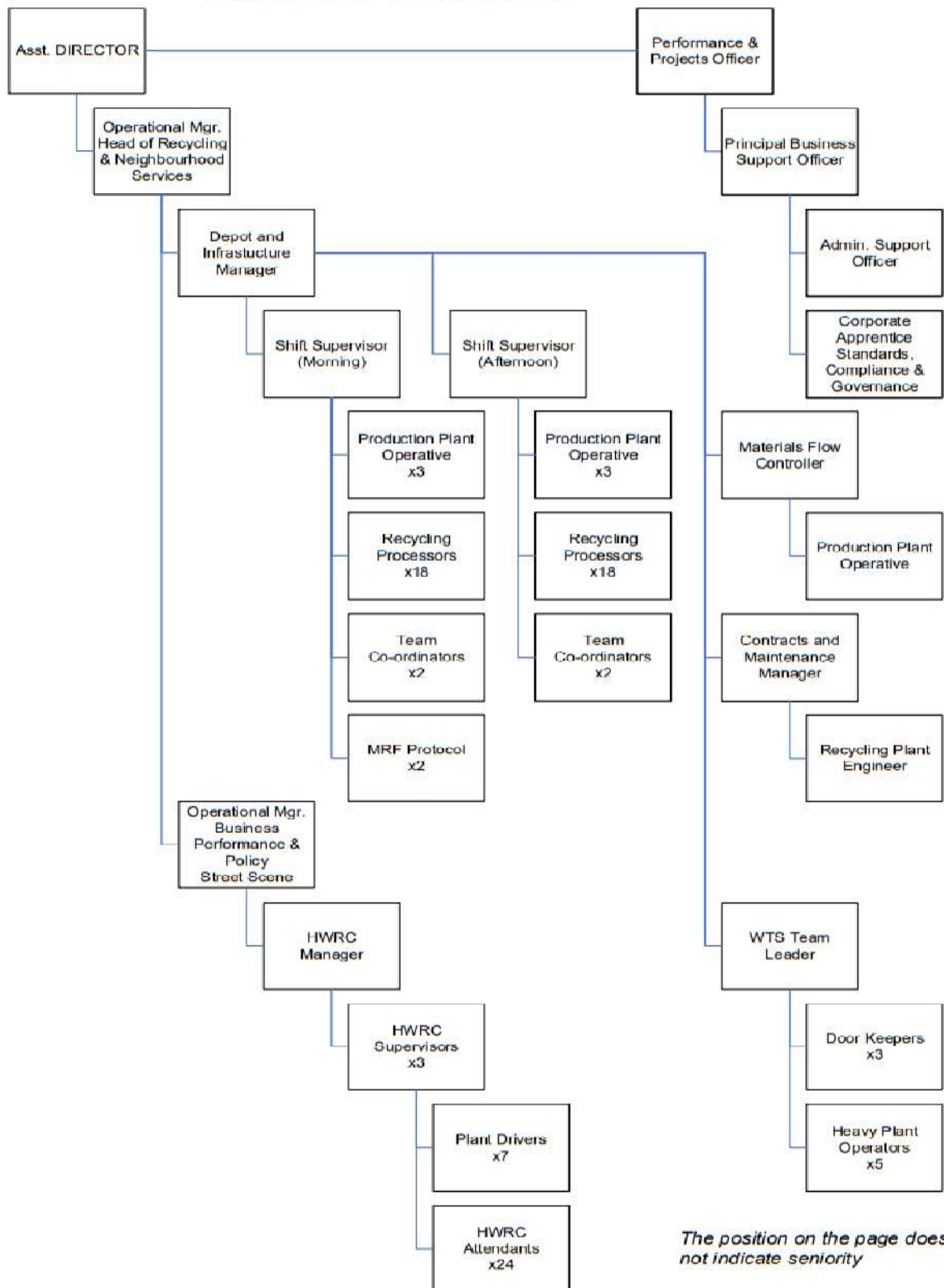


### **Permits and Planning**

- The maximum quantity of waste to be accepted in our operations shall not exceed 2.26m tonnes with the waste transfer station and recycling centre operations limited to 565,000 tonnes each per year.
- Inputs are limited to non-hazardous and inert waste only. Treatment to aid both onward transfer and further processing is permitted. All waste must be stored and treated on an impermeable surface with sealed drainage (foul sewer).
- Odour Management Plan for the WTS at Lamby Way is included in Permit EAWML30338 (odour suppressant and ventilation system)
- Planning Application number for Lamby Way Site 94/00030/R decision was made on the 2<sup>nd</sup> August 1995.
- Planning Application number for Bessemer Close Waste Transfer Site (Recycling Centre) 04/01952/C, the decision was made on the 17<sup>th</sup> November 2004.

As outlined in our Environment Permits, the description of activities and permitted waste types for respective operations are outlined in Appendices 2 & 3. The operational staff structure is outlined on the following page.

## WTS, HWRCs & MRF Operation's Structure



### 3. Client Relationship

We work in collaboration with a wide range and unique set of interested parties (clients, customers, stakeholders, partners etc.) to help deliver effective services and operations, examples of these and their needs and expectations are as follows:

| Interested Parties                                                                                                  | Needs and expectations                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customers, clients, community groups                                                                                | Day to day service delivery, customer feedback                                                                                                                                                                                                                                                                                                       |
| Employees                                                                                                           | Key asset for delivering the day-to-day service and continuity of operations                                                                                                                                                                                                                                                                         |
| Members and Councillors                                                                                             | Setting our political agenda, strategic direction, planning and policy arrangements                                                                                                                                                                                                                                                                  |
| Suppliers                                                                                                           | Purchasing and procurement, goods and services                                                                                                                                                                                                                                                                                                       |
| Regulators and legislators i.e. Welsh Government, Audit Wales, Natural Resources Wales, British Standards Institute | Compliance, upholding legislative requirements, reporting, funding, partnership and collaborative working                                                                                                                                                                                                                                            |
| Contractors and consultants                                                                                         | Contractual arrangements for projects and schemes, maintenance, service delivery support and technical advice. Contractual arrangements are managed in conjunction with the Council's Procurement Services, and we have "framework agreements" in place to ensure that legal, financial and procurement obligations are in place and being followed. |
| Voluntary groups                                                                                                    | Resource resilience, providing unpaid support                                                                                                                                                                                                                                                                                                        |
| Waste Management Companies                                                                                          | Waste recycling, treatment, assisting in ensuring maximum recovery rates                                                                                                                                                                                                                                                                             |
| Health boards, Universities, Local businesses                                                                       | Commercial business operations – aimed at increasing our client base                                                                                                                                                                                                                                                                                 |
| Internal Council Teams                                                                                              | Support for legal, financial, fleet and facilities management, human resource, health & safety etc.                                                                                                                                                                                                                                                  |
| Recycling off-takers                                                                                                | Engagement with off-taking partners to promote sale and quality and testing of materials                                                                                                                                                                                                                                                             |

Essentially, we utilise and engage our WTS, Recycling Centres and MRF for secondary sorting to extract recyclables that have been disposed of to achieve the ever-increasing targets for recycling via internal receipt of waste from our various operations and onward recycling partners. Furthermore, other waste management companies are utilised to ensure increasingly high levels of recovery and to maximise the quality of recyclable materials to onward markets, hence adding value to the process.

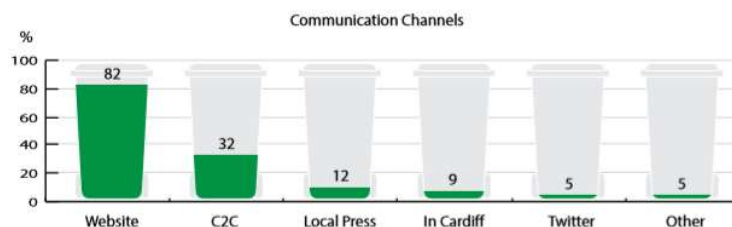
Our services are promoted on our website; [www.cardiff.gov.uk](http://www.cardiff.gov.uk), in addition customer queries and transactions are dealt with via our internal Contact Centre – "Connect to Cardiff" (C2C) and all agreed social media channels.

## **Stakeholder Engagement & Communication**

Stakeholder engagement and communication is essential to promoting and improving our recycling performance rates across the city. Targeted campaigns, taking into account the needs of individual communities, are developed with advice from relevant stakeholders. To support this, we have developed a number of customer engagement and communication objectives:

- We will continue to work in partnership with universities, students' unions and the third sector to support students with street scene, reuse and recycling improvements.
- We will work with community leaders and forums to ensure our communications support our Black, Asian, Minority Ethnic Communities, Disabled and people with mental and physical difficulties to reuse and recycle more.
- We will use intelligent data, for example Office 365 Power BI, to deliver targeted campaigns in areas that are likely to see the best incremental change in recycling performance.
- We will explore community and charity partnerships, alongside local authority partnerships, to form the cornerstone of a strong longer-term recycling strategy and circular economy in this area.

Continuing “Ask Cardiff Surveys” have also helped to inform how and where people go to find their recycling and waste information (see diagram below). This again will help us to use more effective communication methods when contacting residents.



To support our Recycling Strategy, we have established a number of key customer improvement principles to help improve and increase recycling, these are listed in the table below:

| Key Principle                                       | Purpose / Impact                                                                                                                                                                         |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Waste Minimisation                                  | To inhibit the growth of Municipal Solid Waste per capita by promoting waste minimisation initiatives with a long-term aim of reducing growth to zero.                                   |
| Awareness and Education                             | To raise awareness with the public and the Council of the need to enhance reuse, high quality recycling and composting throughout the city through comprehensive stakeholder engagement. |
| Maximise high quality Reuse, Recycling and Recovery | To ensure compliance with all legislation and guidance produced, with the ultimate aim of achieving 70% reuse/recycling/ composting rate by 2024/25.                                     |

|                            |                                                                                                                                                                                                                        |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            | Working with other waste management companies to ensure we maximise recycling rates and help improve the quality of the recycling product for end markets. Use of non-conforming product procedure to improve quality. |
| Minimise Waste to Disposal | To minimise the amount of Municipal Solid Waste sent for disposal, by not exceeding the maximum amount of energy from waste facility targets set by Welsh Government.                                                  |
| Partnering                 | To work with local partner organisations, where practicable, to deliver local, regional and national benefits.                                                                                                         |
| Cost Effective Service     | To provide a value for money waste management service which is cost effective and efficient.                                                                                                                           |
| Sustainable Management     | To offer recyclable management services that offer substantially improved sustainability, and much reduced carbon emissions and                                                                                        |

We have developed a Quality Policy which is basically a brief statement that aligns with our purpose, mission, policy and strategic direction. It provides us with an effective framework and management commitment for quality objectives to help meet respective requirements, for example, customer, workforce, statutory and regulatory obligations to support us in continually improving services and operations, this is outlined below:

### **Our Quality Policy**

**We are firmly committed to the delivery of high quality, cost effective & efficient services that meet the needs and the expectations of our customers & communities that we serve and our key stakeholders (our interested parties). We are committed to providing services in accordance with our current Recycling Strategy and all relevant standards, environmental considerations and legislation. We will consult with local people, local organisations and key stakeholders to identify their concerns through a risk based approach, all within the constraints of legislation and available resources, and in conjunction with our partners. We will seek to continuously improve the quality, extent and nature of services provided through adoption and retention of industry standards and certification, for example ISO 9001:2015 and PAS 402. Health & safety is paramount and we recognise that every employee, through their day to day work, makes a crucial contribution to the overall delivery of Council services, whether they are delivered internally or externally, and we will not only encourage their participation in the preparation, implementation and evaluation of improvement activities but also their individual employee development.**

## 4. Impacts and Risks

### **Advisory Support**

As part of the Council's support arrangements, we have dedicated legal representatives, human resource professionals, health & safety advisors, performance managers, facilities management staff, fleet managers and accountants who work in conjunction with managers and back-office support staff to provide us the necessary advice and support. These individuals and teams help to manage our respective impacts and risks through the following mechanisms:

- Procurement and purchasing frameworks
- Legal advice for policies, strategies, permits and key reports etc
- Employee law and guidance
- Health and safety policy, action plans and risk mitigation
- Industry Standards and accreditation development
- Building and asset maintenance schedules
- Vehicle management and maintenance
- Budgetary and financial monitoring
- Risk Register Management with hierarchy of risk registers

We also work closely with Natural Resources Wales and other partners to ensure that our environmental impacts and risks are identified and controlled effectively. We have adopted an ambitious One Planet Cardiff Strategy and Programme of Projects to become a Carbon Neutral Council and City, this Strategy is built-in and an inherent priority within the Council Corporate and Directorate Plan, of which the operations in this report are part of.

### **Daily Site Inspections**

Inspections are carried out on a daily basis by our WTS, Recycling Centre and MRF Supervisors and maintenance staff and include a number of checks, these include identifying any remedial actions to help reduce the impact of risk relating to environmental, health & safety and building maintenance, the following are some examples of what we inspect:

- Continuing checks and balances to help ensure quality of recycling materials
- Lighting
- Equipment and machinery checks
- Ventilation, fans and Odour suppressant
- Roller shutter doors
- Firefighting and prevention procedures
- Floor surface cleaning, manual and mechanical
- Customer and Client identification checks
- Skip/container capacity
- Weighbridge checks
- Use of Personal Protective Equipment and clothing
- Spill kits and prevention / drainage / first aid arrangements
- Loading lanes and bays
- Access, egress and visitor safety
- Recycling checks on output material and productivity checks

- Vehicles

### **Safe Systems of Work**

We have developed formal Safe Systems of Work documents which have been designed to help control, minimise and eliminate impacts and risks, both from an environmental and health & safety perspective. These have been provided to all employees and comprise of the following information.

- First Day Induction and Employees Responsibilities
- Introduction
- Health and Safety
- Protective Clothing
- Needle Stick Incidents
- Operation of Roller Shutter Doors
- Operating Plant
- Accident and Emergency Procedures

### **ISO 9001:2015 Internal and External Quality Auditing**

- External annual inspections by BSI
- Annual Schedule of audits developed and implemented to ensure compliance
- Trained quality system auditors
- Audits based on priority and risk
- Improvement actions identified and closed down to help mitigate risk and maintain compliance.

### **Business Continuity**

We have developed Business Continuity arrangements which outline how unexpected and emergency impacts (loss of plant/equipment, IT failure, fire, flood, spillage etc) have been planned for and managed. The arrangements deal with the likelihood and significance of impact, consequences, current controls, actions to resolve and restore the operation, responsibilities and contact details.

