

Survey 5 - Week Commencing 27th April 2020

- * Unless stated otherwise, percentages in this document are based on the share of responses given to a question rather than a share of total authorities represented within the survey (with the difference being due to some authorities reporting on behalf of others). Work is currently being undertaken to move towards percentages being based on total authorities represented, and changes will be backdated once this is complete. Percentages may not sum to totals due to rounding.
- * Responses represent best reasonable estimates at the date and time the survey is completed.
- * Although this document is not in itself an official statistics release, it and the indicators within it, have undergone a proportionate level of quality assurance.

Collection Services



*Axis dates given as 'week commencing...'

- **Residual waste:** The vast majority (88%) of survey respondents state that residual collection services continue to operate as normal. 11% report continued operations but with minor disruption, while 2% report moderate levels of disruption.

- **Recycling:** 78% of recycling collections are reported to be operating as normal. Minor disruption is reported in a fifth (19%) of responding Waste Collection Authorities/Unitary Authorities (WCAs/UAs) where this is a provided service.
- **Food waste:** Three quarters (77%) of respondents report their food waste collections to be operating as normal, while 13% are reported to be operating but with minor disruption. The percentage of responding authorities having withdrawn collection services or experiencing severe disruption has remained roughly constant in the last weeks. Food is typically collected in about half of authorities providing collection services.
- **Garden waste:** 60% of garden waste collection services are reported to be operating as normal in the W/C 27th April. This figure has improved week-on-week. 22% report the service they provide to be withdrawn.
- **Clinical waste:** Almost all (96%) of clinical waste collections (generally ran in around three quarters of responding authorities) continue to operate as normal, with the remainder operational with minor disruption (4%).
- **Commercial waste:** Three quarters of responding WCAs/UAs (78%) reported commercial collected services to be either operating normally or operating, but with minor disruption. There has been a drop in the percentage of respondents reporting either moderate or severe disruption compared to last week (7%), down from 25%.
- **Bulky collections:** 42% of bulky collections are reported to be withdrawn this week, with this figure having fallen each week since the survey began. The percentage operating normally is reported to be 38% this week, over double that reported in the W/C 30th March.
- **Street sweepings:** Half (50%) of street-sweeping and litter collection services are reported to be operating normally. Around a third (34%) are reporting minor disruption, while 12% are reporting moderate disruption levels.
- Three quarters (73%) of **bring banks** continue to be operating normally or experiencing minor disruption. Bring banks are reported to be unavailable by approximately one in ten respondents (8%), with this figure having increased since survey reporting for this service began.
- Four in five (80%) **fly-tipping clearance** collections are operating as normal, with this percentage having increased week-on-week. 11% are reported to be in operation with minor disruption, while 7% report moderate disruption.

