

Survey Results - Week Commencing 4th May 2020

- * Percentages in this summary are based on the share of Local Authorities (LAs) represented within each week's survey responses. This differs to summaries in previous weeks, where percentages were based on the share of survey respondents. This difference is because some authorities are reporting on behalf of others for the purpose of this survey. This change in method has been backdated to ensure data within this document is comparable across weeks.
- * Responses represent best reasonable estimates at the date and time the survey is completed.
- * Percentages throughout this document may not sum to totals due to rounding.
- * 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:** Almost all (91%) Waste Collection Authorities/Unitary Authorities (WCAs/UAs) responding to our survey in the W/C 4th May 2020 and who provide residual waste collections, report these to be operating as normal. 8% report continued operations but with minor disruption.

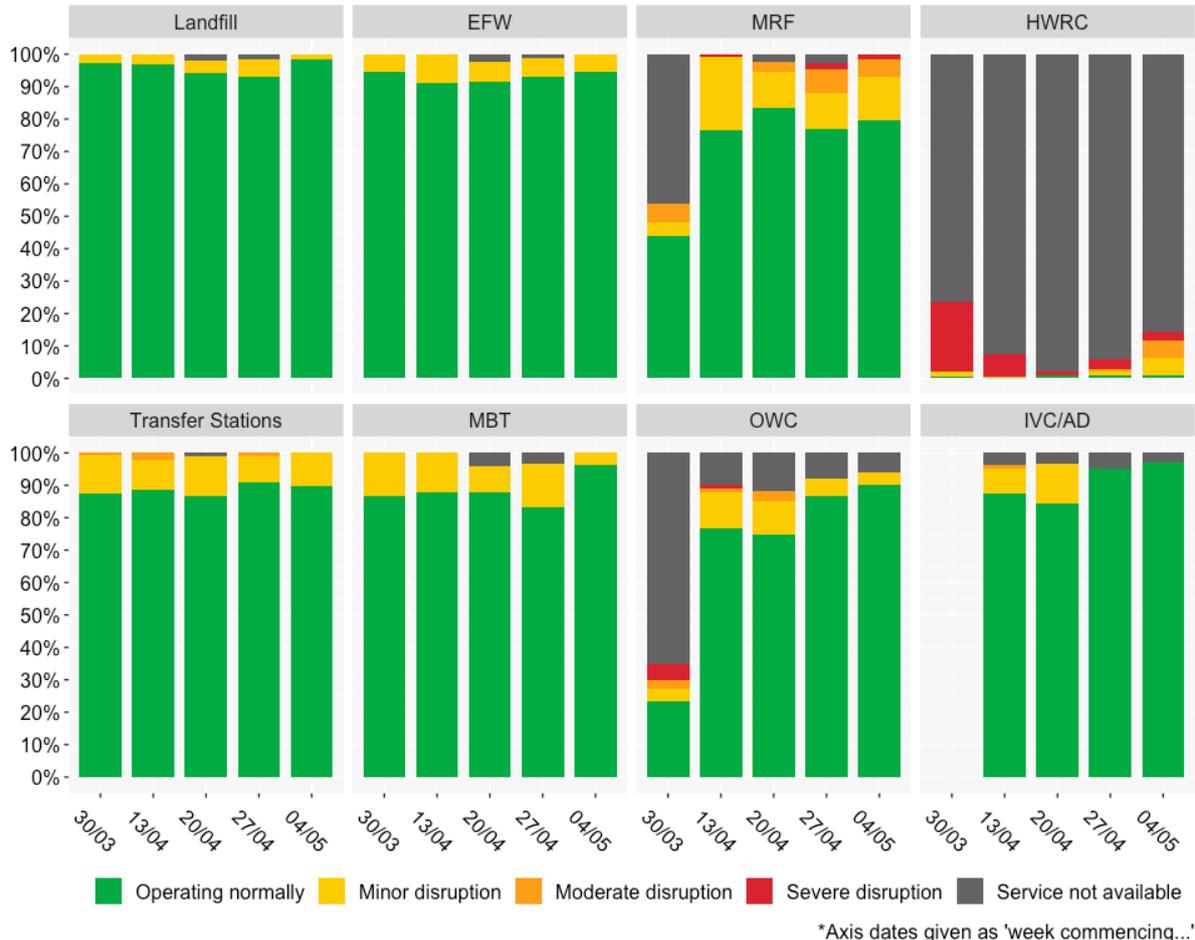
- **Recycling:** Roughly three quarters (**74%**) of recycling collections are reported to be operating as normal. Minor disruption is reported by a quarter of responding authorities.
- **Food waste:** Two thirds (**68%**) of LAs providing food waste collections report these to be operating as normal. **11%** report collections to be operating with minor disruption, while **17%** report moderate disruption. The percentage of LAs having withdrawn collection services (**3%**) has remained roughly constant in the last few weeks. Food is typically collected in about half of responding LAs.
- **Garden waste:** **56%** of garden waste collection services are reported to be operating as normal, with this figure having improved by half since the end of March. **12%** and **13%** of responding LAs report either minor or moderate disruption, respectively. **15%** report garden waste collection services to be withdrawn (less than half that reported when in the W/C 30th March).
- **Clinical waste:** Almost all (**98%**) clinical waste collections (generally ran in around three quarters of LAs represented in this survey) continue to operate as normal.
- **Commercial waste:** Three quarters of responding LAs (**76%**) report commercial collection services they provide to be either operating normally or operating with minor disruption. A fifth (**18%**), report experiencing severe disruption. Where further details have been provided, these disruptions are generally due to businesses being closed rather than issues with collection services themselves.
- **Bulky collections:** The overall picture for bulky collections has improved since the end of March. **27%** of bulky collections are reported to be unavailable this week, with this figure having fallen more than half since the end of March. The percentage of collections reported to be operating normally is **36%** this week, more than double that in the first week.
- **Street sweepings:** Roughly half (**56%**) of street-sweeping and litter collection services provided by responding LAs are reported to be operating normally. This figure has improved week-on-week since the W/C 30th March. Around a third (**35%**) are reported to be experiencing minor disruption.
- Three quarters (**74%**) of **bring banks** are reported to be operating normally or experiencing minor disruption. **7%** report this service to be moderately disrupted, **11%** severely disrupted and **8%**, not available.
- Four in five (**80%**) **fly-tipping clearance** collections are operating as normal. **15%** are reported to be in operation with minor disruption, while **4%** of respondents report moderate disruption.

