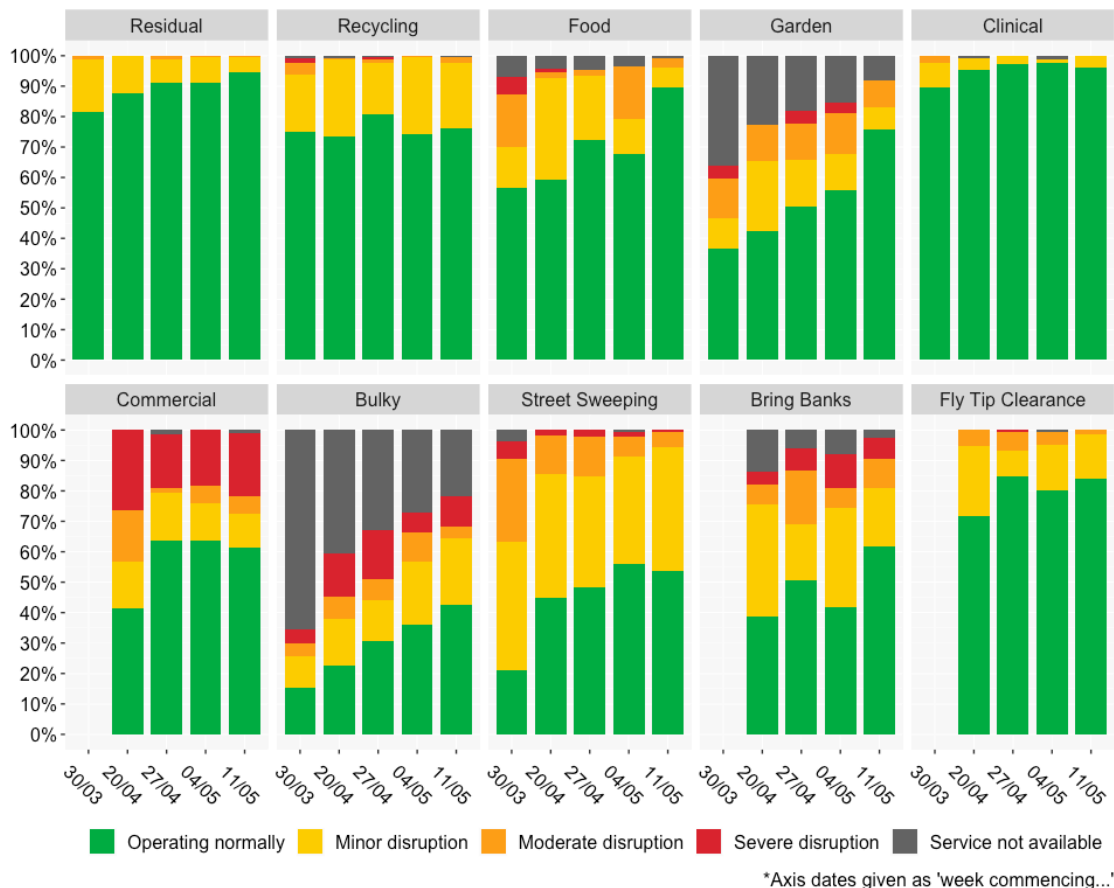


Survey Results - Week Commencing 11th May 2020

- * Responses represent best reasonable estimates at the date and time the survey is completed. For some Local Authorities (LAs), data may be reported with a week's lag.
- * 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.
- * Percentages throughout this document may not sum to totals due to rounding. Unless stated otherwise, and following a change in methodology effective from the summary released on the 12th of May, percentages in this document are based on the share of LAs represented in each week's responses rather than the share of weekly respondents. This difference is because some LAs are reporting on behalf of others for the purposes of this survey.

