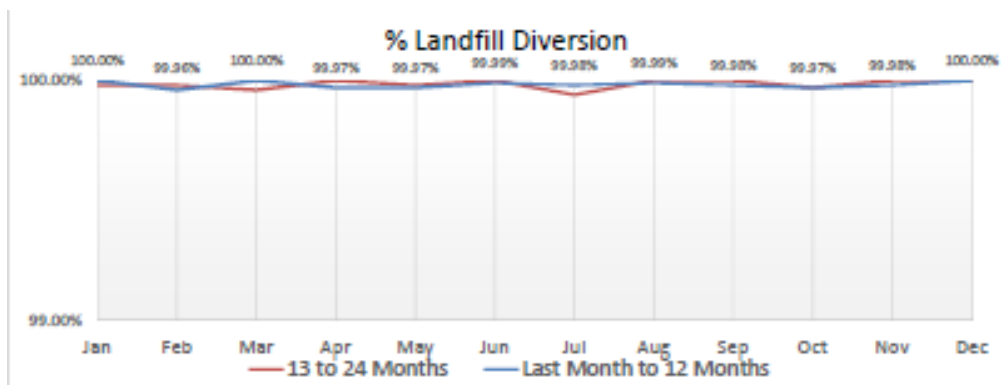


Chart 1 shows the percentage of waste recycled by month:



This includes materials recycled through the blue bin (paper and card), brown bin (glass, cans, and plastic bottles), green bin (garden waste), from Household Waste Recycling Centres (HWRCs) and local recycling sites. Recycling performance is highest during the spring and summer months which coincides with the peak growing season (garden waste). Recycling performance increases during December and January (Christmas) due to more packaging.

Chart 2 shows the percentage of household waste that was not sent to landfill by month:



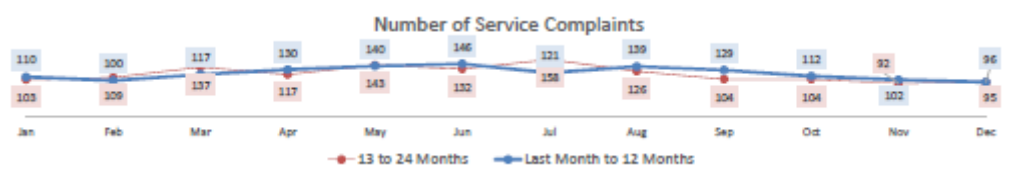
This includes waste sent for recycling recycled and energy recovery. Performance is consistently close to 100% landfill diversion. Waste sent to landfill includes a small amount of non-recyclable waste from Household Waste Recycling Centres including asbestos. Landfill can also occur during maintenance periods of the energy recovery facility.

Chart 3 shows a breakdown of bin collections not completed on the scheduled collection day for that month:

DROPPED WORK SUMMARY	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Domestic	799	128	554	568	255	784	208	161	182	259	167	316	248
Recycling	402	126	1550	622	363	148	433	39	225	283	463	566	114
<b>Total Dropped Work</b>	<b>1201</b>	<b>254</b>	<b>2104</b>	<b>1190</b>	<b>618</b>	<b>932</b>	<b>641</b>	<b>200</b>	<b>407</b>	<b>542</b>	<b>630</b>	<b>882</b>	<b>362</b>
Dropped Work Due to PRE	4950	0	0	118819	0	0	0	0	0	0	0	0	0
Due to Breakdown	89	0	0	244	0	0	0	0	61	0	124	0	60
Due to Roadworks/Access	1062	147	1237	777	520	790	545	165	183	283	461	271	188
Due to Other	50	107	867	169	98	142	96	35	164	259	45	611	114
Cleared Same Day	0	0	0	0	0	0	0	0	0	0	0	0	0
Cleared Within 24 Hours	934	224	2088	1081	483	932	614	179	406	542	619	882	362
Cleared Over24 Hours	267	30	16	109	135	0	27	21	1	0	11	0	0

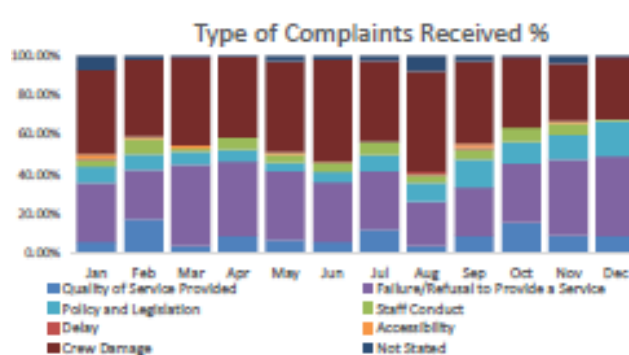
Provides the total number of collections (black bin and recycling) not completed on the scheduled day, a breakdown showing the reason for non-collection, and the length of delay before collection took place. Performance can be affected by an increasing/decreasing number of roadworks.