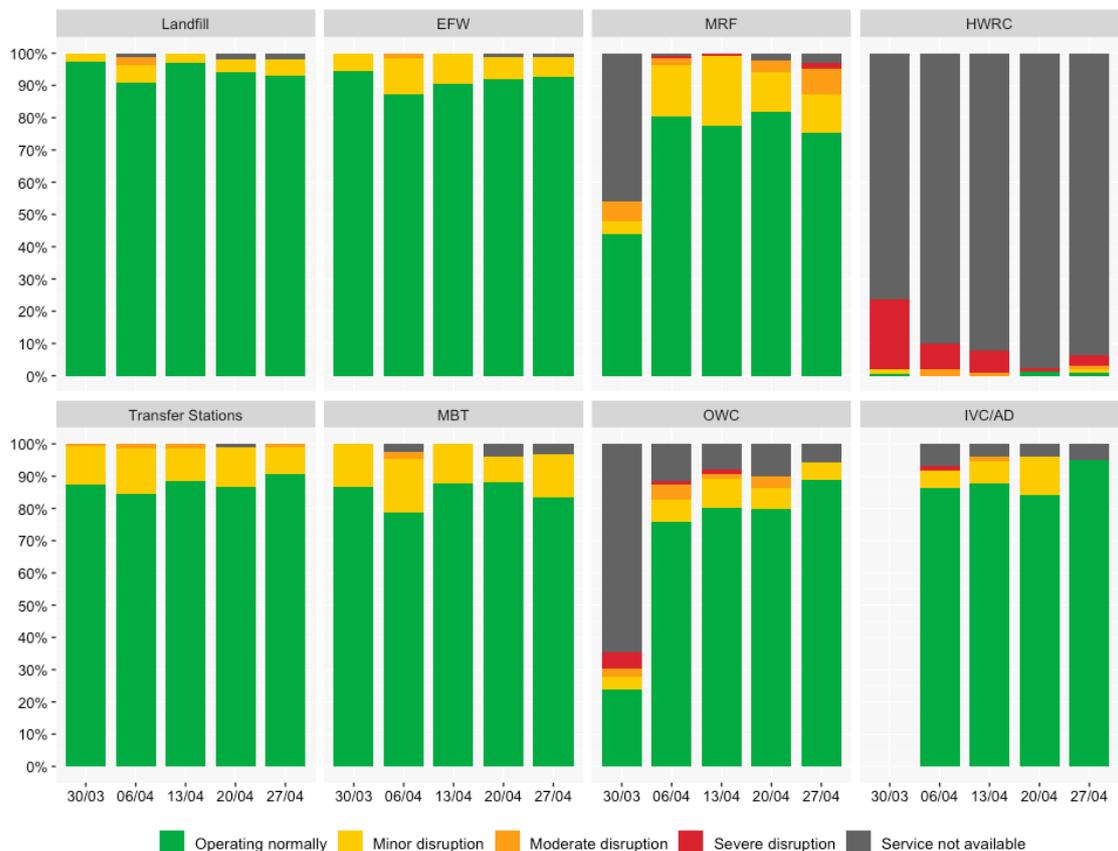
	Operating normally	Minor disruption	Moderate disruption	Severe disruption	Service not available
Residual	88%	11%	2%	0%	0%
Recycling	78%	19%	2%	1%	1%
Food	77%	13%	3%	0%	7%
Garden	60%	13%	4%	1%	22%
Clinical	96%	4%	0%	0%	0%
Commercial	78%	12%	2%	5%	2%
Bulky	38%	13%	2%	5%	42%
Bring Banks	53%	19%	11%	8%	8%
Fly-Tip Clearance	80%	11%	7%	1%	0%

Street Sweeping	50%	34%	12%	3%	0%
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Disposal Services

HWRC Re-opening Plans

- A new question this week asked respondents if they have plans in place to reopen HWRCs. Roughly 4 in 5 (**84%**) who reported providing this service have plans in place to reopen some of their HWRCs.
 - Regarding the anticipated time frame for this, **11%** of respondents providing HWRC services suggested this would occur in the next week, **37%**, within the next two weeks, **46%** (the largest share), within the next month and **6%**, in more than a month's time. Based on this, almost half of respondents have plans to reopen HWRCs in the next two weeks.



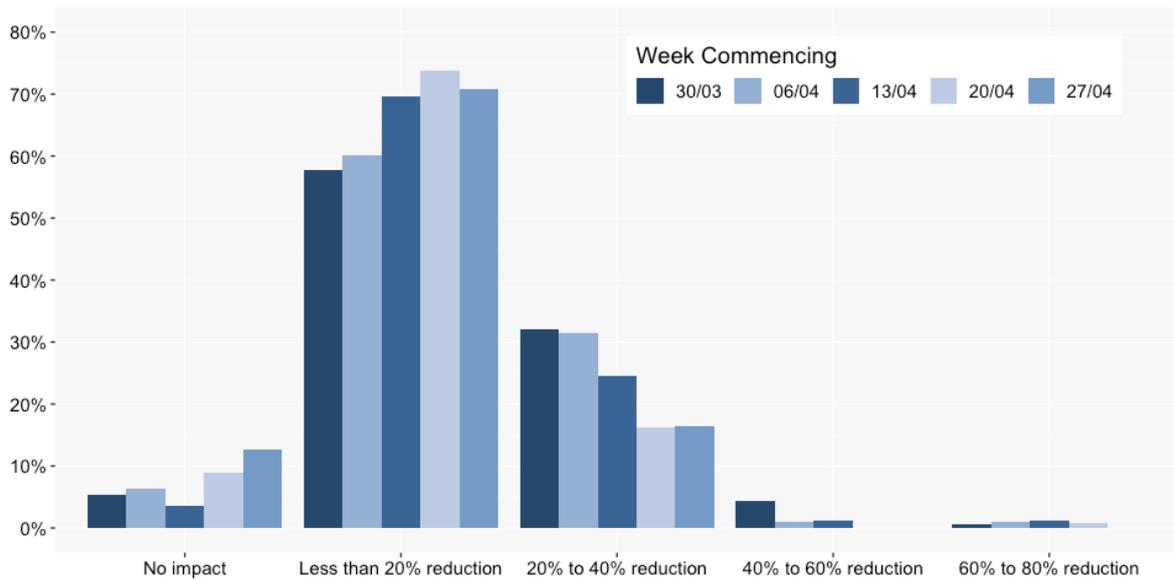
*Axis dates given as 'week commencing...'