Collection Services



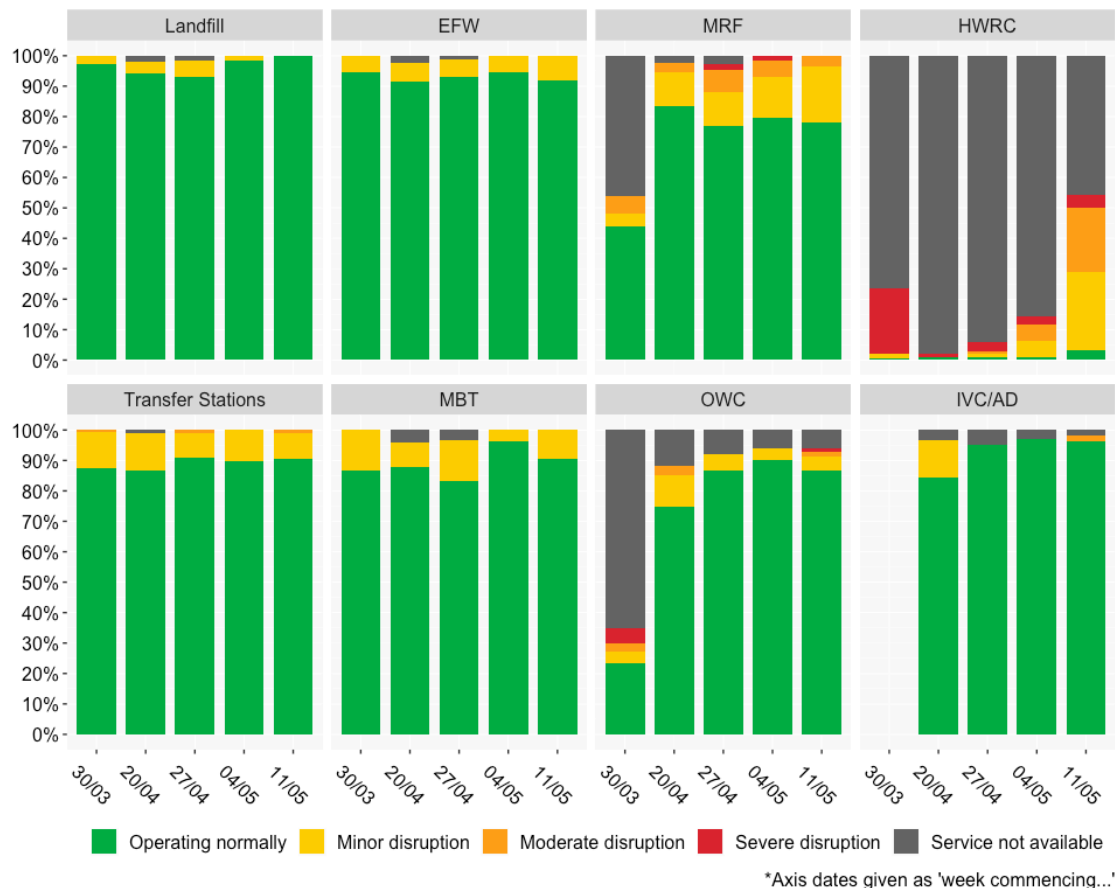
- **Residual waste:** Almost all (95%) Waste Collection Authorities/Unitary Authorities (WCAs/UAs) responding to our survey in the W/C 11th May 2020, report residual collections they provide to be operating as normal. The remainder are experiencing minor disruption. This is a similar picture to previous weeks.

- **Recycling:** About three quarters (**76%**) of recycling collections are reported to be operating as normal, while minor disruption is reported by **21%** of represented authorities, and **2%** report moderate levels of disruption. **1%** of respondents report having withdrawn their recycling collection services. This is a similar picture to previous weeks.
- **Food waste:** A greater than 20 percentage point increase in relation to the prior week, **90%** of responding LAs providing food waste collections report these to be operating as normal in the W/C 11th May (up from 68% in the week prior). It is too early to say if this reflects a persistent improvement in this service and should be treated with caution.
- **Garden waste:** Three quarters of garden waste collection services are reported to be operating as normal in the latest return of this weekly survey, with this figure having doubled since the W/C 30th March. **8%** report garden waste collection services to be withdrawn (less than a quarter of that reported in the W/C 30th March). This picture is an overall improvement in relation to last week. It is too early to say if this reflects a persistent improvement in this service and should be treated with caution.
- **Clinical waste:** Almost all (**96%**) clinical waste collections (generally ran in around three quarters of LAs represented in this survey) continue to report to be continuing to operate as normal.
- **Commercial waste:** Three quarters of responding LAs (**73%**) report commercial collection services they provide to be either operating normally or with minor disruption. A fifth (**21%**), report experiencing severe disruption.
- **Bulky collections:** The overall situation for bulky collections has improved incrementally since the end of March among reporting LAs. **22%** of bulky collections are reported to be unavailable this week, though this figure is only a third of the level reported in the W/C 30th March, with reports of further bulky waste collections resuming in the coming weeks. The percentage of collections reported to be operating normally is **43%** this week, an increase on previous weeks.
- **Street sweepings:** Roughly half (**54%**) of street-sweeping and litter collection services provided by responding LAs are reported to be operating as normal, while **41%** are reported to be experiencing minor disruption.
- **62% of bring banks** are reported to be operating normally, up from 42% in the week prior. **10%** report this service to be moderately disrupted, **7%**, severely disrupted and **2%**, not available.
- More than four in five (**84%**) **fly-tipping clearance** collections are reported to be operating as normal in the W/C 11th May, while **15%** are reported to be in operation but with minor disruption. This has been a fairly constant picture in the last month.