	Operating normally	Minor disruption	Moderate disruption	Severe disruption	Service not available
Residual	91%	8%	1%	0%	0%
Recycling	74%	25%	1%	0%	0%
Food	68%	11%	17%	0%	3%
Garden	56%	12%	13%	4%	15%

Clinical	98%	1%	0%	0%	1%
Commercial	64%	12%	6%	18%	0%
Bulky	36%	21%	10%	6%	27%
Bring Banks	42%	32%	7%	11%	8%
Fly-Tip Clearance	80%	15%	4%	0%	1%
Street Sweeping	56%	35%	7%	2%	1%

Disposal Services

- For those with HWRCs currently closed, almost all (**94%**) LAs responding to this survey have plans in place to reopen some of their HWRCs. Regarding the anticipated time frame for this, over half (**52%**) of LAs suggested this would occur in the next week, **40%** within the next two weeks, **6%** within the next month and **1%** in more than a month's time.



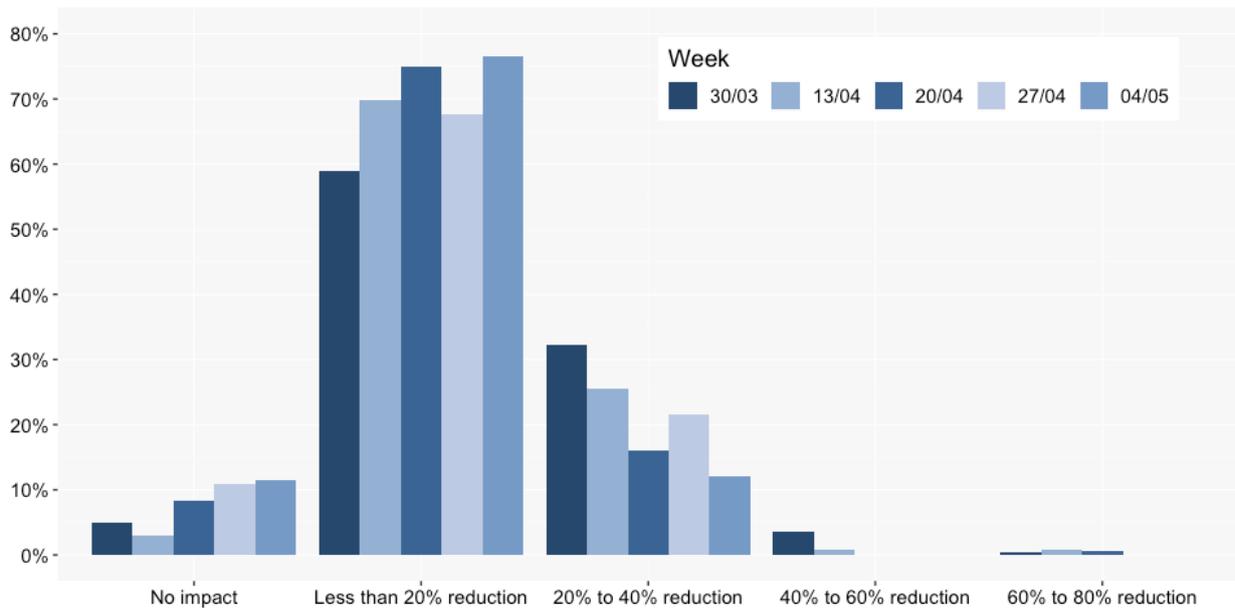
- The vast majority of landfilling (**98%**) and Energy from Waste (EfW) (**95%**) disposal services are reported to be operating as normal by responding LAs in the W/C 4th May 2020. This has been a relatively constant picture since the end of March.
- Multi-Recycling Facilities (MRFs):** Greater levels of disruption have been consistently reported for recycling disposal services than residual. Four in five (**80%**) MRF services are reported to be operating as normal in the W/C 4th May. **13%** are reported to be operating but with minor disruption, **5%** with moderate disruption and **2%**, with severe disruption.
- Transfer stations:** Most transfer stations (**90%**) are reported to be operating without any disruption by responding LAs.
- Household Waste Recycling Centres (HWRCs):** **86%** of HWRCs are reported to be unavailable in the W/C 4th May. The remainder of LAs report their HWRCs to be in operation, but with various levels of disruption.
- Mechanical Biological Treatment (MBT):** MBT services are reported to operating normally for almost all (**96%**) of the relatively small proportion of responding authorities

where this is a disposal service (a quarter). The remainder report experiencing minor disruption.

- **Open Windrow Composting (OWC):** OWC services are reported to be operating as normal by **90%** of LAs this week.
- **97%** of **In-Vessel Composting (IVC)** and **Anaerobic Digestion (AD)** services are reported to be operating as normal. The remainder of authorities report having withdrawn this service.

	Operating normally	Minor disruption	Moderate disruption	Severe disruption	Service not available
Landfill	98%	2%	0%	0%	0%
EFW	95%	5%	0%	0%	0%
MRF	80%	13%	5%	2%	0%
HWRC	1%	5%	5%	3%	86%
Transfer Stations	90%	10%	0%	0%	0%
MBT	96%	4%	0%	0%	0%
OWC	90%	4%	0%	0%	6%
IVC/AD	97%	0%	0%	0%	3%