- The vast majority (**93%**) of landfilling and Energy from Waste (EfW) disposal services are reported to be continuing to operate as normal in the W/C 27th April. This has been relatively constant since the 30th March.
- **Multi-Recycling Facilities (MRFs):** Three quarters (**75%**) of MRF services are reported to be operating as normal this week. **12%** are reported to be operating but with minor disruption, **8%** with moderate disruption and **3%**, unavailable.
- **Transfer stations:** The vast majority of transfer stations are reported to be operating without any disruption (**90%**) this week, while **9%** are reported to be operational while experiencing a minor level of disruption.

- **Household Waste Recycling Centres (HWRCs):** Nearly all HWRCs are reported to be unavailable (**94%**). The small remainder of respondents have their HWRCs in operation, but with various levels of disruption reported.
- **Mechanical Biological Treatment (MBT):** A similar picture to previous weeks. MBT services are reported to operating normally for most (**83%**) of the relatively small proportion of responding authorities where this is a disposal service (a quarter). **13%** report experiencing minor disruption.
- **Open Windrow Composting (OWC):** The percentage of OWC services reported to be operating as normal is **89%** this week.
- **95% of In-Vessel Composting (IVC) and Anaerobic Digestion (AD) services** are reported to be operating as normal in this most recent survey.

	Operating normally	Minor disruption	Moderate disruption	Severe disruption	Service not available
Landfill	93%	5%	0%	0%	2%
EFW	93%	6%	0%	0%	1%
MRF	75%	12%	8%	2%	3%
HWRC	1%	1%	1%	3%	94%
Transfer Stations	90%	9%	1%	0%	0%
MBT	83%	13%	0%	0%	3%
OWC	89%	6%	0%	0%	6%
IVC/AD	95%	0%	0%	0%	5%