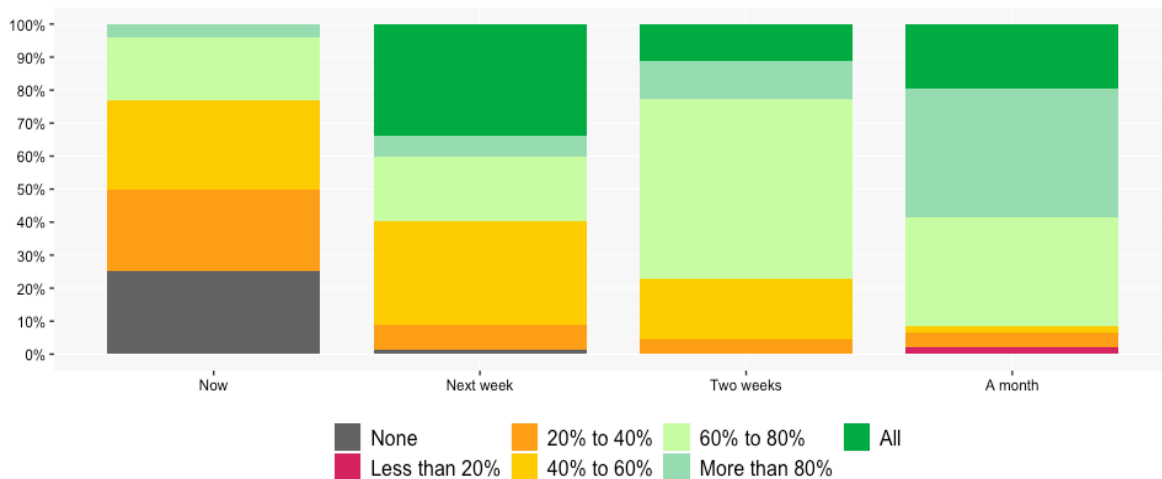
	Operating normally	Minor disruption	Moderate disruption	Severe disruption	Service not available
Residual	95%	5%	1%	0%	0%
Recycling	76%	21%	2%	0%	1%
Food	90%	7%	3%	0%	1%

Garden	76%	7%	9%	0%	8%
Clinical	96%	4%	0%	0%	0%
Commercial	61%	11%	6%	21%	1%
Bulky	43%	22%	4%	10%	22%
Bring Banks	62%	19%	10%	7%	2%
Fly-Tip Clearance	84%	15%	1%	0%	0%
Street Sweeping	54%	41%	5%	1%	0%