### **Risk Assessments**

We have undertaken a comprehensive review of the various tasks within the operations to help identify significant hazards and in-turn help to reduce the risk to an acceptable level. The table below outlines those areas together with other supporting information, the content of these include:

- Activities involved
- Relevant hazards
- Groups or individuals at risk
- Risk and rating
- Identified controls

Risk assessments are reviewed on a rolling basis i.e., annually for high-risk activities, two years for medium risk and three years for low risks after mitigation, following a change of process or procedure, or following an accident or incident.

### **Business Risks**

Our key business risks have been identified and these are included in our Service Risk Register, these are reviewed quarterly and include the following criteria:

- Risk description
- Risk status/level (inherent and residual)
- Risk control and mitigation
- Proposed management actions
- Risk owners
- Review outcomes
- Key indicators / measures

## Health & Safety Risk Assessments:

| Ref     | Title                                        | Next Review Due | Rating |
|---------|----------------------------------------------|-----------------|--------|
| MRF 01  | Lamby Way – General operations               | Jan 26          | Medium |
| MRF 02  | Lamby Way – Traffic Management               | June 27         | Low    |
| MRF 03  | Lamby Way - Routine and Pre-planned Cleaning | May 25          | Low    |
| MRF 04  | Routine Pre-planned Preventative Maintenance | June 27         | Low    |
| MRF 05  | Lamby Way – Balers                           | Jan 25          | Medium |
| MRF 06  | Lamby Way – Cleaning Glass                   | Sept 24         | Low    |
| MRF 07  | Dust Bioaerosol                              | March 25        | Medium |
| WTS 01  | Lamby Way                                    | May 26          | Medium |
| WTS 02  | Commercial Site Bessemer Close               | May 26          | Medium |
| HWR 01  | Lamby & Bessemer Close                       | May 26          | Low    |
| WDRA 01 | Lamby Way Depot & Landfill RA                | Jan 25          | Medium |
| WDRA 03 | Depot Coordinator Tasks                      | Nov 24          | Medium |

## Accidents and incidents

During the reporting period of Jan-Dec 2023 there were 24 related accidents / incidents, these are outlined in the table below. The incident comments column describes what initial investigation was undertaken to help mitigate or reduce reoccurrence. As part of the process all risks assessments and safe systems of work have been reviewed to prevent future occurrences.

| Date / Time       | Incident Type | Incident Summary                                                                                                 | Occupation          | Injury Cause                                                  | Injury Type | Riddor |
|-------------------|---------------|------------------------------------------------------------------------------------------------------------------|---------------------|---------------------------------------------------------------|-------------|--------|
| 1/9/23<br>12:00   | Minor Injury  | Conducting normal working activities in Cabin 2 then glass went through the IP's glove and cut his finger        | MRF Line Operative  | Contact with sharp object                                     | Cut         | No     |
| 11/12/23<br>10:15 | Minor Injury  | The Injured Party (IP) emptied a bucket onto the line and as he walked back he hit his head on an over head beam | AM Shift Supervisor | Injured while handling, lifting, carrying, pushing or pulling | Bruise      | No     |
| 11/12/23<br>10:15 | Minor Injury  | The IP emptied a bucket onto the line and as he walked back he hit his head on an over head beam                 | AM Shift Supervisor | Injured while handling, lifting, carrying, pushing or pulling | Cut         | No     |

|                   |                           |                                                                                                                                                                                          |                           |                                                               |                 |     |
|-------------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|---------------------------------------------------------------|-----------------|-----|
| 11/8/23<br>10:34  | Minor Injury              | The IP was using the hook knife and cut his finger                                                                                                                                       | Line Operative            | Contact with sharp object                                     | Cut             | No  |
| 12/1/23<br>06:20  | Minor Injury              | The IP hit her head as she was retrieving stock from under the stairs                                                                                                                    | Stores Co-ordinator       | Strike against something fixed or stationary                  | Concussion      | No  |
| 12/10/23<br>10:55 | Minor Injury              | The IP felt a sharp pain in his finger and when he removed his glove he seen a small puncture wound.                                                                                     | Line Operative            | Contact with sharp object                                     | Puncture Wound  | No  |
| 12/12/23<br>10:50 | Minor Injury              | The IP was sweeping under the glass shoot and a piece of glass cut his finger.                                                                                                           | MRF Line operative        | Contact with sharp object                                     | Cut             | No  |
| 13/12/23<br>09:40 | Minor Injury              | The IP cut his finger when he picked a green bag from the line. There was a piece of glass in his finger.                                                                                | Line Operative            | Contact with sharp object                                     | Cut             | No  |
| 13/7/23<br>10:30  | Minor Injury              | The IP cut his face when cleaning by door 8                                                                                                                                              | Line Operative            | Contact with sharp object                                     | Cut             | No  |
| 19/12/23<br>08:45 | Minor Injury              | The IP was leaning over the belt in cab 3 holding a diversion in place to stop waste going into the grade 1 paper waste. He then had back pain in the evening                            | MRF Line operative        | Injured while handling, lifting, carrying, pushing or pulling | Strain / Sprain | No  |
| 2/6/23<br>12:00   | Minor Injury              | The IP reported a mark on his leg that became itchy. As the IP has eczema and was normal to have itchy legs. However in the night the mark looked like a bite mark and puss was present. | Plant Engineer            | Injured by an animal                                          | Puncture Wound  | No  |
| 23/10/23<br>09:44 | Minor Injury              | The IP cut his finger when in cab 2                                                                                                                                                      | Line Operative            | Contact with sharp object                                     | Cut             | No  |
| 23/10/23<br>10:45 | Minor Injury              | The IP cut his hand when cleaning the steel bailer                                                                                                                                       | MRF Maintenance Operative | Contact with sharp object                                     | Cut             | No  |
| 24/3/23<br>09:15  | Known 'over 7 day' Injury | The IP misjudged the positioning of the handle when entering a vehicle and hit his finger on the handle.                                                                                 | Pool Operative            | Strike against something fixed or stationary                  | Strain / Sprain | Yes |
| 25/4/23<br>13:30  | Minor Injury              | A small piece of metal shot out of the container when compacting and struck a MOP in the leg                                                                                             | Manual Operative          | Struck by a moving, flying or falling object                  | Bruise          | No  |
| 27/3/23<br>13:20  | Minor Injury              | The IP was pushing steel into a steel bin and his hand slipped and caught on steel                                                                                                       | Line operator             | Contact with sharp object                                     | Cut             | No  |
| 29/8/23<br>08:45  | Minor Injury              | The IP cut his finger when working on the picking line in cab 2                                                                                                                          | Line Operative            | Contact with sharp object                                     | Cut             | No  |
| 3/3/23<br>16:30   | Minor Injury              | The IP felt liquid splash onto his arm when removing a car battery from the picking line in cabin 1                                                                                      | Line Processor            | Exposed to or contact with a harmful substance                | Burn / Scald    | No  |
| 4/5/23<br>11:50   | Minor Injury              | The IP felt a sharp pain when working on the line and noticed a puncture wound. Needle the found on the bench.                                                                           | Line Operative            | Contact with sharp object                                     | Puncture Wound  | No  |
| 5/5/23<br>14:49   | Minor Injury              | The IP injured himself when using a litter pick in the green waste area of the MRF.                                                                                                      | Site attendant            | Injured while handling, lifting, carrying, pushing or pulling | Strain / Sprain | No  |
| 5/9/23<br>11:30   | Known 'over 7 day' Injury | The IP injured his back when lifting a box of bags                                                                                                                                       | Pool Operative            | Injured while handling, lifting, carrying, pushing or pulling | Strain / Sprain | Yes |
| 7/7/23<br>08:59   | Minor Injury              | The IP fell over a can in a walk way                                                                                                                                                     | Line Operative            | Slip, Trip or Fall on same level                              | Strain / Sprain | No  |
| 8/9/23<br>08:00   | Minor Injury              | The IP was picking up Cardboard and a piece of glass cut the IP under his arm                                                                                                            | MRF Operative             | Contact with sharp object                                     | Cut             | No  |

|                  |                 |                                                                  |                   |                                                               |                    |    |
|------------------|-----------------|------------------------------------------------------------------|-------------------|---------------------------------------------------------------|--------------------|----|
| 9/11/23<br>10:15 | Minor<br>Injury | The IP grabbed a tray in cab 2 that was heavy and hurt his wrist | Line<br>operative | Injured while handling, lifting, carrying, pushing or pulling | Strain /<br>Sprain | No |
|------------------|-----------------|------------------------------------------------------------------|-------------------|---------------------------------------------------------------|--------------------|----|

## 5. Operational Management

We have held a BSI Certificate of Registration since 2003 and during November 2018 successfully achieved the transition to the new ISO 9001:2015 Quality Management System Standard, this has been retained through to the current period (externally inspected and validated by BSI). Our Scope of Registration includes Waste management functions, waste strategy, waste infrastructure, waste collection, recycling processing and the management of waste treatment.

Our Quality Management System includes a number of documented business and delivery plans (corporate, directorate and team), workforce plan (resource plan), monitoring and inspection arrangements, workflow processes, procedures, work instructions, transactional forms, risk registers and health & safety guidelines, target setting for performance indicators etc, this helps to effectively control our operations. These are included and made available via our Council's Sharepoint System for staff to access and are additionally available through hard copy. Our processes, procedures, work instructions and guidelines provide information to ensure effective control with transactional forms being used to monitor and check activities, regular audits are undertaken to confirm this position, establish conformity and compliance with requirements, and to implement improvements.

All of our operations are monitored on a daily basis, this enables us to understand what waste is being received, processed and going out. It also allows us to understand the total amount of waste held in our operations, ensuring compliance with environmental regulations, permits and statutory reporting via waste data flow (WDF) for example. In terms of the waste our organisation generates, where possible this is recycled, stored, handled and disposed of in line with duty of care requirements.

Roles and responsibilities are included in job descriptions and role profiles and are also documented in personal development reviews throughout the year to ensure requirements are understood, operational briefing and toolbox talks also support these requirements. Where required we use agency staff to ensure sufficient resources are available to meet demand.

Key processes for the WTS, Recycling Centres and MRF are outlined in the following pages together with respective control mechanisms and undertaken in accordance with the conditions of our Environmental Permits; (EPR/EP3995FL) and (EPR/VP3295EU).

## **WTS Process**

### **Waste Acceptance**

Vehicles cannot enter unless they have crossed the weighbridge and contents (waste types) checked. Out of hours weights must be noted by the driver if the weighbridge is closed. All vehicles must be weighed out. For monitoring and measurement purposes, the Traffic Controller will record all vehicle movements in and out. Mandatory site rules are in place i.e. speed, signage, PPE requirements etc.



### **Tipping**

If a load appears unacceptable i.e., it contains asbestos, it will be rejected, quarantined and arrangements made with a suitable disposal contractor to dispose of. If the load is deemed acceptable, the driver will then enter the WTS. The vehicle will then follow instructions observing all site rules, the load will then be unloaded and placed in the appropriate bay. Where waste requires sorting (mixed skip waste or fly-tipping), this is either undertaken manually or mechanically to maximise recycling.



### **Waste Storage**

Waste is segregated in bays according to waste types, stockpiles are monitored for environmental purposes i.e., leakages and spills, and to ensure removal takes place asap.



### **Waste Recovery**

Plant operators help to maximise recovery of waste by ensuring haulage vehicles are filled to tare weight and compacted. Metal, bulky waste, tyres and UPVC for example are stored until there is an appropriate stockpile is maximised to fill a designated container.



## **Waste Dispatch**

Only pre-selected hauliers are used in the transfer of waste, these have been assessed and selected via the Council's supplier evaluation process. Once full, drivers will be notified to exit the WTS and proceed to the weighbridge. The Traffic Controller records details of outgoing loads and these, together with incoming loads are sent for back-office reconciliation and processing. Quarterly reporting takes place to establish tonnage and recycling results.



## **Recycling Centre (Household) Process**

Recycling Centre Attendant checks details of persons entering Centre to ensure they have booked and are residents of Cardiff.



Vehicle is unloaded in readiness for placing recycling materials in correct containers.



Recycling materials are deposited in containers. Council staff ensure the segregation of waste materials as appropriate and will offer physical aid to those in need.



Roll-on / Roll-off containers, once full are collected taken to WTS for further processing or approved contractor.



### **Recycling Centre (Commercial) Process**

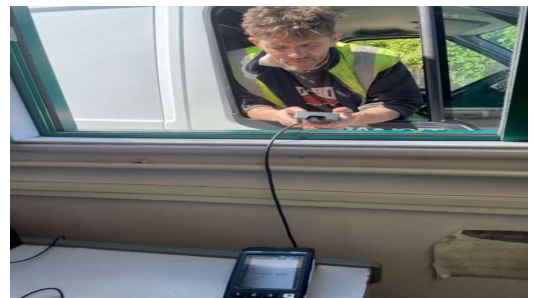
Vehicle arrives on site. The visual waste inspector (“Barrier Man”) records load details – vehicle reg, company, waste type & time. If the vehicle is owned by a commercial trader their Waste Carrier registration number is also checked. Once all is agreed the vehicle proceeds to the first (In) bridge and weighs their gross weight.



Vehicle goes to tip off point as directed by staff and off-loads. The waste is inspected to ensure it is the waste that has been declared on entry. Throughout the shift a telehandler & JCB move waste between tip off points to ensure the site maximizes recycling



Vehicle proceeds to second (exit) weighbridge to weigh off and process necessary paperwork. Payment is made for deposited Waste using a debit card or credit card and leave site. (Traders they are required to hold a valid waste carriers’ licence).



Vehicle proceeds to the second (Out) bridge and weighs their tare weight. Drivers exchange paperwork with the weighbridge clerk, and card customers make payment for deposited waste using a debit card or credit card.