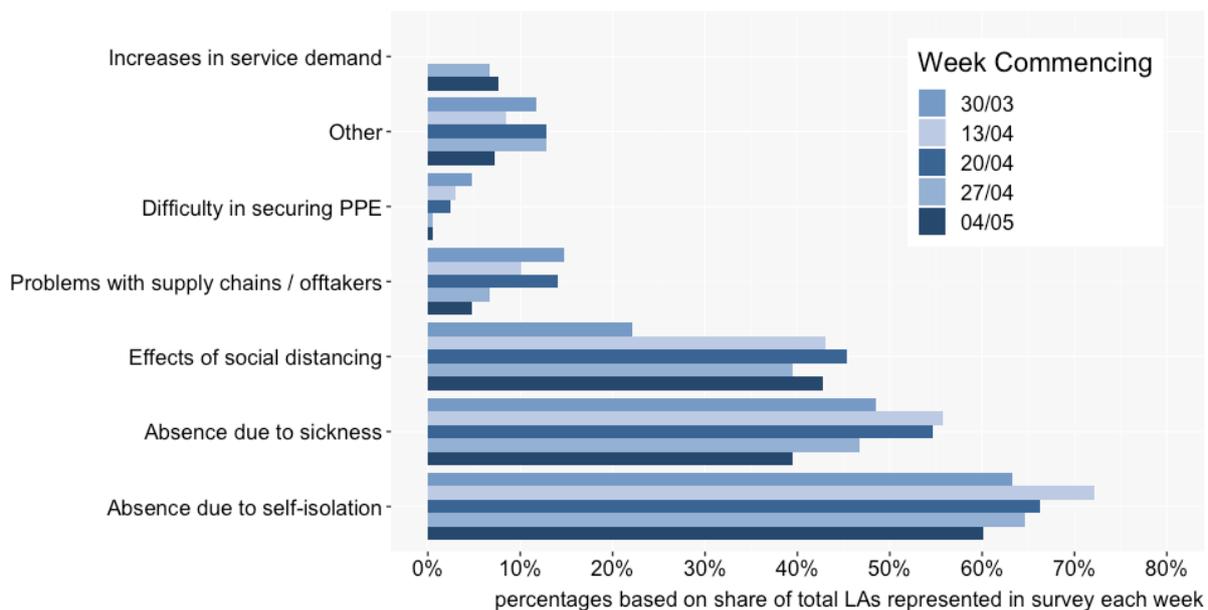
Staff Absence Levels



- In the W/C 4th May 2020, **12%** of LAs reported experiencing ‘no impact’ on operational staffing levels. This figure is more than double that reported in the last week of March.
- **77%** of LAs reported a ‘less than 20% reduction’ on staffing levels.
- In the W/C 4th May, as was the case for the W/C 27th April, **no LAs** reported experiencing the highest levels of impact on staffing levels this week, i.e. a ‘40% to 60% reduction’ or ‘60% to 80% reduction’.
- **12%** of LAs reported a ‘20-40% reduction’ on staffing levels, which is approximately a third of the share reporting this level of disruption at the end of March.

Reasons for Service Changes

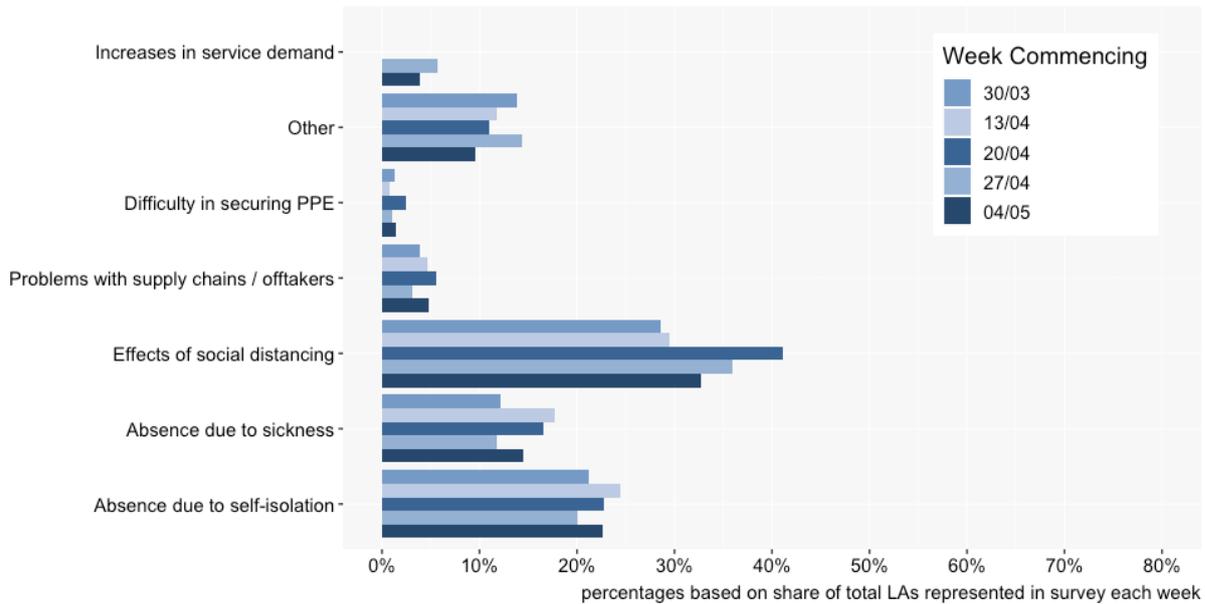
Collection



- In the W/C 4th May, the greatest reported cause for disruption to collection services continues to be **staff absence due to self-isolation**, highlighted by almost two-thirds (**60%**) of LAs. The share of LAs identifying this factor has nevertheless fallen in recent weeks.
- **The effects of social distancing** is the next greatest reported cause for disruption to collection services, reported by **43%** of responding LAs.
- **Absence due to sickness** is reported to be a cause for disruption to collection services by **39%** of LAs.
- Roughly one in ten (**8%**) LAs highlighted **major increases in demand for services** as a cause for disruption to collection services.
- **Difficulties in securing PPE** are identified by less than **1%** of responding LAs as a cause for disruption to collection activities. The level of disruption linked to difficulties in securing PPE was reported to be 'minor' i.e. affected LAs are experiencing some shortages of PPE but services remaining largely unaffected with alternatives or workarounds in place.
- **Problems with offtakers** were identified by **5%** of LAs as a cause for disruption. For those experiencing problems with offtakers, the material streams impacted are primarily co-mingled materials, while metals were also highlighted as being affected. The sole reason reported for this issue was limitations on volumes of waste being accepted by offtakers. For those elaborating on the level of limitation on volumes being accepted, a quarter reported being 'unable to place under 15% of materials' and three quarters reported being 'unable to place 15-25% of materials'. Issues with onwards market for textiles were also identified.
- **Other reasons** for disruption were provided by **7%** of LAs. This week reasons included the temporary closing of businesses causing trade waste collection levels to be low, curbside