Disposal Services



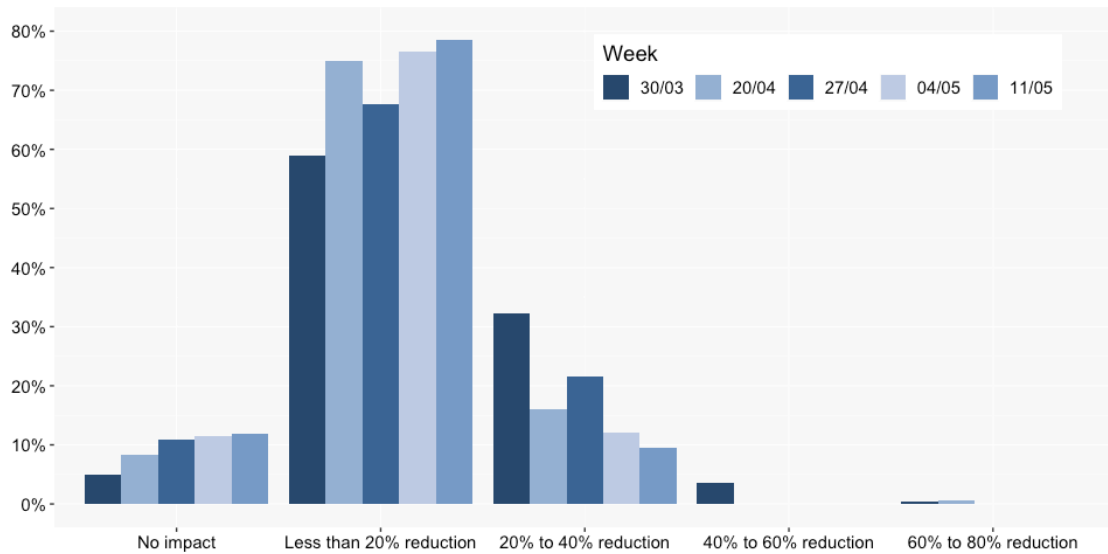
- LAs responding to our survey in the W/C 11th May 2020 reported **all** disposal services linked to landfilling, and almost all disposal services linked to Energy from Waste (EfW) services (**92%**), were operating as normal.
- **Multi-Recycling Facilities (MRFs):** Responding LAs have consistently reported higher levels of disruption for recycling disposal services than residual, and this trend continues to be the case in the W/C 11th May. Just slightly less than four in five (**78%**) LAs report MRF services they use, are operating as normal, while **18%** are reported to be operating with minor disruption.
- **Transfer stations:** Most LAs (**90%**) report disposal services associated with transfer stations to be continuing to operate without any disruption. A small, but consistent percentage are experiencing moderate levels of disruption, as in previous weeks.
- **Household Waste Recycling Centres (HWRCs):** Around half (**46%**) of responding LAs reported HWRCs services to be unavailable in the W/C 11th May, down from 86% in the week prior. For those who have opened their sites, 'minor' or 'moderate' levels of disruption are mainly reported.
 - A further question this week asked LAs which proportion of their HWRCs are either open or are anticipated to be opened in the short-to-medium-term. The share of responding LAs with no HWRCs open is anticipated to fall in the coming weeks based on reported plans, while the percentage of LAs with the majority of their HWRCs open is anticipated to grow (see chart below).



- **Mechanical Biological Treatment (MBT):** For the relatively small proportion of authorities where this is a utilized disposal service (a quarter), MBT services used are reported to be operating normally by almost all (**90%**) responding LAs. The remainder report experiencing minor disruption.
- **Open Windrow Composting (OWC):** **87%** of LAs report OWC services used to be operating as normal in the W/C 11th May.
- The vast majority (**96%**) of responding LAs reported **In-Vessel Composting (IVC)** and **Anaerobic Digestion (AD)** services used to continue to operate as normal.

	Operating normally	Minor disruption	Moderate disruption	Severe disruption	Service not available
Landfill	100%	0%	0%	0%	0%
EFW	92%	8%	0%	0%	0%
MRF	78%	18%	3%	0%	0%
HWRC	3%	26%	21%	4%	46%
Transfer Stations	90%	9%	1%	0%	0%
MBT	90%	10%	0%	0%	0%
OWC	87%	4%	1%	1%	6%
IVC/AD	96%	0%	2%	0%	2%