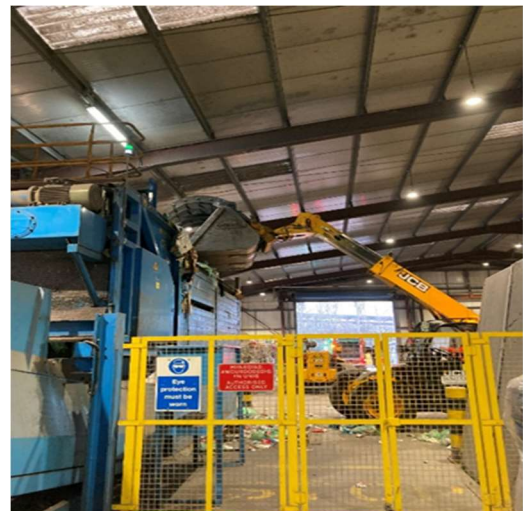


## **Material Reclamation Facility Process**

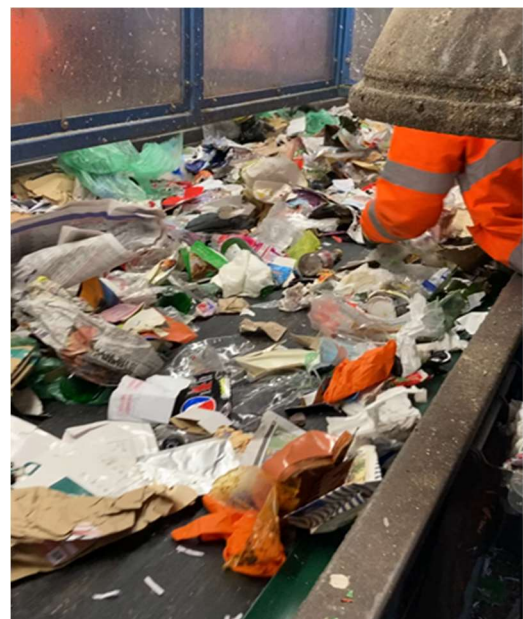
**Waste Acceptance:** The MRF Tipping Hall entrance is controlled using a barrier system. Vehicles that have been over the weighbridge will be logged on arrival and instructed where to tip by the MRF staff present. The Green Bags delivered into the MRF Tipping Hall are inspected by the MRF staff, any issues with material are raised with the Supervisor, if the material is suitable it is moved into a bay for processing. Any unsuitable material is removed from the MRF.



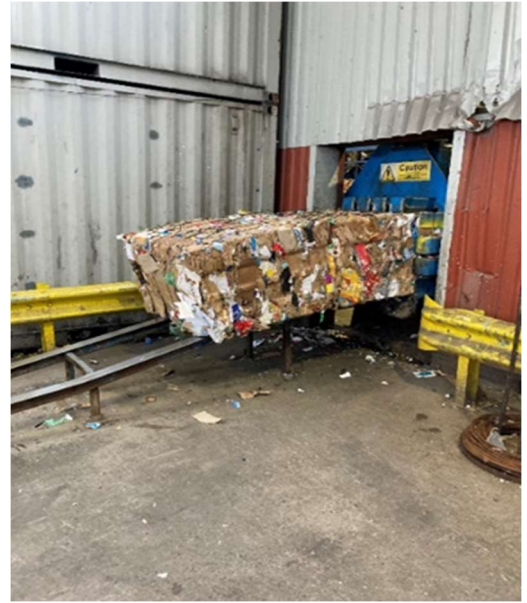
**Loading the Bag Opener:** When required the driver will load the green bags into the bag opener using a JCB. The bag opener rips the bags open and then passes them onto a conveyor belt for sorting.



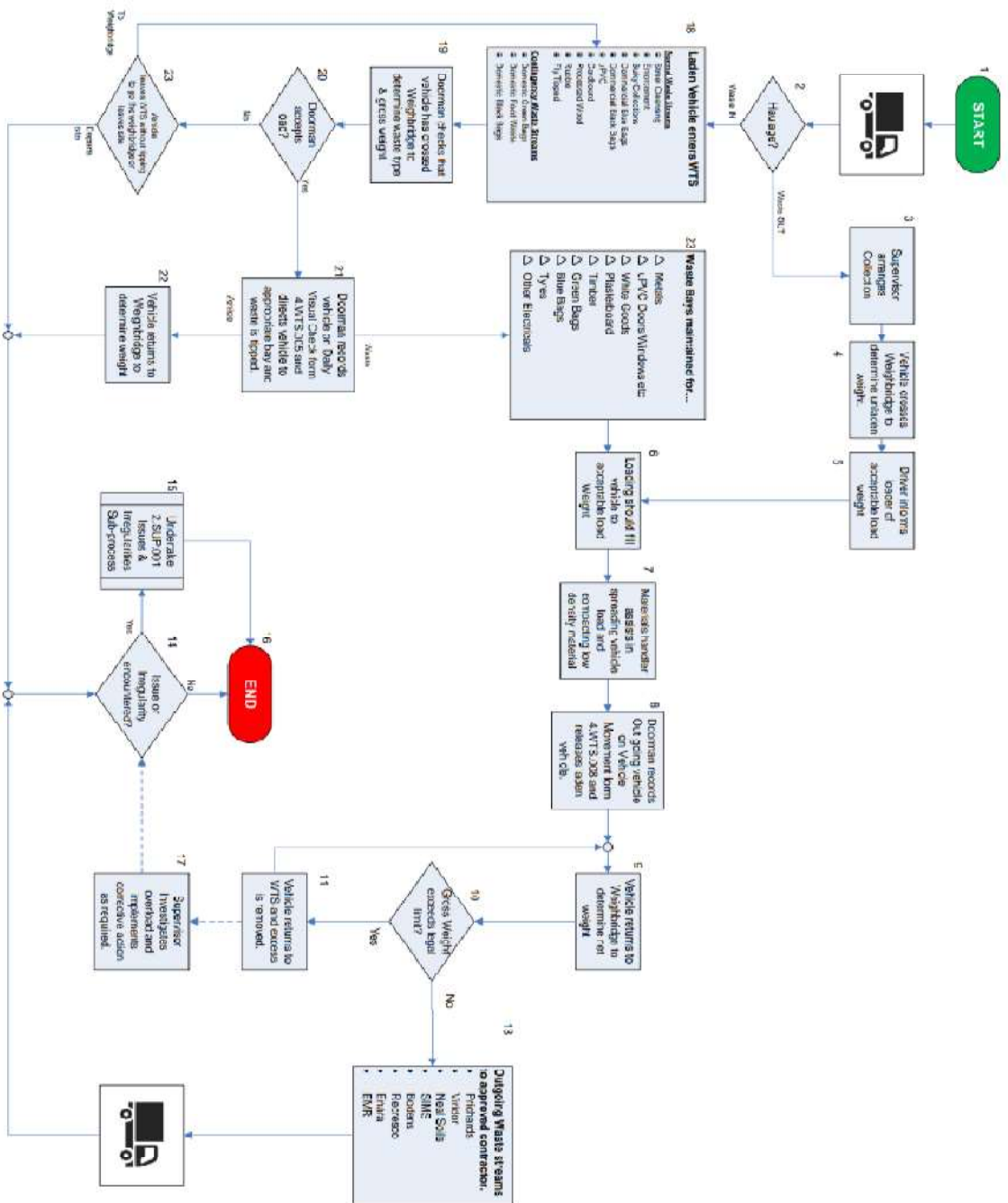
**Sorting:** The material then passes over conveyors, screens, metal separators, NIR sorters and through sorting cabins. The contamination, cardboard and green bags are removed by picking staff. All other material passes through the Facility, the material is separated into paper, glass, aluminium cans, steel cans, HPDE and Mixed Plastics. Once all of these are removed from the waste stream the remaining material is the End of Line.



**Baling and Loading:** The sorted material is then baled (except for glass, which is stored and collected loose). The bales are checked and stored ready for collection. The Materials Flow Co-ordinator schedules collections with the relevant customers and prepares the paperwork such as Waste Transfer Notes. Once the vehicle has weighed into site, the weighbridge radio the MRF to advise of their arrival and MRF drivers are then instructed to load the material onto the receiving vehicles.

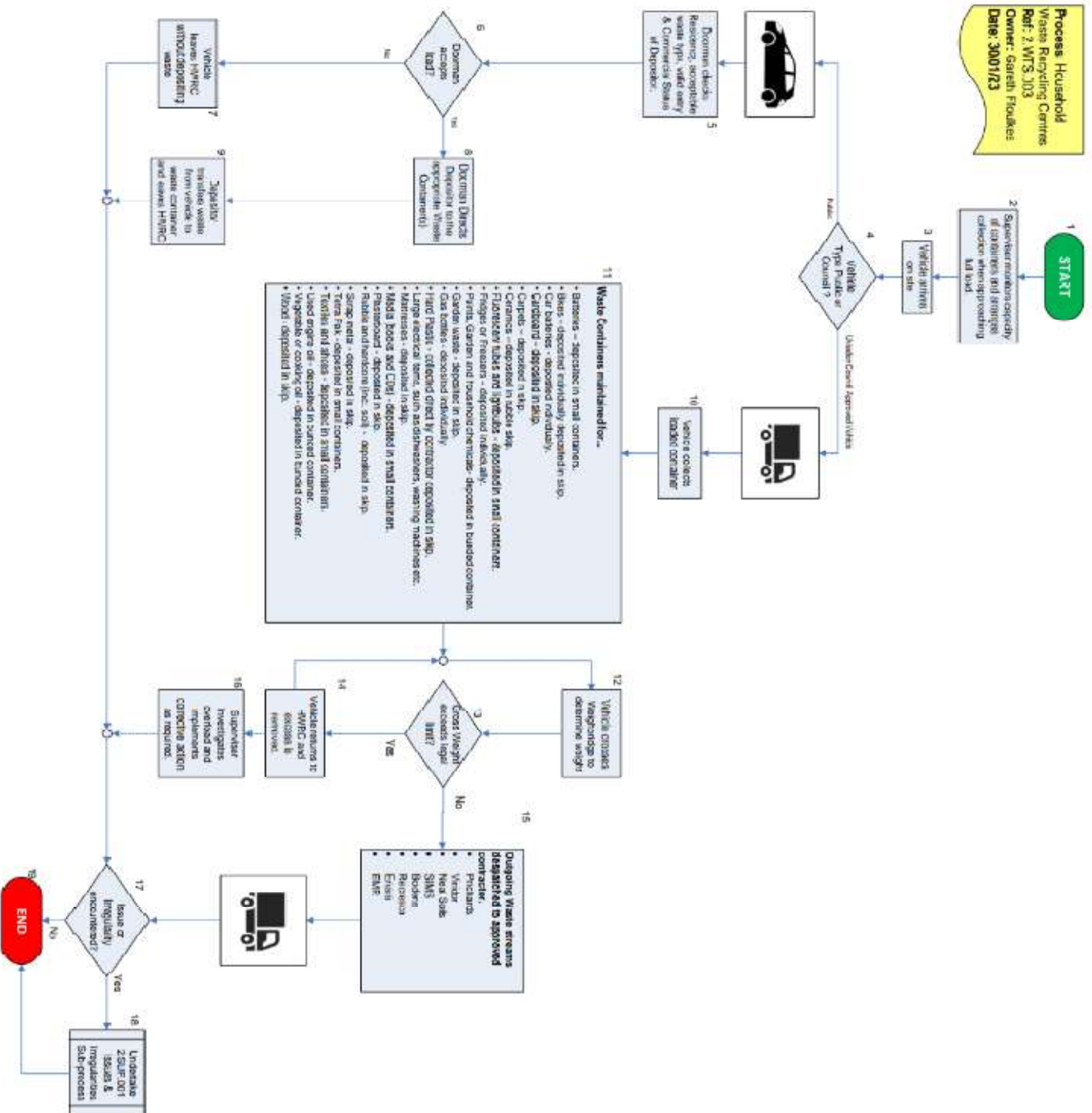


Overarching processes (in flowchart form) for in scope operations are included in the following pages.



### Control Measures

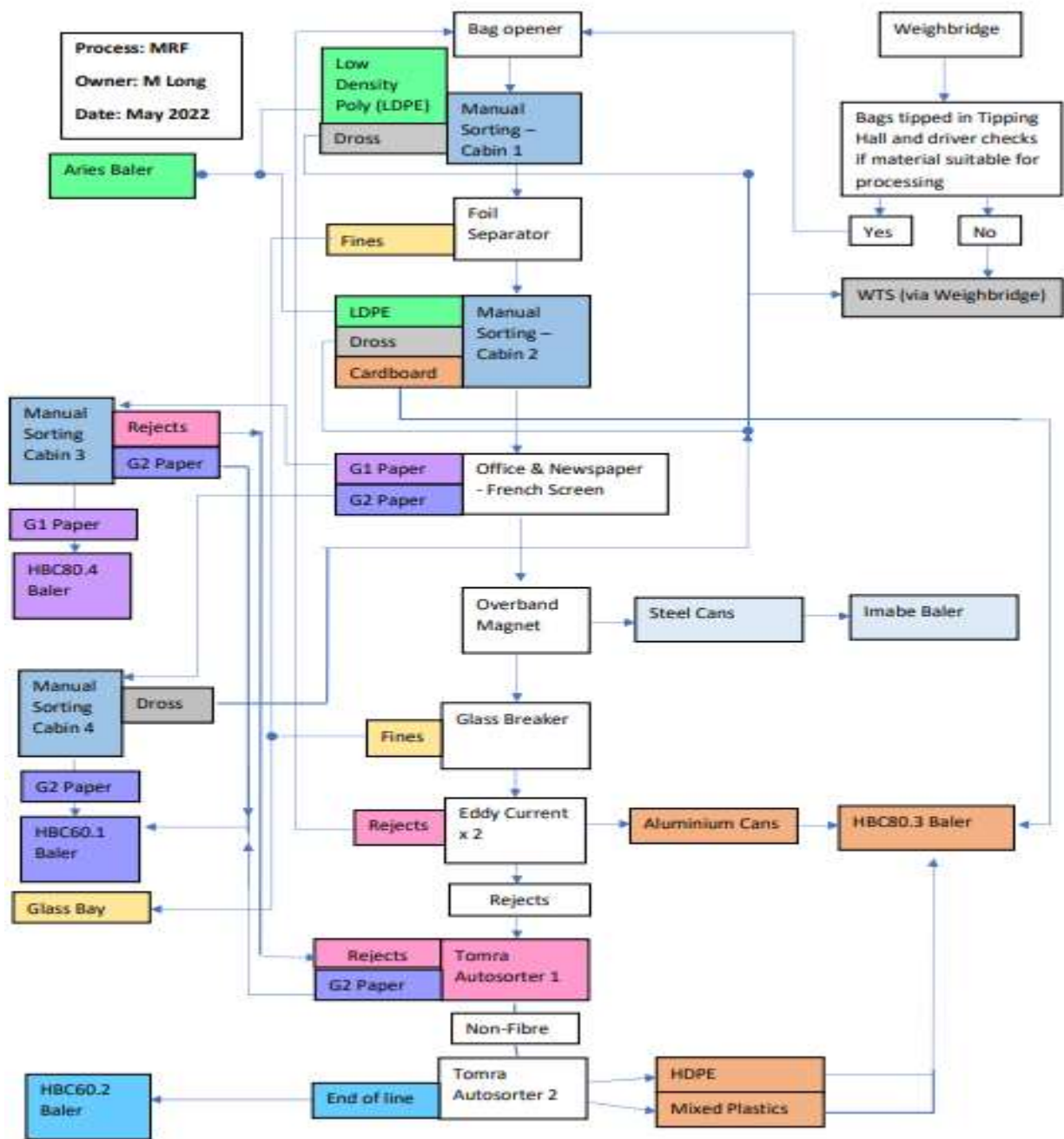
- Waste Acceptance Criteria – Checking of Incoming Waste
- Unacceptable Waste & Quarantine Procedure – Non-Compliance Procedures
- Safe Systems of Work
- Risk Assessments
- Site Supervisory Checks
- Segregation & Storage Procedures
- Internal Quality and Health & Safety Audits
- Environmental Permits
- Monitoring & Measurement
  - Weights & Tonnages
  - Calibration



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## 6. Competence

All staff and teams within our operations have been subject to the Council's job evaluation scheme and as such competencies, knowledge, skills and experience as well as other evaluation criteria have been identified. These requirements have been developed further for all staff and translated into job descriptions or role profiles as necessary, these provide an agreed framework for staff to deliver their respective tasks and duties effectively.