and charity textile collections being suspended, HWRC closures putting strain on garden waste collections and additional resources being required to promote social distancing on some collections. Ways of alleviating disruption were primarily linked to the redistribution of workers to key roles, including through loaning staff, and the management of traffic associated with newly opened HWRCs such as through asking residents to book appointments.

Disposal



- The **effects of social distancing** continue to be the greatest reported cause of disruption to disposal services (reported by **33%** of responding LAs in the W/C 4th May). This is likely to be, at least partially, due to the continued impacts of social distancing on HWRC closures.
- **Staff absences due to self-isolation**, the next greatest reported reason, are highlighted by roughly a quarter of responding LAs (**23%**) as a cause for disruption, a similar percentage to previous weeks.
- **Staff absences due to sickness** are the third highest reported cause of disruption to disposal services, reported to be a cause of disruption by **14%** of LAs.
- **4%** of responding LAs 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 **5%** of respondents this week. For those experiencing supply chain problems at the waste disposal stage, the waste streams impacted are co-mingled materials (cans/plastics/fibre and glass). The primary reason reported for this issue was limitations on volumes of waste being accepted, while difficulty in meeting input quality specification was also identified as an issue. Two thirds of LAs reporting this as an issue, stated they were unable to place '25-50% of materials', while the remainder reporting being unable to place either under '15% of materials' or '15-25% of materials'.
- **Other reasons** were provided by **10%** of LAs. These included additional management resources required for HWRCs to be reopened while being able to accommodate fewer visitors to ensure site safety, increased volumes of co-mingled waste and higher than usual contamination rates causing MRF capacity to be impacted.

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	1%	10%	29%	54%	4%	2%	0%	1%
Recycling	1%	14%	37%	41%	4%	3%	0%	1%
Food	1%	5%	23%	44%	14%	13%	0%	1%
Garden	4%	18%	33%	25%	9%	10%	1%	0%
Clinical	0%	0%	0%	8%	91%	1%	1%	0%
Commercial Waste	0%	1%	0%	1%	4%	17%	32%	46%
Bulky	0%	1%	2%	19%	37%	6%	15%	20%
Bring Banks	0%	7%	16%	40%	17%	6%	0%	14%
Fly-Tip Clearance	2%	3%	25%	28%	26%	12%	3%	1%
Street Sweepings/ Litter	0%	0%	4%	6%	32%	42%	12%	4%

- **Residual:** Overall, **94%** of LAs represented in our survey in the W/C 4th May 2020 reported higher than usual residual waste arisings. This is up from 80% in the W/C 7th April. **54%** reported increases to be in the region of '0-20% greater than normal', **29%** reported increases to be in the region of '20-50% greater than usual', and **10%** reported waste arising levels to be '50-100%' greater than usual. **1%** reported levels greater than double typically expected.
- **Recycling:** **93%** of LAs reported recycling waste arisings to be greater than usual, up from 77% in the W/C 7th April. **2%** report greater than double increases in collected tonnages.
- Higher than usual arisings of collected **food** and **garden waste** have been reported by **73%** and **80%** of LAs, respectively. Around one in ten report arisings to be about the same as usual for both waste streams.
- **78%** of LAs report **bulky waste** collection tonnages to be 'less than usual' or 'about the same' this week. The equivalent figure for street sweeping/litter collections is **89%**.
- **The majority (91%)** of LAs report collected **clinical waste** arisings are at a similar level as typical.
- **63%** of authorities report a greater than usual level of collected waste from **bring banks**.

- **Fly-tip clearance:** Three out of five responding LAs (**59%**) report greater than usual tonnages of collected fly-tipped waste. The equivalent figure in the W/C 7th March was 50%. **28%** report increases to be in the region of '0-20%' and **25%** '20-50%' higher. Roughly a third (**26%**) of respondents reporting no increase in collected arisings relative to usual.
- **Commercial:** **95%** of respondents highlighted a reduction in collected commercial waste arisings relative to typically expected. This is a similar percentage to previous weeks.