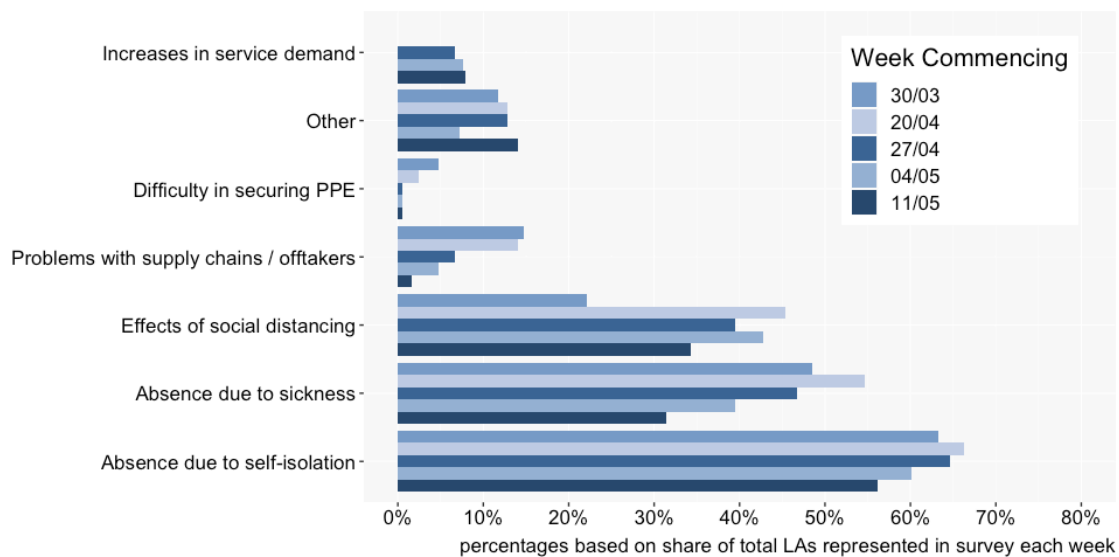
Staff Absence Levels



- Each week, the overall picture of staff absence levels are reported to have improved. This trend continues into the W/C 11th May 2020.
- In the W/C 11th May 2020, **12%** of LAs responding to our survey reported experiencing 'no impact' on operational staffing levels. This figure is more than double the equivalent figure reported in the last week of March, though is similar to last week.
- **79%** of LAs reported a 'less than 20%' reduction on staffing levels.
- **10%** of LAs reported a '20-40% reduction' on staffing levels, which is less than a third of the share reporting this level of disruption at the end of March.
- In the W/C 11th May, **no LAs** reported experiencing the highest categories of impact on staffing levels, i.e. a greater than 40% reduction. Reports of the highest levels of staff absences have ceased in the latest survey returns.

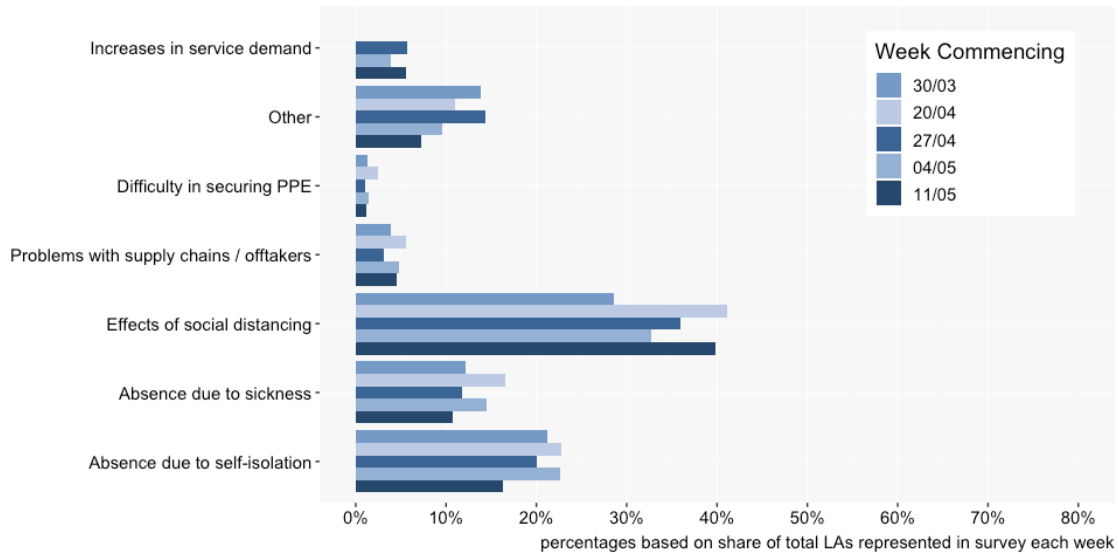
Reasons for Service Changes

Collection



- In the W/C 11th May 2020, the greatest reported cause for disruption to collection services (where this is arising), continues to be **staff absence due to self-isolation**, highlighted by just less than three-fifths (**56%**) of responding LAs. The share of authorities identifying this as a cause for disruption has nevertheless fallen in recent weeks. Several reports state that continued absences are mainly linked to employees shielding due to vulnerability.
- **The effects of social distancing** is the next greatest reported cause for disruption to collection services, identified by **34%** of responding LAs, down from 43% the week prior.
- **Absence due to sickness** is reported to be a cause for disruption to collection services by **31%** of LAs, down from 39% in the week prior.
- Roughly one in ten (**8%**) LAs continue to highlight **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. This figure has remained low across previous weeks.
- **Problems with offtakers** were identified by **2%** of LAs as a cause for disruption, with this figure having fallen each week. For those experiencing problems with their onwards supply chain, the material streams impacted are reported to be co-mingled materials and metals. The sole reason reported for this issue was limitations on volumes of waste being accepted by offtakers. There was an equal split between this causing LAs to be unable to place 'under 15% of materials' and unable to place 'over 75% of materials'. Issues with onwards market for textiles have also been consistently identified across previous weeks.
- **Other reasons** for disruption were identified by **14%** of LAs, and these have included kerbside 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.