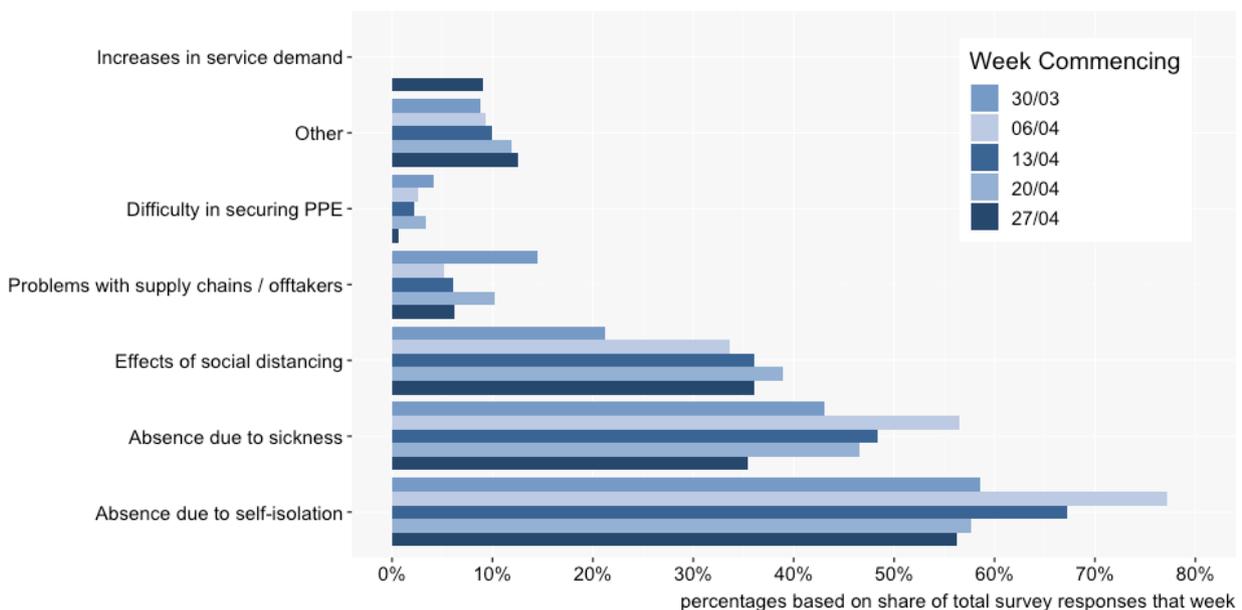
Staff Absence Levels



- In the W/C 27th April, a greater percentage of respondents (**13%**) reported having 'no impact' on operational staffing levels than in previous weeks. **71%** of respondents reported having a 'less than 20% reduction' on staffing levels, a similar level to last week.
- No respondents reported experiencing the highest levels of impact on staffing levels this week, i.e. a '40% to 60% reduction' or '60% to 80% reduction'.
- **16%** of respondents reported having a '20-40% reduction' on staffing levels, which is around half that reported in the W/C 30th March.

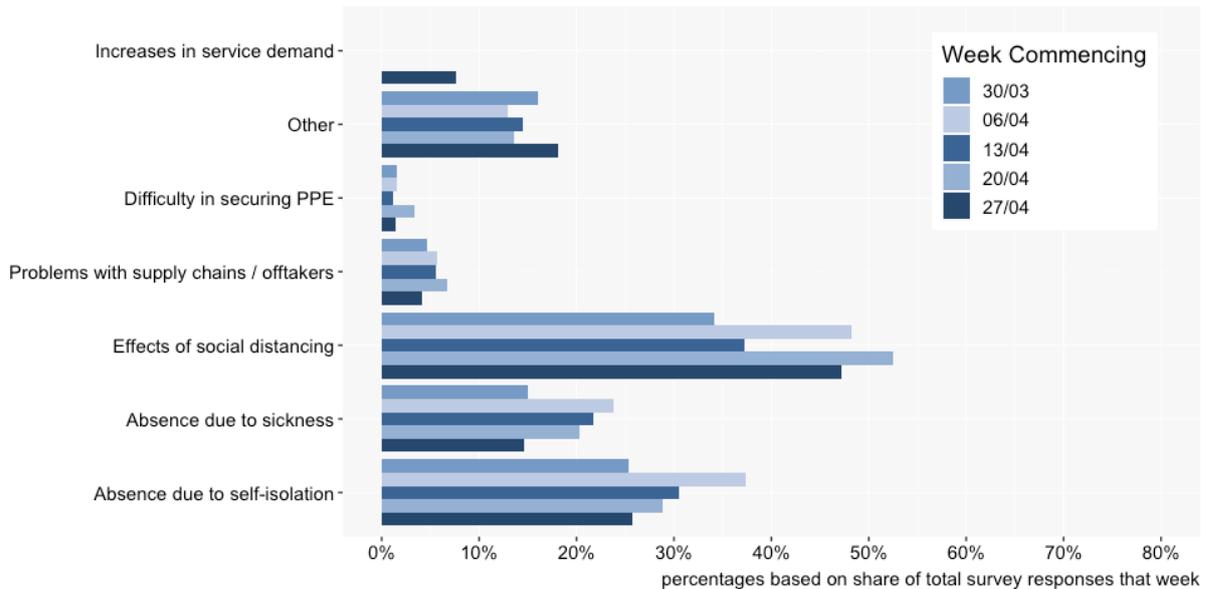
Reasons for Service Changes

Collection



- In the W/C the 27th April, the greatest reported cause for disruption to collection services continues to be **staff absence due to self-isolation**, highlighted by almost two-thirds (**56%**) of respondents. The share of respondents identifying this factor has nevertheless fallen since the W/C 6th April, when it was at its highest.
- **Staff absences due to sickness** and **effects of social distancing** are the next greatest reported causes for disruption to collection services, reported by **35%** and **36%** of respondents, respectively.
- A new question this week, roughly one in ten (**9%**) respondents highlighted **major increases in service demand** as a cause for disruption to collection services.
- **Difficulties in securing PPE** are identified in **1%** of responses as a cause for disruption.
- **Problems with oftakers** were identified by **6%** of respondents as a cause for disruption. For those experiencing problems with oftakers, the material streams impacted are primarily comingled materials (cans/plastics/fibre and glass), while metals and fibres were also highlighted as being affected. The sole reason reported for this issue was limitations on volumes of waste being accepted. For those elaborating on the specific level of restrictions imposed by oftakers, it was roughly equal and polarized between respondents being 'unable to place under 15% of materials' and on the other end of the scale, being 'unable to place over 75% of materials'.
- **'Other reasons'** was selected by **13%** of respondents. This week, highlighted reasons include textile banks being closed and oftakers being unable to receive more, fluctuating levels of staff absences making re-establishing collection services difficult, reallocation of staff from collections such as street sweeping to core services,