Primarily, the core competencies of staff that work within our operations are as follows and are based around an ethos of "*what we stand for*" to establish effective behaviours:

- **Putting customers first** – understanding who our customers are, setting good standards and aiming to improve operations etc.
- **Getting things done** – aiming to complete work within targets and timescales whilst working safely, checking progress against requirements etc.
- **Taking personal responsibility** – working within guidelines, rectifying mistakes, sharing of information etc.

When employed all staff receive induction training, of which we have a formal induction procedure. This induction provides staff with instructions and guidance to promote Council requirements for the protection of people, plant, environmental aspects and to comply with all relevant legislation on site. Similarly, all staff receive toolbox talks and are issued a Safe Systems of Work document and procedure, which helps to establish a safe working environment through helping to reduce risks and hazards.

At year-start (April) the Personal Development Review (PDR) process is initiated. Additional reviews at Mid-year and Year-end serve the purpose of ensuring that staff understand what they need to do, how well they are achieving and what training and development they need to help deliver tasks and operations effectively. This helps staff to understand how they contribute to the Council and how we can maximise their potential.

Training requirements are essentially derived from the above i.e., job descriptions, role profiles and personal reviews however they are also identified through changing circumstances such as new operations, processes or new legislation and requirements etc. The Table on the following page outlines what the core training requirements are and are processed in line with our agreed training and record retention procedures.

- Induction, training, competency and review is implemented in accordance with adopted Council policy and ISO 9001:2015 Quality Management System criteria.

Our in-house training provider, the Cardiff Academy plays a key role in accessing and delivering learning and development opportunities within the Council. There is a fantastic range of training facilities at Council locations, and these are where the Academy delivers the vast majority of courses. This together with e-learning and operational awareness provides and offers a wide variety of opportunities including Health & Safety courses and practical skills to support staff, technical and other bespoke training is managed through other agreed suppliers as required.

### **Further development opportunities that are being adopted**

In order to continue providing the best possible service delivery for our customers, it is crucial that we resource our services with competent and motivated staff, we equip staff with the appropriate skills to deliver operations, particularly in further developing an inclusive workforce that reflects the communities we serve. In this respect, a Workforce Plan has been developed to help establish the key opportunities and challenges for our service, and inform our direction in the short, medium and longer term. The Workforce Plan is split into two distinct elements; Part 1 which is a Workforce Profile describing our dynamics i.e., head count, gender balance, salary grades, age, ethnicity, key skills and sickness etc. Part 2 is an Action Plan outlining improvement opportunity relating to training and development, retention of staff, resources, consultation and engagement, each action has been allocated a responsible officer and timescale for completion.

### **Core training requirements for staff within the operations**

| Training Type                       | Recycling Processors (MRF) | HWRC Attendants | Traffic Controllers (WTS) | Plant Drivers (ALL) | Supervisor / Manager (ALL) |
|-------------------------------------|----------------------------|-----------------|---------------------------|---------------------|----------------------------|
| Induction                           | ✓                          | ✓               | ✓                         | ✓                   | ✓                          |
| Manual Handling                     | ✓                          | ✓               | ✓                         | ✓                   | ✓                          |
| Welsh Language                      | x                          | ✓               | x                         | x                   | ✓                          |
| Asbestos training                   | ✓                          | ✓               | x                         | x                   | ✓                          |
| Violence at Work                    | ✓                          | ✓               | ✓                         | ✓                   | ✓                          |
| Customer Care                       | ✓                          | ✓               | ✓                         | ✓                   | ✓                          |
| IOSH Working Safely                 | ✓                          | ✓               | ✓                         | ✓                   | ✓                          |
| IOSH Managing Safely                | x                          | x               | x                         | x                   | ✓                          |
| First Aid at Work                   | ✓                          | ✓               | ✓                         | ✓                   | ✓                          |
| Fire Warden                         | ✓                          | ✓               | ✓                         | ✓                   | ✓                          |
| Difficult Conversations             | x                          | ✓               | x                         | x                   | ✓                          |
| Waste Management                    | x                          | x               | x                         | x                   | ✓                          |
| Certificate of Technical Competence | x                          | x               | x                         | ✓                   | ✓                          |
| Driver Assessment                   | x                          | x               | x                         | ✓                   | ✓                          |
| Hook Loader                         | x                          | x               | x                         | ✓                   | x                          |
| Academy Online Modules              | ✓                          | ✓               | ✓                         | ✓                   | ✓                          |
| WAMITAB & COTC                      | x                          | x               | x                         | x                   | ✓                          |

| Key |                         |
|-----|-------------------------|
| ✓   | Mandatory               |
| ✗   | Essential               |
| ✗   | Desirable / Development |
|     | Not applicable          |

## **7. Legal and other requirements**

We are committed to robust governance and compliance with all legal, statutory and regulatory requirements. As outlined in our impacts and risks section we have dedicated representatives to support us for legal matters, health & safety management, financial and budgetary support, human resource and people services, facilities and fleet management, and performance frameworks etc. We also work in conjunction with our environmental, health & safety, performance and regulatory partners to ensure strong controls are in place and implemented effectively, examples of these areas are outlined below:

### **Environmental**

- Natural Resources Wales (NRW) Compliance Assessments and Compliance Reports
- One Planet Cardiff Strategy compliance
- National Statutory Recycling Target compliance
- Environmental Permitting Regulations
- Planning Application and Permissions

### **Health & Safety**

- Health & Safety Executive visits (where required) and consequent improvement plans
- Internal health & safety auditing regime
- Health & Safety Policy and Action Plan frameworks

### **Quality, Performance and Governance**

- British Standards Institute – ISO 9001:2015 visits and Continuing Assessment Reports
- Internal Compliance Audits
- Quarterly NRW Waste Recycling Returns
- Welsh Government Public Accountability Measure submissions
- Audit Wales (external auditors)
- Internal Governance and Compliance Audits (Corporate Audit Team)
- Public Accountability Measures and Local Business Indicator monitoring
- Statutory Planning obligations
- Internal Risk Register Regime
- Financial Procedure Rules – procurement and contract management
- Non-conforming Product and Service Procedures

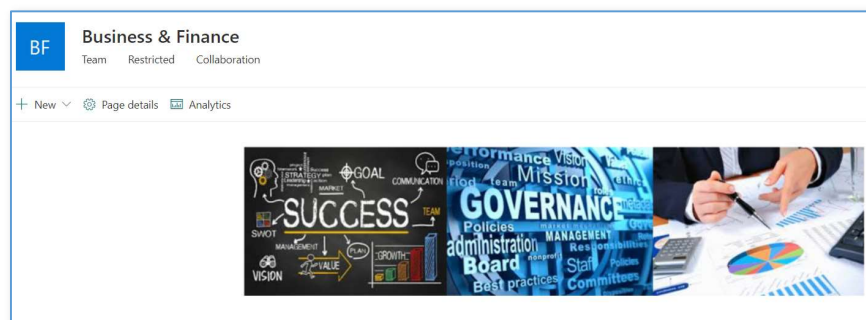
## 8. Corrective, preventive and improvement actions

As part of our Quality Management System (ISO 9001:2015) we have developed a robust framework for managing corrective, preventive, nonconforming and improvement actions, this essentially is implemented through our Cardiff Improvement System software (CIS) – see below, processes, procedures and working forms (documents that record operational practices) are included in our newly developed “Sharepoint Site” – see diagrams below:

### Cardiff Improvement System (CIS)



### Sharepoint Site



We have developed and implemented a schedule of meetings to monitor, measure and improve the business, these include:

- **Team Briefings and Toolbox Talks** – Employee engagement sessions
- **Audit Opening and Closure Meetings** – Audit input and outcomes
- **Monthly Operational Health & Safety Meetings** – local health & safety review
- **Quarterly Operational Improvement Meetings** – Quality Management System (QMS) reviews
- **Quarterly Health & Safety Committee Meetings** – Strategic health & safety review
- **Annual Management Review Meetings** – QMS effectiveness and adequacy

As well as using standard agendas and minutes for meetings to help manage, we also utilise a number of performance tools to record and take forward improvement actions, these include the following:

- **Improvement Action (IACT) and Opportunity for Improvement (OFI) Databases** – to help manage corrective and preventive actions
- **Issues Log** – to record key concerns arising from meetings
- **Risk Registers** – risk control, status and review spreadsheets
- **RAMIS software** – for accidents and incidents, monitoring risk assessments and building maintenance
- **DigiGov** – employee management platform (recording hours, leave etc.)
- **Papertrail** – for recording training and supervisory inspection outcomes
- **Audit Schedule** – plan of quarterly agreed internal audits
- **Quality Management System (QMS) Quality Manual** – cataloguing how we manage our QMS
- **Staff reminder system** – to ensure effective closure of improvement actions and document updates
- **Non-conforming Product or Service Procedure** – to help manage non-compliance
- **Customer Complaints and Complements Databases** – to manage customer concerns and satisfaction
- **Visitors sign in / sign out systems and site / housekeeping controls** - to help manage health & safety etc
- **Non-conforming Product and Service Procedure** – to promote compliance and quality of recycling materials

All of these systems and tools help to support our ISO 9001:2015 Plan, Do, Check, Act Approach outlined below:

| PLAN                                                               |                                                            |                                                     |                            | DO                                                                  | CHECK                                                | ACT                                      |
|--------------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------|----------------------------|---------------------------------------------------------------------|------------------------------------------------------|------------------------------------------|
| <b>4. Context of the organisation</b>                              | <b>5. Leadership</b>                                       | <b>6. Planning for the QMS</b>                      | <b>7. Support</b>          | <b>8. Operation</b>                                                 | <b>9. Performance evaluation</b>                     | <b>10. Improvement</b>                   |
| 4.1 Understanding the organization and its context                 | 5.1 Leadership and commitment                              | 6.1 Actions to address risks and opportunities      | 7.1 Resources              | 8.1 Operational planning and control                                | 9.1 Monitoring, measurement, analysis and evaluation | 10.1 General                             |
| 4.2 Understanding the needs and expectations of interested parties | 5.2 Quality policy                                         | 6.2 Quality objectives and planning to achieve them | 7.2 Competence             | 8.2 Determination of requirements for products and services         | 9.2 Internal audit                                   | 10.2 Nonconformity and corrective action |
| 4.3 Determining the scope of the QMS                               | 5.3 Organizational roles, responsibilities and authorities | 6.3 Planning of changes                             | 7.3 Awareness              | 8.3 Design and development of products and services                 | 9.3 Management review                                | 10.3 Continual improvement               |
| 4.4 QMS and its processes                                          |                                                            |                                                     | 7.4 Communication          | 8.4 Control of externally provided products and services            |                                                      |                                          |
|                                                                    |                                                            |                                                     | 7.5 Documented information | 8.5 Production and service provision                                |                                                      |                                          |
|                                                                    |                                                            |                                                     |                            | 8.6 Release of products and services                                |                                                      |                                          |
|                                                                    |                                                            |                                                     |                            | 8.7 Control of nonconforming process outputs, products and services |                                                      |                                          |

## 9. Performance Review

**The operations in scope received 74,236.76 tonnes of incoming waste during 2023 of which 100% was recovered/recycled.** Cardiff Council remains fully committed to working collaboratively to improve recycling performance and to meeting both statutory performance targets. Improvements to waste management and recycling performance are a fundamental part of the city's strategy.

The approach being taken is to look at the whole life of recycling materials; from supporting resident participation and behaviours, implementing efficient and effective collections to supporting ongoing participation and managing how and where materials are recycled to deliver a circular economy and to reduce the associated carbon impacts.

A number of improvements have been introduced since the last strategy enabling the majority of aims set out in our current Recycling Strategy for Cardiff to be achieved. A full gap analysis has been undertaken, comparing performance against the objectives set out in our previous waste strategy. The most significant achievements in relation to our in-scope operations (WTS, Recycling Centres and MRF) include:

- Introduced a Reuse Facility at Lamby Way Recycling Centre in Partnership with Wastesavers.
- Introduced community recycling zones at local hubs for the collection of small domestic appliances, textiles and batteries.
- Introduced mobile / pop up Recycling Centres to increase recycling.
- Introduced an improved "same day booking" system for Recycling Centres.
- Introduced controls at the Recycling Centres to facilitate an increase in recycling performance from 73% to 89%, including a no mixed bag policy, improved signage and recycling availability.
- Introduction of asbestos acceptance at Recycling Centres to tackle the negative impact of asbestos contamination on garden waste recycling.
- Use of technologies to improve capture of target material;
  - introduced an auto sorter in the MRF to automate / improve capture of plastics. Specifically for the natural HDPE (e.g. milk bottles) as this is a high valued item that provides an income for the Council.
  - Introduced an eddy current separator in the MRF to automate / improve capture of aluminium cans which are a high valued item that provides an income for the Council.
  - Glass clean-up currently being explored to reduce the cost of disposal to the Council. In the past 12 months cost has fluctuated per tonne dependant on level of contamination.

- Improving Feedstock;

- Approximately 30% of the material processed in the MRF is considered drop out material due to it being a non-target item or contaminated (i.e. mixed with food waste). To tackle and improve this we are operating a pink sticker system on waste collections to educate residents to improve recycling.
- We currently have trial rounds in progress where residents separate material at the kerbside. This is proving to be effective in removing contamination and reducing the volume of drop out material. The trial has been in place for 3 months and is already demonstrating a reduction from 30% to 6% of drop out material.
- Improving recovery rates;
  - We are currently in discussion and conducting trials with processors that have plants that can process material that would typically be sent for incineration. This includes film, drop out and end of line material. Outcomes of discussions indicate that the current 25% recovery rate we get from incineration (bottom ash) could be improved to 90%.