Disposal



- The **effects of social distancing** continues to be the greatest reported cause of disruption to disposal services (reported by **40%** of responding LAs in the W/C 11th May, up from 33% the week prior). This is likely to be, at least partially, due to the continued impacts of social distancing on HWRCs.
- **Staff absences due to self-isolation**, the next greatest reported cause for disruption, was highlighted by **16%** of responding LAs in the W/C 11th May.
- **Staff absences due to sickness** are the third highest reported cause of disruption to disposal services, reported to be a cause of disruption by **11%** of reporting LAs. This figure has remained relatively constant over previous weeks.
- **6%** of 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 responding LAs.
- **Problems with supply chains/offtakers** were highlighted by **4%** of responding LAs this week. For those experiencing supply chain problems, the waste streams reported to be impacted are co-mingled materials (cans/plastics/fibre and glass). The sole reason reported for this was limitations on volumes of waste being accepted. Half of LAs reporting this as an issue stated they were unable to place 'under 15% of materials', while the remainder equally reporting being unable to place either '15%-25% of materials' or 'over 75% of materials'.
- **Other reasons for, and examples of**, disruption were provided by **7%** of LAs. These included delays to the development of disposal infrastructure occurring, increased volumes of co-mingled recycling tonnages impacting MRFs, and additional management resources being required for HWRCs to reopen while accommodating fewer visitors to ensure site safety. Ways of alleviating HWRC-related disruption were primarily linked to the management of traffic associated with newly opened HWRCs, such as through selectively choosing HWRCs to reopen to limit impacts on traffic in areas of especially high propensity for problematic traffic or utilizing booking systems.

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%	3%	25%	62%	8%	1%	0%	1%
Recycling	1%	4%	39%	46%	8%	1%	1%	1%
Food	0%	4%	24%	41%	13%	16%	0%	1%
Garden	4%	15%	36%	22%	14%	10%	0%	0%
Clinical	1%	0%	0%	3%	93%	2%	1%	0%
Commercial Waste	0%	0%	1%	1%	7%	17%	25%	49%
Bulky	0%	1%	12%	11%	51%	6%	14%	5%
Bring Banks	0%	10%	9%	33%	24%	6%	8%	9%
Fly-Tip Clearance	1%	2%	16%	44%	27%	10%	1%	0%
Street Sweepings/ Litter	0%	0%	1%	8%	36%	42%	11%	2%

- **Residual: 90%** of LAs represented in our survey for the W/C 11th May 2020 reported higher than usual residual waste arisings. This is down slightly on last week (94%), but remains higher than the level reported in the W/C 7th April. **62%** reported increases to be in the region of '0-20% greater than normal', **25%** reported increases to be in the region of '20-50% greater than usual', and **3%** reported waste arising levels to be '50-100%' greater than usual.
- **Recycling: 90%** of LAs reported recycling waste arisings to be greater than usual, down slightly on last week (93%) but still up in comparison to the W/C 7th April (77%).
- Higher than usual arisings of collected **food** and **garden waste** are reported by **70%** and **76%** of LAs, respectively. Around one in ten report arisings to be about the same as usual for both waste streams.
- **Half** of LAs report **bulky waste** collection tonnages to be 'about the same' this week, with the remainder almost evenly split between collected tonnages either being greater than usual or less.
- **The majority (93%)** of LAs continue to report collected **clinical waste** arisings are at a similar level to usual.
- Approximately half of responding authorities (**53%**) report a greater than usual level of collected waste from **bring banks**.

- **Fly-tip clearance:** Three out of five responding LAs (**62%**) report greater than usual tonnages of collected fly-tipped waste. **44%** report increases to be in the region of '0-20%' and **16%** '20-50%' higher. Roughly a third (**27%**) of respondents reported no increase in collected arisings relative to usual.
- **Commercial:** **92%** of responding LAs highlighted a reduction in collected commercial waste arisings. This is a similar percentage to previous weeks. Decreases in collected commercial waste are reported to be offset in many instances by increases in collected household waste.