Disposal



- The **effects of social distancing** continue to be the greatest reported cause of disruption to disposal services (reported by **47%** of survey respondents in the W/C 27th April). This is likely to be, at least partially, due to the continued impacts of social distancing on HWRC closures. This figure is up from **33%** in the W/C 30th March.
- **Staff absences due to self-isolation**, the next greatest reported reason, are highlighted by roughly a quarter of survey respondents (**26%**) as a cause for disruption.
- **Staff absences due to sickness** are the third highest reported cause of disruption to disposal services, reported by **15%** of survey respondents.
- A new question this week, roughly one in ten (**8%**) respondents highlighted **major increases in service demand** as a cause for disruption to disposal services.
- **Difficulties in securing PPE** are reported to be a cause of disruption to disposal services by **1%** of respondents (with minor disruptions due to PPE shortages being reported in most instances).
- **Problems with supply chains/offtakers** were highlighted by **4%** of respondents this week – a similar level to weeks previous. For those experiencing such problems, the material streams impacted are primarily comingled materials (cans/plastics/fibre and glass). The sole reason reported for this issue was limitations on volumes of waste being accepted.
- **‘Other reasons’** were identified by **18%** of respondents. Other reasons highlighted include problems with increased tonnages in relation to current infrastructural capacity, kerbside recycling collections being withdrawn in some places impacting MRF activities and WEEE reprocessing systems being affected.

Change in Waste Arisings

Excluding Withdrawn Services

	+100% increase	50-100% increase	20-50% increase	0-20% increase	No impact	0-20% decrease	20-50% decrease	50-100% decrease
Residual	0%	5%	39%	46%	8%	2%	0%	1%
Recycling	2%	6%	33%	49%	6%	1%	2%	1%
Food	2%	2%	26%	51%	11%	7%	0%	2%
Garden	5%	13%	40%	25%	11%	4%	0%	1%
Clinical	0%	0%	0%	5%	91%	2%	2%	0%
Commercial Waste	0%	0%	1%	1%	7%	24%	32%	35%
Bulky	0%	1%	3%	16%	40%	12%	12%	15%
Bring Banks	0%	7%	20%	29%	30%	7%	1%	6%
Fly-Tip Clearance	2%	4%	20%	28%	30%	11%	2%	2%
Street Sweepings/ Litter	0%	1%	2%	7%	38%	32%	16%	4%

- **Residual:** Almost all (**90%**) respondents have reported higher than usual residual waste arisings in the W/C 27th April. This is a similar picture to previous weeks. **46%** reported increases to be in the region of '0-20% greater than normal', **39%** reported increases to be in the region of '20-50% greater than usual', and **5%** reported waste arising levels to be '50-100%' greater than usual.
- **Recycling:** **90%** of respondents reported recycling waste arisings to be greater than usual.
- Higher than usual arisings of collected **food** and **garden waste** have been reported by **80%** and **84%** of respondents, respectively. Around one in ten report arisings to be the same as usual across these waste streams.
- **79%** of respondents report **bulky waste** collection tonnages to be 'less than usual' or 'about the same' this week. A similar percentage of **street sweeping/litter collections** are reported be less than usual or about the same (**91%**). This picture is similar to previous weeks for both waste streams.
- This week, the majority (**91%**) of respondents have reported collected **clinical waste** arisings to remain the same as usual.
- **56%** of authorities report a greater than usual level of collected waste from **bring banks**, with this having increased across the last two weeks.
- **Fly-tip clearance:** A similar percentage of respondents as last week have reported greater than usual tonnages of collected fly-tipped waste (**54%**, down from 58%). **30%** of respondents reporting no impact this week, down on previous weeks.
- **Commercial:** **90%** of respondents highlighted a reduction in collected commercial waste arisings. This is a similar percentage to previous weeks. 7% report collection tonnages to be similar to usual.