The Sources of waste collected across operations is outlined in the diagram below:

In order to build on the current recycling performance, it is important to identify the source of waste collected throughout the city. This enables focus to be placed on key areas of opportunity, this is outlined in the diagram below:



The Potential for increasing recycling across operations are outlined in the diagram below:



## WTS 2023

| Stream name | Incoming codes                                                                                                                                                                                                                                                                           | Outgoing disposal code | Outgoing recovery code                                                                                                                                 | Tonnes received                                              | Tonnes disposed              | Tonnes recovered                             | Proportion removed           | Recovery rate                | Tonnes received | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------|----------------------------------------------|------------------------------|------------------------------|-----------------|-----------------|------------------|--------------------|---------------|
| 1           | Tyres <ul style="list-style-type: none"><li>• (R13) 20 03 07 - bulky waste</li><li>• (R13) 16 01 05 - end-of-life tyres</li></ul>                                                                                                                                                        | n/a                    | (R03) 16 01 03 - end-of-life tyres                                                                                                                     | Q1: 1.64<br>Q2: 1.81<br>Q3: 2.18<br>Q4: 3.42                 | 0.00<br>0.00<br>0.00<br>0.00 | 1.64<br>1.80<br>1.64<br>1.32                 | 100%<br>100%<br>75%<br>39%   | 100%<br>100%<br>100%<br>100% | 9.05            | 0.00            | 6.40             | 71%                | 100%          |
| 2           | Hardcore <ul style="list-style-type: none"><li>• (R13) 17 01 07 - mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06</li></ul>                                                                                                                      | n/a                    | (R05) 17 01 07 - mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06                                               | Q1: 675.52<br>Q2: 1567.84<br>Q3: 1664.38<br>Q4: 959.36       | 0.00<br>0.00<br>0.00<br>0.00 | 668.08<br>1,485.18<br>1,817.68<br>980.90     | 99%<br>95%<br>109%<br>102%   | 100%<br>100%<br>100%<br>100% | 4,867.10        | 0.00            | 4,951.84         | 102%               | 100%          |
| 3           | Plasterboard <ul style="list-style-type: none"><li>• (R13) 20 03 07 - bulky waste</li><li>• (R13) 17 08 02 - gypsum-based construction materials other than those mentioned in 17 08 01</li></ul>                                                                                        | n/a                    | (R03) 17 08 02 - gypsum-based construction materials other than those mentioned in 17 08 01                                                            | Q1: 105.66<br>Q2: 57.60<br>Q3: 0.00<br>Q4: 0.00              | 0.00<br>0.00<br>0.00<br>0.00 | 105.66<br>57.58<br>0.00<br>0.00              | 100%<br>100%<br>0%<br>0%     | 100%<br>100%<br>0%<br>0%     | 163.25          | 0.00            | 163.24           | 100%               | 100%          |
| 4           | General Waste - non bulky (ie. MRF reject) <ul style="list-style-type: none"><li>• (R13) 19 12 12 - other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11</li><li>• (R13) 20 03 01 - mixed municipal waste</li></ul> | n/a                    | (R01) 19 12 12 - other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11             | Q1: 3079.63<br>Q2: 2801.70<br>Q3: 2765.67<br>Q4: 2339.26     | 0.00<br>0.00<br>0.00<br>0.00 | 3,079.74<br>2,801.74<br>3,116.84<br>2,339.18 | 100%<br>100%<br>113%<br>100% | 100%<br>100%<br>100%<br>100% | 10,986.27       | 0.00            | 11,337.50        | 103%               | 100%          |
| 5           | Glass <ul style="list-style-type: none"><li>• (R13) 20 01 02 - glass</li></ul>                                                                                                                                                                                                           | n/a                    | (R05) 19 12 05 - glass                                                                                                                                 | Q1: 205.08<br>Q2: 320.94<br>Q3: 312.46<br>Q4: 325.72         | 0.00<br>0.00<br>0.00<br>0.00 | 321.16<br>398.18<br>355.82<br>298.24         | 157%<br>124%<br>114%<br>92%  | 100%<br>100%<br>100%<br>100% | 1,164.20        | 0.00            | 1,373.40         | 118%               | 100%          |
| 6           | Large Domestic Appliances - Chilled <ul style="list-style-type: none"><li>• (R13) 20 03 07 - bulky waste</li><li>• (R13) 20 01 23* - discarded equipment containing chlorofluorocarbons</li></ul>                                                                                        | n/a                    | (R04) 20 01 23* - discarded equipment containing chlorofluorocarbons                                                                                   | Q1: 71.74<br>Q2: 77.60<br>Q3: 62.14<br>Q4: 42.74             | 0.00<br>0.00<br>0.00<br>0.00 | 71.76<br>77.62<br>62.14<br>39.80             | 100%<br>100%<br>100%<br>93%  | 100%<br>100%<br>100%<br>100% | 254.23          | 0.00            | 251.32           | 99%                | 100%          |
| 7           | Televisions (including monitors) <ul style="list-style-type: none"><li>• (R13) 20 03 07 - bulky waste</li></ul>                                                                                                                                                                          | n/a                    | (R05) 20 01 35* - discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23 containing hazardous components(6) | Q1: 7.21<br>Q2: 5.42<br>Q3: 2.39<br>Q4: 3.90                 | 0.00<br>0.00<br>0.00<br>0.00 | 7.20<br>5.40<br>2.40<br>3.90                 | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 18.92           | 0.00            | 18.90            | 100%               | 100%          |
| 8           | Small Domestic Appliances <ul style="list-style-type: none"><li>• (R13) 20 03 07 - bulky waste</li><li>• (R13) 20 01 36 - discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35</li></ul>                                          | n/a                    | (R04) 20 01 36 - discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35                           | Q1: 2.04<br>Q2: 2.32<br>Q3: 0.00<br>Q4: 3.00                 | 0.00<br>0.00<br>0.00<br>0.00 | 2.04<br>3.40<br>0.00<br>4.62                 | 100%<br>147%<br>0%<br>154%   | 100%<br>100%<br>0%<br>100%   | 7.36            | 0.00            | 10.06            | 137%               | 100%          |
| 9           | Treated Wood <ul style="list-style-type: none"><li>• (R13) 20 03 07 - bulky waste</li><li>• (R13) 20 01 38 - wood other than that mentioned in 20 01 37</li></ul>                                                                                                                        | n/a                    | (R03) 20 01 38 - wood other than that mentioned in 20 01 37                                                                                            | Q1: 1204.11<br>Q2: 1598.79<br>Q3: 1397.02<br>Q4: 1066.08     | 0.00<br>0.00<br>0.00<br>0.00 | 1,199.08<br>1,598.80<br>1,387.38<br>1,063.14 | 100%<br>100%<br>99%<br>100%  | 100%<br>100%<br>100%<br>100% | 5,266.00        | 0.00            | 5,248.40         | 100%               | 100%          |
| 10          | Hard Plastic <ul style="list-style-type: none"><li>• (R13) 20 03 07 - bulky waste</li><li>• (R13) 20 01 39 - plastics</li></ul>                                                                                                                                                          | n/a                    | (R03) 20 01 39 - plastics                                                                                                                              | Q1: 6.81<br>Q2: 24.53<br>Q3: 16.93<br>Q4: 9.44               | 0.00<br>0.00<br>0.00<br>0.00 | 6.82<br>24.52<br>16.94<br>9.44               | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 57.71           | 0.00            | 57.72            | 100%               | 100%          |
| 11          | Scrap Metal - Non Ferrous <ul style="list-style-type: none"><li>• (R13) 20 03 07 - bulky waste</li><li>• (R13) 20 01 40 - metals</li></ul>                                                                                                                                               | n/a                    | (R04) 20 01 40 - metals                                                                                                                                | Q1: 30.86<br>Q2: 32.27<br>Q3: 16.79<br>Q4: 14.48             | 0.00<br>0.00<br>0.00<br>0.00 | 30.88<br>32.28<br>16.80<br>14.48             | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 94.41           | 0.00            | 94.44            | 100%               | 100%          |
| 12          | Hygiene Waste <ul style="list-style-type: none"><li>• (R13) 20 01 99 - other fractions not otherwise specified</li></ul>                                                                                                                                                                 | n/a                    | (R05) 20 01 99 - other fractions not otherwise specified                                                                                               | Q1: 341.44<br>Q2: 322.40<br>Q3: 310.58<br>Q4: 114.72         | 0.00<br>0.00<br>0.00<br>0.00 | 332.28<br>339.22<br>323.02<br>122.30         | 97%<br>105%<br>104%<br>107%  | 100%<br>100%<br>100%<br>100% | 1,089.14        | 0.00            | 1,116.82         | 103%               | 100%          |
| 13          | General Waste from trade sorting area <ul style="list-style-type: none"><li>• (R13) 20 03 01 - mixed municipal waste</li></ul>                                                                                                                                                           | n/a                    | (R01) 20 03 01 - mixed municipal waste                                                                                                                 | Q1: 392.17<br>Q2: 94.92<br>Q3: 64.34<br>Q4: 35.86            | 0.00<br>0.00<br>0.00<br>0.00 | 392.30<br>95.00<br>64.34<br>35.72            | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 587.29          | 0.00            | 587.36           | 100%               | 100%          |
| 14          | Commercial Post Sort <ul style="list-style-type: none"><li>• (R13) 20 03 01 - mixed municipal waste</li><li>• (R13) 20 01 01 - paper and cardboard</li></ul>                                                                                                                             | n/a                    | (R12) 20 03 01 - mixed municipal waste                                                                                                                 | Q1: 1,507.52<br>Q2: 1,436.64<br>Q3: 1,232.03<br>Q4: 2,476.78 | 0.00<br>0.00<br>0.00<br>0.00 | 1,507.24<br>1,436.58<br>1,231.94<br>2,476.74 | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 6,652.98        | 0.00            | 6,652.50         | 100%               | 100%          |

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| Stream name | Incoming codes                              | Outgoing disposal code                                                                                                                                                                          | Outgoing recovery code | Tonnes received                                                                                                    | Tonnes disposed                                        | Tonnes recovered             | Proportion removed                   | Recovery rate                | Tonnes received              | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate |
|-------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|------------------------------|--------------------------------------|------------------------------|------------------------------|-----------------|------------------|--------------------|---------------|
| 16          | Mattresses                                  | • (R13) 20 03 01 - mixed municipal waste                                                                                                                                                        | n/a                    | (R03) 20 03 01 - mixed municipal waste                                                                             | Q1: 34.42<br>Q2: 45.57<br>Q3: 34.40<br>Q4: 25.14       | 0.00<br>0.00<br>0.00<br>0.00 | 34.38<br>45.58<br>34.27<br>24.84     | 100%<br>100%<br>100%<br>99%  | 100%<br>100%<br>100%<br>100% | 139.53          | 0.00             | 139.07             | 100%<br>100%  |
| 16i         | Mixed General Waste - Bulky containing POPs | • (R13) 20 03 07 - bulky waste<br>• (R13) 20 03 01 - mixed municipal waste<br>• (R13) 20 01 36 - discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 | n/a                    | (R01) 20 03 07 - bulky waste                                                                                       | Q1: 622.86<br>Q2: 639.24<br>Q3: 403.79<br>Q4: 369.69   | 0.00<br>0.00<br>0.00<br>0.00 | 699.76<br>786.28<br>419.28<br>435.34 | 112%<br>123%<br>104%<br>118% | 100%<br>100%<br>100%<br>100% | 2,035.58        | 0.00             | 2,340.66           | 115%<br>100%  |
| 17          | Mechanical Sweepings                        | • (R13) 20 03 03 - street-cleaning residues                                                                                                                                                     | n/a                    | (R03) 20 03 03 - street-cleaning residues                                                                          | Q1: 587.36<br>Q2: 765.68<br>Q3: 663.01<br>Q4: 1,100.43 | 0.00<br>0.00<br>0.00<br>0.00 | 384.08<br>496.36<br>456.72<br>743.72 | 65%<br>65%<br>69%<br>68%     | 100%<br>100%<br>100%<br>100% | 3,116.48        | 0.00             | 2,080.88           | 67%<br>100%   |
| 18i         | Plasterboard moved between sites            | • (R13) 20 03 07 - bulky waste<br>• (R13) 17 08 02 - gypsum-based construction materials other than those mentioned in 17 08 01                                                                 | n/a                    | (R13) 17 08 02 - gypsum-based construction materials other than those mentioned in 17 08 01                        | Q1: 0.00<br>Q2: 61.08<br>Q3: 96.58<br>Q4: 93.86        | 0.00<br>0.00<br>0.00<br>0.00 | 0.00<br>61.08<br>97.60<br>92.94      | 0%<br>100%<br>101%<br>99%    | 0%<br>100%<br>100%<br>100%   | 251.52          | 0.00             | 251.62             | 100%<br>100%  |
| 19          | Gas Bottles                                 | • (R13) 20 03 07 - bulky waste                                                                                                                                                                  | n/a                    | (R11) 16 05 04 - gases in pressure containers (including halons) containing dangerous substances - below threshold | Q1: 0.00<br>Q2: 0.00<br>Q3: 0.17<br>Q4: 0.00           | 0.00<br>0.00<br>0.00<br>0.00 | 0.00<br>0.00<br>0.18<br>0.00         | 0%<br>0%<br>107%<br>0%       | 0%<br>0%<br>100%<br>0%       | 0.17            | 0.00             | 0.18               | 107%<br>100%  |
| 20          | Scrap Metal - Ferrous                       | • (R13) 20 03 07 - bulky waste                                                                                                                                                                  | n/a                    | (R04) 19 12 02 - ferrous metal                                                                                     | Q1: 0.00<br>Q2: 0.00<br>Q3: 0.00<br>Q4: 3.08           | 0.00<br>0.00<br>0.00<br>0.00 | 0.00<br>0.00<br>0.00<br>3.08         | 0%<br>0%<br>0%<br>100%       | 0%<br>0%<br>0%<br>100%       | 3.08            | 0.00             | 3.08               | 100%<br>100%  |

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| Stream name | Incoming codes                      | Outgoing disposal code                                                                                                                       | Outgoing recovery code | Tonnes received                                                                                                                            | Tonnes disposed                                      | Tonnes recovered             | Proportion removed                   | Recovery rate                | Tonnes received              | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate |
|-------------|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------|--------------------------------------|------------------------------|------------------------------|-----------------|------------------|--------------------|---------------|
| 1           | Ink and Toner Cartridges            | • (R13) 08 03 17* - waste printing toner containing dangerous substances                                                                     | n/a                    | (R03) 08 03 17* - waste printing toner containing dangerous substances                                                                     | Q1: 0.16<br>Q2: 0.14<br>Q3: 0.00<br>Q4: 0.24         | 0.00<br>0.00<br>0.00<br>0.00 | 0.16<br>0.14<br>0.00<br>0.24         | 100%<br>100%<br>0%<br>100%   | 100%<br>100%<br>0%<br>100%   | 0.54            | 0.00             | 0.54               | 100%<br>100%  |
| 2           | Mineral Oils                        | • (R13) 13 02 08* - other engine, gear and lubricating oils                                                                                  | n/a                    | (R09) 13 02 08* - other engine, gear and lubricating oils                                                                                  | Q1: 1.22<br>Q2: 3.78<br>Q3: 1.68<br>Q4: 1.66         | 0.00<br>0.00<br>0.00<br>0.00 | 1.22<br>3.78<br>1.68<br>1.66         | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 8.34            | 0.00             | 8.34               | 100%<br>100%  |
| 3           | Gas Bottles                         | • (R13) 16 05 04 - gases in pressure containers (including halons) containing dangerous substances - below threshold                         | n/a                    | (R11) 16 05 04 - gases in pressure containers (including halons) containing dangerous substances - below threshold                         | Q1: 0.80<br>Q2: 3.04<br>Q3: 1.40<br>Q4: 1.38         | 0.00<br>0.00<br>0.00<br>0.00 | 0.80<br>3.04<br>1.40<br>1.38         | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 6.62            | 0.00             | 6.62               | 100%<br>100%  |
| 4           | Hardcore                            | • (R13) 17 01 07 - mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06                                   | n/a                    | (R13) 17 01 07 - mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06                                   | Q1: 340.14<br>Q2: 708.80<br>Q3: 550.12<br>Q4: 341.22 | 0.00<br>0.00<br>0.00<br>0.00 | 340.14<br>708.80<br>550.12<br>341.22 | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 1,940.28        | 0.00             | 1,940.28           | 100%<br>100%  |
| 5           | Plasterboard                        | • (R13) 17 08 02 - gypsum-based construction materials other than those mentioned in 17 08 01                                                | n/a                    | (R13) 17 08 02 - gypsum-based construction materials other than those mentioned in 17 08 01                                                | Q1: 31.62<br>Q2: 40.62<br>Q3: 33.80<br>Q4: 29.88     | 0.00<br>0.00<br>0.00<br>0.00 | 31.62<br>40.62<br>33.80<br>29.88     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 135.92          | 0.00             | 135.92             | 100%<br>100%  |
| 6           | Composite Packaging (Tetrapak)      | • (R13) 19 12 12 - other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11 | n/a                    | (R03) 19 12 12 - other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11 | Q1: 0.84<br>Q2: 0.76<br>Q3: 0.44<br>Q4: 0.34         | 0.00<br>0.00<br>0.00<br>0.00 | 0.84<br>0.76<br>0.44<br>0.34         | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 2.38            | 0.00             | 2.38               | 100%<br>100%  |
| 7           | Paper & Cardboard                   | • (R13) 20 01 01 - paper and cardboard                                                                                                       | n/a                    | (R13) 20 01 01 - paper and cardboard                                                                                                       | Q1: 58.36<br>Q2: 64.48<br>Q3: 63.62<br>Q4: 70.44     | 0.00<br>0.00<br>0.00<br>0.00 | 58.36<br>64.48<br>63.62<br>70.44     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 256.90          | 0.00             | 256.90             | 100%<br>100%  |
| 8           | Type name here                      | • (R13) 20 01 01 - paper and cardboard                                                                                                       | n/a                    | (R11) 20 01 01 - paper and cardboard                                                                                                       | Q1: 11.30<br>Q2: 0.00<br>Q3: 13.20<br>Q4: 0.00       | 0.00<br>0.00<br>0.00<br>0.00 | 11.30<br>0.00<br>13.20<br>0.00       | 100%<br>0%<br>100%<br>0%     | 100%<br>0%<br>100%<br>0%     | 24.50           | 0.00             | 24.50              | 100%<br>100%  |
| 9           | Carpets                             | • (R13) 20 01 11 - textiles                                                                                                                  | n/a                    | (R05) 20 01 11 - textiles                                                                                                                  | Q1: 79.52<br>Q2: 89.64<br>Q3: 94.18<br>Q4: 91.94     | 0.00<br>0.00<br>0.00<br>0.00 | 79.52<br>89.64<br>94.18<br>91.94     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 355.28          | 0.00             | 355.28             | 100%<br>100%  |
| 10          | Textiles & Shoes                    | • (R13) 20 01 11 - textiles                                                                                                                  | n/a                    | (R03) 20 01 11 - textiles                                                                                                                  | Q1: 27.16<br>Q2: 32.48<br>Q3: 33.02<br>Q4: 29.06     | 0.00<br>0.00<br>0.00<br>0.00 | 27.16<br>32.48<br>33.02<br>29.06     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 121.72          | 0.00             | 121.72             | 100%<br>100%  |
| 11          | Fluorescent Tubes                   | • (R13) 20 01 21* - fluorescent tubes and other mercury-containing waste                                                                     | n/a                    | (R05) 20 01 21* - fluorescent tubes and other mercury-containing waste                                                                     | Q1: 0.28<br>Q2: 0.26<br>Q3: 0.30<br>Q4: 0.36         | 0.00<br>0.00<br>0.00<br>0.00 | 0.28<br>0.26<br>0.30<br>0.36         | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 1.20            | 0.00             | 1.20               | 100%<br>100%  |
| 12          | Large Domestic Appliances - Chilled | • (R13) 20 01 23* - discarded equipment containing chlorofluorocarbons                                                                       | n/a                    | (R04) 20 01 23* - discarded equipment containing chlorofluorocarbons                                                                       | Q1: 11.20<br>Q2: 10.92<br>Q3: 12.62<br>Q4: 16.06     | 0.00<br>0.00<br>0.00<br>0.00 | 11.20<br>10.92<br>12.62<br>16.06     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 50.80           | 0.00             | 50.80              | 100%<br>100%  |
| 13          | Vegetable Oils                      | • (R13) 20 01 25 - edible oil and fat                                                                                                        | n/a                    | (R09) 20 01 25 - edible oil and fat                                                                                                        | Q1: 0.54<br>Q2: 0.54<br>Q3: 0.60<br>Q4: 0.44         | 0.00<br>0.00<br>0.00<br>0.00 | 0.54<br>0.54<br>0.60<br>0.44         | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 2.12            | 0.00             | 2.12               | 100%<br>100%  |

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| Stream name | Incoming codes                              | Outgoing disposal code                                                                                                                                       | Outgoing recovery code | Tonnes received                                                                                                                                            | Tonnes disposed                                      | Tonnes recovered             | Proportion removed                   | Recovery rate                | Tonnes received              | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate                |
|-------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------|--------------------------------------|------------------------------|------------------------------|-----------------|------------------|--------------------|------------------------------|
| 14          | Mixed Paints                                | • (R13) 20 01 27* - paint, inks, adhesives and resins containing dangerous substances                                                                        | n/a                    | (R13) 20 01 27* - paint, inks, adhesives and resins containing dangerous substances                                                                        | Q1: 12.84<br>Q2: 28.08<br>Q3: 17.40<br>Q4: 16.80     | 0.00<br>0.00<br>0.00<br>0.00 | 12.84<br>28.08<br>17.40<br>16.80     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 75.12           | 0.00             | 75.12              | 100%<br>100%<br>100%<br>100% |
| 15          | Batteries                                   | • (R13) 20 01 33* - batteries and accumulators included in 16 06 01, 16 06 02 or 16 06 03 and unsorted batteries and accumulators containing these batteries | n/a                    | (R04) 20 01 33* - batteries and accumulators included in 16 06 01, 16 06 02 or 16 06 03 and unsorted batteries and accumulators containing these batteries | Q1: 3.98<br>Q2: 6.18<br>Q3: 3.60<br>Q4: 5.66         | 0.00<br>0.00<br>0.00<br>0.00 | 3.98<br>6.18<br>3.60<br>5.66         | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 19.42           | 0.00             | 19.42              | 100%<br>100%<br>100%<br>100% |
| 16          | Televisions (including monitors)            | • (R13) 20 01 35* - discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23 containing hazardous components(6)     | n/a                    | (R05) 20 01 35* - discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23 containing hazardous components(6)     | Q1: 17.02<br>Q2: 22.16<br>Q3: 18.58<br>Q4: 19.14     | 0.00<br>0.00<br>0.00<br>0.00 | 17.02<br>22.16<br>18.58<br>19.14     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 76.90           | 0.00             | 76.90              | 100%<br>100%<br>100%<br>100% |
| 17          | Small Domestic Appliances                   | • (R13) 20 01 36 - discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35                               | n/a                    | (R04) 20 01 36 - discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35                               | Q1: 69.54<br>Q2: 85.24<br>Q3: 79.90<br>Q4: 69.04     | 0.00<br>0.00<br>0.00<br>0.00 | 69.54<br>85.24<br>79.90<br>69.04     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 303.72          | 0.00             | 303.72             | 100%<br>100%<br>100%<br>100% |
| 18          | Treated Wood                                | • (R13) 20 01 38 - wood other than that mentioned in 20 01 37                                                                                                | n/a                    | (R13) 20 01 38 - wood other than that mentioned in 20 01 37                                                                                                | Q1: 460.81<br>Q2: 664.40<br>Q3: 593.86<br>Q4: 461.60 | 0.00<br>0.00<br>0.00<br>0.00 | 460.81<br>664.40<br>593.86<br>461.60 | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 2,180.67        | 0.00             | 2,180.67           | 100%<br>100%<br>100%<br>100% |
| 19          | Hard Plastic                                | • (R13) 20 01 39 - plastics                                                                                                                                  | n/a                    | (R03) 20 01 39 - plastics                                                                                                                                  | Q1: 64.30<br>Q2: 114.02<br>Q3: 72.06<br>Q4: 58.06    | 0.00<br>0.00<br>0.00<br>0.00 | 64.30<br>114.02<br>72.06<br>58.06    | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 308.44          | 0.00             | 308.44             | 100%<br>100%<br>100%<br>100% |
| 20          | Metal                                       | • (R13) 20 01 40 - metals                                                                                                                                    | n/a                    | (R04) 20 01 40 - metals                                                                                                                                    | Q1: 107.42<br>Q2: 167.62<br>Q3: 122.52<br>Q4: 103.40 | 0.00<br>0.00<br>0.00<br>0.00 | 107.42<br>167.62<br>122.52<br>103.40 | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 500.96          | 0.00             | 500.96             | 100%<br>100%<br>100%<br>100% |
| 21          | Green Waste                                 | • (R13) 20 02 01 - biodegradable waste                                                                                                                       | n/a                    | (R03) 20 02 01 - biodegradable waste                                                                                                                       | Q1: 94.28<br>Q2: 0.00<br>Q3: 0.00<br>Q4: 0.00        | 0.00<br>0.00<br>0.00<br>0.00 | 94.28<br>0.00<br>0.00<br>0.00        | 100%<br>0%<br>0%<br>0%       | 100%<br>0%<br>0%<br>0%       | 94.28           | 0.00             | 94.28              | 100%<br>100%<br>100%<br>100% |
| 22          | General Waste                               | • (R13) 20 03 01 - mixed municipal waste                                                                                                                     | n/a                    | (R01) 20 03 01 - mixed municipal waste                                                                                                                     | Q1: 77.66<br>Q2: 0.00<br>Q3: 0.00<br>Q4: 0.00        | 0.00<br>0.00<br>0.00<br>0.00 | 77.66<br>0.00<br>0.00<br>0.00        | 100%<br>0%<br>0%<br>0%       | 100%<br>0%<br>0%<br>0%       | 77.66           | 0.00             | 77.66              | 100%<br>100%<br>100%<br>100% |
| 23          | Mattresses                                  | • (R13) 20 03 01 - mixed municipal waste                                                                                                                     | n/a                    | (R03) 20 03 01 - mixed municipal waste                                                                                                                     | Q1: 28.70<br>Q2: 26.30<br>Q3: 29.18<br>Q4: 28.56     | 0.00<br>0.00<br>0.00<br>0.00 | 28.70<br>26.30<br>29.18<br>28.56     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 112.74          | 0.00             | 112.74             | 100%<br>100%<br>100%<br>100% |
| 24          | Mixed General Waste - Bulky containing POPs | • (R13) 20 03 07 - bulky waste                                                                                                                               | n/a                    | (R01) 20 03 07 - bulky waste                                                                                                                               | Q1: 159.02<br>Q2: 330.00<br>Q3: 302.14<br>Q4: 273.56 | 0.00<br>0.00<br>0.00<br>0.00 | 159.02<br>330.00<br>302.14<br>273.56 | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 1,064.72        | 0.00             | 1,064.72           | 100%<br>100%<br>100%<br>100% |
| 25          | Mixed General Waste - Bulky containing POPs | • (R13) 20 03 07 - bulky waste                                                                                                                               | n/a                    | (R13) 20 03 07 - bulky waste                                                                                                                               | Q1: 3.44<br>Q2: 0.00<br>Q3: 0.00<br>Q4: 5.40         | 0.00<br>0.00<br>0.00<br>0.00 | 3.44<br>0.00<br>0.00<br>5.40         | 100%<br>0%<br>0%<br>100%     | 100%<br>0%<br>0%<br>100%     | 8.84            | 0.00             | 8.84               | 100%<br>100%<br>100%<br>100% |
| 26          | Tyres                                       | • (R13) 16 01 03 - end-of-life tyres                                                                                                                         | n/a                    | (R03) 16 01 03 - end-of-life tyres                                                                                                                         | Q1: 0.00<br>Q2: 11.64<br>Q3: 0.00<br>Q4: 5.58        | 0.00<br>0.00<br>0.00<br>0.00 | 0.00<br>11.64<br>0.00<br>5.58        | 0%<br>100%<br>0%<br>100%     | 0%<br>100%<br>0%<br>100%     | 17.22           | 0.00             | 17.22              | 100%<br>100%<br>100%<br>100% |

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| Stream name       | Incoming codes                                                                     | Outgoing disposal code | Outgoing recovery code                 |     | Tonnes received | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate | Tonnes received | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate |
|-------------------|------------------------------------------------------------------------------------|------------------------|----------------------------------------|-----|-----------------|-----------------|------------------|--------------------|---------------|-----------------|-----------------|------------------|--------------------|---------------|
| 27                |                                                                                    |                        |                                        |     |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Mixed Media       | • (R13) 20 01 01 - paper and cardboard<br>• (R13) 20 03 01 - mixed municipal waste | n/a                    | (R11) 20 03 01 - mixed municipal waste | Q1: | 0.00            | 0.00            | 0.00             | 0%                 | 0%            | 22.78           | 0.00            | 22.78            | 100%               | 100%          |
|                   |                                                                                    |                        |                                        | Q2: | 11.84           | 0.00            | 11.84            | 100%               | 100%          |                 |                 |                  |                    |               |
|                   |                                                                                    |                        |                                        | Q3: | 0.00            | 0.00            | 0.00             | 0%                 | 0%            |                 |                 |                  |                    |               |
|                   |                                                                                    |                        |                                        | Q4: | 10.94           | 0.00            | 10.94            | 100%               | 100%          |                 |                 |                  |                    |               |
| 28                |                                                                                    |                        |                                        |     |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Green Waste       | • (R13) 20 02 01 - biodegradable waste                                             | n/a                    | (R13) 20 02 01 - biodegradable waste   | Q1: | 0.00            | 0.00            | 0.00             | 0%                 | 0%            | 502.74          | 0.00            | 502.74           | 100%               | 100%          |
|                   |                                                                                    |                        |                                        | Q2: | 172.72          | 0.00            | 172.72           | 100%               | 100%          |                 |                 |                  |                    |               |
|                   |                                                                                    |                        |                                        | Q3: | 137.80          | 0.00            | 137.80           | 100%               | 100%          |                 |                 |                  |                    |               |
|                   |                                                                                    |                        |                                        | Q4: | 192.22          | 0.00            | 192.22           | 100%               | 100%          |                 |                 |                  |                    |               |
| 29                |                                                                                    |                        |                                        |     |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Mixed Recyclables | • (R13) 20 03 01 - mixed municipal waste                                           | n/a                    | (R13) 20 03 01 - mixed municipal waste | Q1: | 0.00            | 0.00            | 0.00             | 0%                 | 0%            | 32.20           | 0.00            | 32.20            | 100%               | 100%          |
|                   |                                                                                    |                        |                                        | Q2: | 2.16            | 0.00            | 2.16             | 100%               | 100%          |                 |                 |                  |                    |               |
|                   |                                                                                    |                        |                                        | Q3: | 3.62            | 0.00            | 3.62             | 100%               | 100%          |                 |                 |                  |                    |               |
|                   |                                                                                    |                        |                                        | Q4: | 26.42           | 0.00            | 26.42            | 100%               | 100%          |                 |                 |                  |                    |               |

Bessemer Close 2023

| Stream name | Incoming codes                 | Outgoing disposal code                                                                                                                                                                   | Outgoing recovery code                                       | Tonnes received                                                                                                                            | Tonnes disposed                                      | Tonnes recovered             | Proportion removed                   | Recovery rate                | Tonnes received              | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate |
|-------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------|--------------------------------------|------------------------------|------------------------------|-----------------|------------------|--------------------|---------------|
| 1           | Ink and Toner Cartridges       | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 08 03 17* - waste printing toner containing dangerous substances                                                                     | n/a                                                          | (R03) 08 03 17* - waste printing toner containing dangerous substances                                                                     | Q1: 0.14<br>Q2: 0.18<br>Q3: 0.00<br>Q4: 0.12         | 0.00<br>0.00<br>0.00<br>0.00 | 0.14<br>0.18<br>0.00<br>0.12         | 100%<br>100%<br>0%<br>100%   | 100%<br>100%<br>0%<br>100%   | 0.44            | 0.00             | 0.44               | 100%<br>100%  |
| 2           | Mineral Oils                   | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 13 02 08* - other engine, gear and lubricating oils                                                                                  | n/a                                                          | (R09) 13 02 08* - other engine, gear and lubricating oils                                                                                  | Q1: 1.26<br>Q2: 2.42<br>Q3: 1.12<br>Q4: 1.34         | 0.00<br>0.00<br>0.00<br>0.00 | 1.22<br>2.42<br>1.12<br>1.34         | 96%<br>100%<br>100%<br>100%  | 100%<br>100%<br>100%<br>100% | 6.14            | 0.00             | 6.10               | 99%<br>100%   |
| 3           | Tyres                          | • (R13) 20 03 01 - mixed municipal waste                                                                                                                                                 | n/a                                                          | (R03) 16 01 03 - end-of-life tyres                                                                                                         | Q1: 4.64<br>Q2: 0.00<br>Q3: 0.00<br>Q4: 0.00         | 0.00<br>0.00<br>0.00<br>0.00 | 4.52<br>0.00<br>0.00<br>0.00         | 97%<br>0%<br>0%<br>0%        | 100%<br>0%<br>0%<br>0%       | 4.64            | 0.00             | 4.52               | 97%<br>100%   |
| 4           | Gas Bottles                    | • (R13) 16 05 04 - gases in pressure containers (including halons) containing dangerous substances - below threshold                                                                     | n/a                                                          | (R11) 16 05 04 - gases in pressure containers (including halons) containing dangerous substances - below threshold                         | Q1: 0.74<br>Q2: 0.78<br>Q3: 0.80<br>Q4: 0.50         | 0.00<br>0.00<br>0.00<br>0.00 | 0.26<br>0.78<br>0.80<br>0.50         | 35%<br>100%<br>100%<br>100%  | 100%<br>100%<br>100%<br>100% | 2.82            | 0.00             | 2.34               | 83%<br>100%   |
| 5           | Hardcore                       | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 17 01 07 - mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06<br>• (R13) 20 03 07 - bulky waste | n/a                                                          | (R05) 17 01 07 - mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06                                   | Q1: 759.77<br>Q2: 921.61<br>Q3: 758.09<br>Q4: 656.38 | 0.00<br>0.00<br>0.00<br>0.00 | 757.10<br>921.62<br>763.04<br>656.38 | 100%<br>100%<br>101%<br>100% | 100%<br>100%<br>100%<br>100% | 3,095.86        | 0.00             | 3,098.14           | 100%<br>100%  |
| 6           | Asbestos                       |                                                                                                                                                                                          | (D05) 17 06 05* - construction materials containing asbestos | n/a                                                                                                                                        | Q1: 0.00<br>Q2: 0.00<br>Q3: 0.00<br>Q4: 0.00         | 0.00<br>0.00<br>0.00<br>0.00 | 0.00<br>0.00<br>0.00<br>0.00         | 0%<br>0%<br>0%<br>0%         | 0%<br>0%<br>0%<br>0%         | 0.00            | 0.00             | 0.00               | 0%<br>0%      |
| 7           | Plasterboard                   | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 17 08 02 - gypsum-based construction materials other than those mentioned in 17 08 01<br>• (R13) 20 03 07 - bulky waste              | n/a                                                          | (R13) 17 08 02 - gypsum-based construction materials other than those mentioned in 17 08 01                                                | Q1: 65.43<br>Q2: 66.29<br>Q3: 62.33<br>Q4: 63.98     | 0.00<br>0.00<br>0.00<br>0.00 | 65.26<br>66.28<br>62.78<br>63.98     | 100%<br>100%<br>101%<br>100% | 100%<br>100%<br>100%<br>100% | 258.02          | 0.00             | 258.30             | 100%<br>100%  |
| 8           | Composite Packaging (Tetrapak) | • (R13) 19 12 12 - other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11                                             | n/a                                                          | (R03) 19 12 12 - other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11 | Q1: 0.20<br>Q2: 0.38<br>Q3: 0.40<br>Q4: 0.34         | 0.00<br>0.00<br>0.00<br>0.00 | 0.46<br>0.38<br>0.40<br>0.34         | 230%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 1.32            | 0.00             | 1.58               | 120%<br>100%  |
| 9           | Paper & Cardboard              | • (R13) 20 01 01 - paper and cardboard<br>• (R13) 20 03 07 - bulky waste                                                                                                                 | n/a                                                          | (R13) 20 01 01 - paper and cardboard                                                                                                       | Q1: 64.22<br>Q2: 74.32<br>Q3: 89.42<br>Q4: 88.06     | 0.00<br>0.00<br>0.00<br>0.00 | 64.22<br>74.06<br>90.70<br>88.06     | 100%<br>100%<br>101%<br>100% | 100%<br>100%<br>100%<br>100% | 316.01          | 0.00             | 317.04             | 100%<br>100%  |
| 10          | Mixed Media (Books & CDs)      | • (R13) 20 01 01 - paper and cardboard<br>• (R13) 20 03 07 - bulky waste                                                                                                                 | n/a                                                          | (R11) 20 01 01 - paper and cardboard                                                                                                       | Q1: 3.42<br>Q2: 8.53<br>Q3: 10.44<br>Q4: 9.10        | 0.00<br>0.00<br>0.00<br>0.00 | 8.90<br>8.52<br>10.58<br>9.10        | 260%<br>100%<br>101%<br>100% | 100%<br>100%<br>100%<br>100% | 31.49           | 0.00             | 37.10              | 118%<br>100%  |
| 11          | Carpets                        | • (R13) 20 01 11 - textiles                                                                                                                                                              | n/a                                                          | (R05) 20 01 11 - textiles                                                                                                                  | Q1: 76.53<br>Q2: 77.76<br>Q3: 84.28<br>Q4: 82.58     | 0.00<br>0.00<br>0.00<br>0.00 | 71.58<br>77.76<br>84.28<br>82.58     | 94%<br>100%<br>100%<br>100%  | 100%<br>100%<br>100%<br>100% | 321.15          | 0.00             | 316.20             | 98%<br>100%   |
| 12          | Textiles & Shoes               | • (R13) 20 01 11 - textiles                                                                                                                                                              | n/a                                                          | (R03) 20 01 11 - textiles                                                                                                                  | Q1: 5.77<br>Q2: 20.58<br>Q3: 21.40<br>Q4: 18.62      | 0.00<br>0.00<br>0.00<br>0.00 | 16.92<br>20.58<br>21.40<br>18.62     | 293%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 66.37           | 0.00             | 77.52              | 117%<br>100%  |
| 13          | Fluorescent Tubes              | • (R13) 20 01 21* - fluorescent tubes and other mercury-containing waste                                                                                                                 | n/a                                                          | (R05) 20 01 21* - fluorescent tubes and other mercury-containing waste                                                                     | Q1: 0.22<br>Q2: 0.22<br>Q3: 0.28<br>Q4: 0.22         | 0.00<br>0.00<br>0.00<br>0.00 | 0.28<br>0.22<br>0.28<br>0.22         | 127%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 0.94            | 0.00             | 1.00               | 106%<br>100%  |

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| Stream name | Incoming codes                      | Outgoing disposal code                                                                                                                                                                               | Outgoing recovery code | Tonnes received                                                                                                                                            | Tonnes disposed                                      | Tonnes recovered             | Proportion removed                   | Recovery rate                | Tonnes received              | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate |
|-------------|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|------------------------------|--------------------------------------|------------------------------|------------------------------|-----------------|------------------|--------------------|---------------|
| 14          | Large Domestic Appliances - Chilled | • (R13) 20 01 23* - discarded equipment containing chlorofluorocarbons<br>• (R13) 20 03 07 - bulky waste                                                                                             | n/a                    | (R04) 20 01 23* - discarded equipment containing chlorofluorocarbons                                                                                       | Q1: 15.24<br>Q2: 21.32<br>Q3: 21.67<br>Q4: 23.46     | 0.00<br>0.00<br>0.00<br>0.00 | 13.78<br>19.28<br>21.93<br>20.62     | 90%<br>90%<br>101%<br>88%    | 100%<br>100%<br>100%<br>100% | 81.69           | 0.00             | 75.61              | 93%<br>100%   |
| 15          | Vegetable Oils                      | • (R13) 20 01 25 - edible oil and fat                                                                                                                                                                | n/a                    | (R09) 20 01 25 - edible oil and fat                                                                                                                        | Q1: 0.84<br>Q2: 10.94<br>Q3: 0.50<br>Q4: 0.38        | 0.00<br>0.00<br>0.00<br>0.00 | 0.22<br>10.94<br>0.50<br>0.38        | 26%<br>100%<br>100%<br>100%  | 100%<br>100%<br>100%<br>100% | 12.66           | 0.00             | 12.04              | 95%<br>100%   |
| 16          | Mixed Paints                        | • (R13) 20 01 27* - paint, inks, adhesives and resins containing dangerous substances                                                                                                                | n/a                    | (R13) 20 01 27* - paint, inks, adhesives and resins containing dangerous substances                                                                        | Q1: 11.20<br>Q2: 24.28<br>Q3: 15.38<br>Q4: 10.98     | 0.00<br>0.00<br>0.00<br>0.00 | 12.50<br>24.28<br>15.38<br>10.98     | 112%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 61.84           | 0.00             | 63.14              | 102%<br>100%  |
| 17          | Batteries                           | • (R13) 20 01 33* - batteries and accumulators included in 16 06 01, 16 06 02 or 16 06 03 and unsorted batteries and accumulators containing these batteries                                         | n/a                    | (R04) 20 01 33* - batteries and accumulators included in 16 06 01, 16 06 02 or 16 06 03 and unsorted batteries and accumulators containing these batteries | Q1: 3.02<br>Q2: 5.26<br>Q3: 2.32<br>Q4: 3.78         | 0.00<br>0.00<br>0.00<br>0.00 | 2.32<br>5.26<br>2.32<br>3.78         | 77%<br>100%<br>100%<br>100%  | 100%<br>100%<br>100%<br>100% | 14.38           | 0.00             | 13.68              | 95%<br>100%   |
| 18          | Televisions (including monitors)    | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 20 01 35* - discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23 containing hazardous components(5) | n/a                    | (R05) 20 01 35* - discarded electrical and electronic equipment other than those mentioned in 20 01 21 and 20 01 23 containing hazardous components(5)     | Q1: 21.77<br>Q2: 20.06<br>Q3: 30.32<br>Q4: 23.88     | 0.00<br>0.00<br>0.00<br>0.00 | 21.64<br>20.06<br>23.16<br>19.46     | 99%<br>100%<br>76%<br>81%    | 100%<br>100%<br>100%<br>100% | 96.03           | 0.00             | 84.32              | 88%<br>100%   |
| 19          | Small Domestic Appliances           | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 20 01 36 - discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35                           | n/a                    | (R04) 20 01 36 - discarded electrical and electronic equipment other than those mentioned in 20 01 21, 20 01 23 and 20 01 35                               | Q1: 65.53<br>Q2: 73.38<br>Q3: 71.28<br>Q4: 62.60     | 0.00<br>0.00<br>0.00<br>0.00 | 65.38<br>72.62<br>63.92<br>57.66     | 100%<br>99%<br>90%<br>92%    | 100%<br>100%<br>100%<br>100% | 272.79          | 0.00             | 259.58             | 95%<br>100%   |
| 20          | Treated Wood                        | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 20 01 38 - wood other than that mentioned in 20 01 37<br>• (R13) 20 03 07 - bulky waste                                                          | n/a                    | (R13) 20 01 38 - wood other than that mentioned in 20 01 37                                                                                                | Q1: 721.70<br>Q2: 869.55<br>Q3: 764.67<br>Q4: 580.76 | 0.00<br>0.00<br>0.00<br>0.00 | 719.42<br>869.54<br>766.66<br>580.76 | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 2,936.68        | 0.00             | 2,936.38           | 100%<br>100%  |
| 21          | Hard Plastic                        | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 20 01 39 - plastics                                                                                                                              | n/a                    | (R03) 20 01 39 - plastics                                                                                                                                  | Q1: 39.82<br>Q2: 77.32<br>Q3: 46.96<br>Q4: 32.04     | 0.00<br>0.00<br>0.00<br>0.00 | 39.80<br>77.32<br>46.96<br>32.04     | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 196.14          | 0.00             | 196.12             | 100%<br>100%  |
| 22          | Metal                               | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 20 01 40 - metals<br>• (R13) 20 03 07 - bulky waste                                                                                              | n/a                    | (R04) 20 01 40 - metals                                                                                                                                    | Q1: 115.46<br>Q2: 157.94<br>Q3: 135.20<br>Q4: 100.89 | 0.00<br>0.00<br>0.00<br>0.00 | 114.90<br>157.94<br>133.96<br>100.88 | 100%<br>100%<br>99%<br>100%  | 100%<br>100%<br>100%<br>100% | 509.49          | 0.00             | 507.68             | 100%<br>100%  |
| 23          | Green Waste                         | • (R13) 20 03 01 - mixed municipal waste<br>• (R13) 20 02 01 - biodegradable waste                                                                                                                   | n/a                    | (R03) 20 02 01 - biodegradable waste                                                                                                                       | Q1: 168.06<br>Q2: 0.00<br>Q3: 0.00<br>Q4: 0.00       | 0.00<br>0.00<br>0.00<br>0.00 | 167.80<br>0.00<br>0.00<br>0.00       | 100%<br>0%<br>0%<br>0%       | 100%<br>0%<br>0%<br>0%       | 168.06          | 0.00             | 167.80             | 100%<br>100%  |
| 24          | General Waste                       | • (R13) 20 03 01 - mixed municipal waste                                                                                                                                                             | n/a                    | (R01) 20 03 01 - mixed municipal waste                                                                                                                     | Q1: 385.50<br>Q2: 0.00<br>Q3: 0.00<br>Q4: 0.00       | 0.00<br>0.00<br>0.00<br>0.00 | 385.46<br>0.00<br>0.00<br>0.00       | 100%<br>0%<br>0%<br>0%       | 100%<br>0%<br>0%<br>0%       | 385.50          | 0.00             | 385.46             | 100%<br>100%  |
| 25          | Mattresses                          | • (R13) 20 03 01 - mixed municipal waste                                                                                                                                                             | n/a                    | (R03) 20 03 01 - mixed municipal waste                                                                                                                     | Q1: 15.88<br>Q2: 18.62<br>Q3: 22.04<br>Q4: 24.54     | 0.00<br>0.00<br>0.00<br>0.00 | 15.72<br>18.62<br>22.10<br>24.60     | 99%<br>100%<br>100%<br>100%  | 100%<br>100%<br>100%<br>100% | 81.08           | 0.00             | 81.04              | 100%<br>100%  |
| 26          | Mechanical Sweepings                | • (R13) 20 03 03 - street-cleaning residues                                                                                                                                                          | n/a                    | (R03) 20 03 03 - street-cleaning residues                                                                                                                  | Q1: 240.66<br>Q2: 307.90<br>Q3: 289.70<br>Q4: 453.76 | 0.00<br>0.00<br>0.00<br>0.00 | 168.74<br>209.96<br>233.84<br>289.50 | 70%<br>68%<br>81%<br>64%     | 100%<br>100%<br>100%<br>100% | 1,292.02        | 0.00             | 902.04             | 70%<br>100%   |

Bessemer Close 2023

| Stream name                                 | Incoming codes                                                                                                                                                                                   | Outgoing disposal code                                                               | Outgoing recovery code                                                                                       | Tonnes received | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate | Tonnes received | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|-----------------|-----------------|------------------|--------------------|---------------|-----------------|-----------------|------------------|--------------------|---------------|
| 27                                          |                                                                                                                                                                                                  |                                                                                      |                                                                                                              |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Mixed General Waste - Bulky containing POPs | <ul style="list-style-type: none"> <li>(R13) 20 03 01 - mixed municipal waste</li> <li>(R13) 20 03 07 - bulky waste</li> <li>(R13) 16 01 03 - end-of-life tyres</li> </ul>                       | n/a                                                                                  | (R01) 20 03 07 - bulky waste                                                                                 | Q1: 507.53      | 0.00            | 1,295.28         | 255%               | 100%          | 4,889.86        | 0.00            | 6,030.15         | 123%               | 100%          |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q2: 1,611.68    | 0.00            | 1,701.20         | 106%               | 100%          |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q3: 1,484.97    | 0.00            | 1,620.01         | 109%               | 100%          |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q4: 1,285.67    | 0.00            | 1,413.66         | 110%               | 100%          |                 |                 |                  |                    |               |
| 29                                          |                                                                                                                                                                                                  |                                                                                      |                                                                                                              |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Asbestos                                    | <ul style="list-style-type: none"> <li>(R13) 10 13 09* - waste from the manufacture of asbestos cement, containing asbestos</li> </ul>                                                           | (D05) 10 13 09* - waste from the manufacture of asbestos cement, containing asbestos | n/a                                                                                                          | Q1: 0.00        | 0.00            | 0.00             | 0%                 | 0%            | 3.32            | 3.32            | 0.00             | 100%               | 0%            |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q2: 0.98        | 0.98            | 0.00             | 100%               | 0%            |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q3: 1.40        | 1.40            | 0.00             | 100%               | 0%            |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q4: 0.94        | 0.94            | 0.00             | 100%               | 0%            |                 |                 |                  |                    |               |
| 30                                          |                                                                                                                                                                                                  |                                                                                      |                                                                                                              |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Nitrous Oxide Cannisters                    | <ul style="list-style-type: none"> <li>(R13) 15 01 10* - packagings containing residues of dangerous substances or contaminated by these substances</li> </ul>                                   | n/a                                                                                  | (R11) 15 01 10* - packagings containing residues of dangerous substances or contaminated by these substances | Q1: 0.00        | 0.00            | 0.00             | 0%                 | 0%            | 0.90            | 0.00            | 0.90             | 100%               | 100%          |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q2: 0.90        | 0.00            | 0.90             | 100%               | 100%          |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q3: 0.00        | 0.00            | 0.00             | 0%                 | 0%            |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q4: 0.00        | 0.00            | 0.00             | 0%                 | 0%            |                 |                 |                  |                    |               |
| 11                                          |                                                                                                                                                                                                  |                                                                                      |                                                                                                              |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Hardcore                                    | <ul style="list-style-type: none"> <li>(R13) 17 01 07 - mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06</li> <li>(R13) 20 03 07 - bulky waste</li> </ul> | n/a                                                                                  | (R13) 17 01 07 - mixtures of concrete, bricks, tiles and ceramics other than those mentioned in 17 01 06     | Q1: 0.00        | 0.00            | 0.00             | 0%                 | 0%            | 69.48           | 0.00            | 69.46            | 100%               | 100%          |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q2: 69.48       | 0.00            | 69.46            | 100%               | 100%          |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q3: 0.00        | 0.00            | 0.00             | 0%                 | 0%            |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q4: 0.00        | 0.00            | 0.00             | 0%                 | 0%            |                 |                 |                  |                    |               |
| 32                                          |                                                                                                                                                                                                  |                                                                                      |                                                                                                              |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Green Waste                                 | <ul style="list-style-type: none"> <li>(R13) 20 02 01 - biodegradable waste</li> <li>(R13) 20 03 07 - bulky waste</li> </ul>                                                                     | n/a                                                                                  | (R13) 20 02 01 - biodegradable waste                                                                         | Q1: 0.00        | 0.00            | 0.00             | 0%                 | 0%            | 738.98          | 0.00            | 733.14           | 99%                | 100%          |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q2: 222.05      | 0.00            | 222.06           | 100%               | 100%          |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q3: 270.69      | 0.00            | 277.20           | 102%               | 100%          |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q4: 246.24      | 0.00            | 233.88           | 95%                | 100%          |                 |                 |                  |                    |               |
| 33                                          |                                                                                                                                                                                                  |                                                                                      |                                                                                                              |                 |                 |                  |                    |               |                 |                 |                  |                    |               |
| Mixed Recyclables                           | <ul style="list-style-type: none"> <li>(R13) 20 03 01 - mixed municipal waste</li> </ul>                                                                                                         | n/a                                                                                  | (R13) 20 03 01 - mixed municipal waste                                                                       | Q1: 0.00        | 0.00            | 0.00             | 0%                 | 0%            | 21.72           | 0.00            | 21.64            | 100%               | 100%          |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q2: 0.00        | 0.00            | 0.00             | 0%                 | 0%            |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q3: 1.43        | 0.00            | 1.40             | 98%                | 100%          |                 |                 |                  |                    |               |
|                                             |                                                                                                                                                                                                  |                                                                                      |                                                                                                              | Q4: 20.29       | 0.00            | 20.24            | 100%               | 100%          |                 |                 |                  |                    |               |

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| Stream name | Incoming codes | Outgoing disposal code                                                                                                                                                                   | Outgoing recovery code | Tonnes received                                                                                                                            | Tonnes disposed                                              | Tonnes recovered             | Proportion removed                           | Recovery rate                | Tonnes received              | Tonnes disposed | Tonnes recovered | Proportion removed | Recovery rate                |
|-------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------|----------------------------------------------|------------------------------|------------------------------|-----------------|------------------|--------------------|------------------------------|
| 1           | Reject         | • (R12) 20 03 01 - mixed municipal waste<br>• (R12) 19 12 12 - other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11 | n/a                    | (R13) 19 12 12 - other wastes (including mixtures of materials) from mechanical treatment of wastes other than those mentioned in 19 12 11 | Q1: 2,649.80<br>Q2: 2,419.45<br>Q3: 2,249.52<br>Q4: 1,970.39 | 0.00<br>0.00<br>0.00<br>0.00 | 2,650.49<br>2,597.98<br>2,265.70<br>1,779.22 | 100%<br>107%<br>101%<br>90%  | 100%<br>100%<br>100%<br>100% | 9,289.16        | 0.00             | 9,293.39           | 100%<br>100%<br>100%<br>100% |
| 2           | Glass          | • (R12) 20 03 01 - mixed municipal waste                                                                                                                                                 | n/a                    | (R05) 19 12 05 - glass                                                                                                                     | Q1: 2,242.84<br>Q2: 1,896.66<br>Q3: 1,830.32<br>Q4: 1,769.25 | 0.00<br>0.00<br>0.00<br>0.00 | 2,242.66<br>1,896.42<br>1,830.58<br>1,769.40 | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 7,739.07        | 0.00             | 7,739.06           | 100%<br>100%<br>100%<br>100% |
| 3           | Steel          | • (R12) 20 03 01 - mixed municipal waste                                                                                                                                                 | n/a                    | (R04) 19 12 02 - ferrous metal                                                                                                             | Q1: 274.35<br>Q2: 232.52<br>Q3: 224.24<br>Q4: 199.07         | 0.00<br>0.00<br>0.00<br>0.00 | 274.14<br>232.36<br>224.20<br>199.16         | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 930.17          | 0.00             | 929.86             | 100%<br>100%<br>100%<br>100% |
| 4           | Aluminium      | • (R12) 20 03 01 - mixed municipal waste                                                                                                                                                 | n/a                    | (R04) 19 12 03 - non-ferrous metal                                                                                                         | Q1: 125.98<br>Q2: 119.30<br>Q3: 117.83<br>Q4: 96.65          | 0.00<br>0.00<br>0.00<br>0.00 | 125.58<br>119.66<br>117.48<br>96.76          | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 459.77          | 0.00             | 459.48             | 100%<br>100%<br>100%<br>100% |
| 5           | Plastic        | • (R12) 20 03 01 - mixed municipal waste                                                                                                                                                 | n/a                    | (R03) 19 12 04 - plastic and rubber                                                                                                        | Q1: 718.61<br>Q2: 699.85<br>Q3: 660.57<br>Q4: 703.95         | 0.00<br>0.00<br>0.00<br>0.00 | 718.54<br>699.90<br>660.34<br>704.24         | 100%<br>100%<br>100%<br>100% | 100%<br>100%<br>100%<br>100% | 2,782.97        | 0.00             | 2,783.02           | 100%<br>100%<br>100%<br>100% |
| 6           | Paper & Card   | • (R12) 20 03 01 - mixed municipal waste<br>• (R12) 20 01 01 - paper and cardboard                                                                                                       | n/a                    | (R03) 19 12 01 - paper and cardboard                                                                                                       | Q1: 2,277.49<br>Q2: 2,386.36<br>Q3: 2,223.22<br>Q4: 2,648.92 | 0.00<br>0.00<br>0.00<br>0.00 | 2,491.79<br>2,230.76<br>2,058.94<br>2,475.78 | 109%<br>93%<br>93%<br>93%    | 100%<br>100%<br>100%<br>100% | 9,535.99        | 0.00             | 9,257.27           | 97%<br>100%<br>100%<br>100%  |

## **10. Improvement opportunities over the medium to long term**

We have identified a number of improvement opportunities, these have either come about through our Waste Strategy, Workforce Plan, Audits, Assessments and internal performance management meetings, these relate to:

- Addressing stakeholder engagement & communication outcomes i.e. from key surveys and subsequently improving customer satisfaction
- Ensure robust and enhanced business planning and reviews
- Robust management and enhancements to risk register management
- Ensuring delivery of workforce plan actions
- Potential for increasing recycling and quality of materials
- Adoption and reaping of new technology as it emerges
- Develop a more robust Business Continuity Plan
- Continued PAS 402:2013 Accreditation
- Continuing retention of ISO 9001:2015 Quality Management System Standard
- Review Quality Policy to reflect customer expectations
- Improved Depot inspections and checks
- Address any observations and non-conformities identified by Tarian Inspection and NRW Reports

## **10. Appendix 1 – Associated Evidence**

1. Recycling Strategy
2. Corporate Plan
3. Directorate Delivery Plan
4. Team Plans
5. Workforce Plan
6. Quality Manual
7. ISO 9001:2015 Certificate
8. Health & Safety Action Plan
9. Processes, Procedures and Forms
10. Risk Assessments
11. Safe Systems of Work
12. Training Records
13. Environmental Permits.
14. Risk Register
15. Performance outturns
16. Weighbridge Calibration Certificates, Tickets and Waste Transfer Notes

See Appendices 2 & 3 for relevant Environmental Permits.