Chart 4 shows the number of complaints received by Veolia by month:



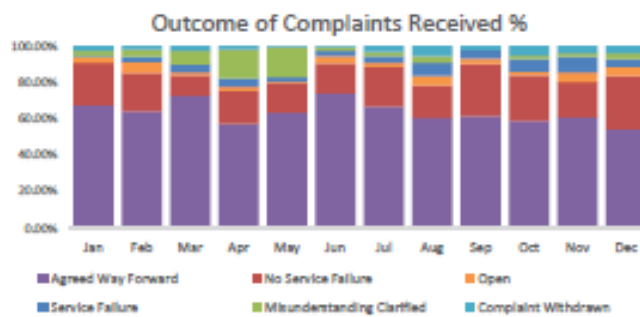
The blue line shows the most recent 12 months data, and the red line shows the previous year. Shows the number of complaints received by Veolia for all services, including bin collections, Household Waste Recycling Centres, local recycling sites, bulky waste collections, clinical collections. Performance needs to be considered in the context that Veolia carry out approximately 1 million bin collection each month.

Chart 5 shows the type of complaint received by month:



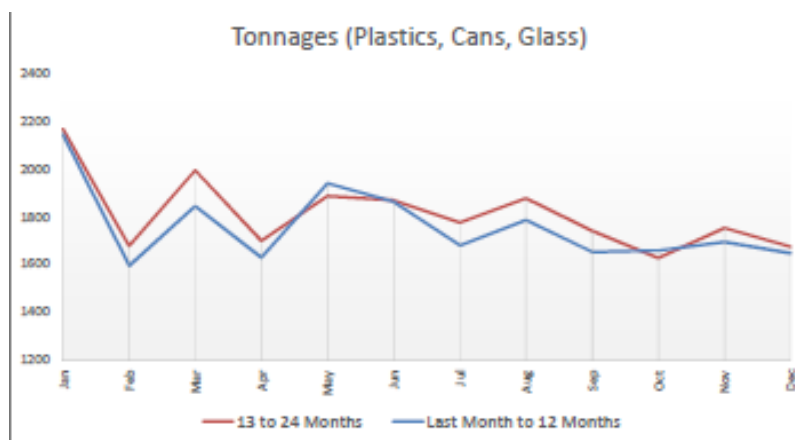
All complaints received are categorised against one of these complaint types as a monitoring tool to assess complaints received.

Chart 6 shows the outcome of the complaints received by month:



All complaint investigation and responses are categorised against one of these complaint outcomes as a monitoring tool to assess complaints received.

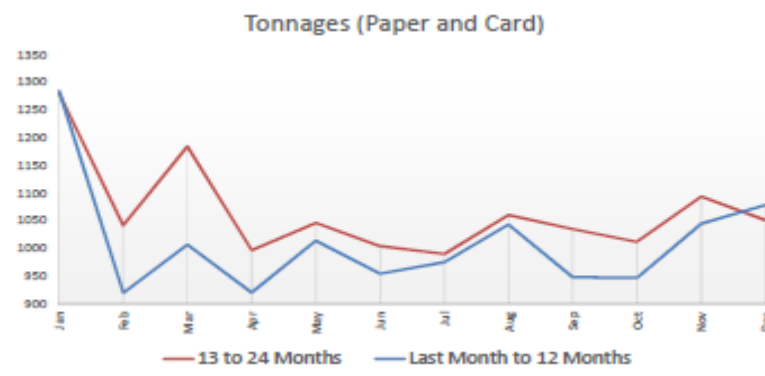
Chart 7 shows the tonnage of plastic bottles, cans and glass collected by month:



Blue line shows the most recent 12 months data, red line shows the previous year. Includes the tonnage of plastic bottles, cans and glass bottles and jars collected from the brown bin.

Tonnages increase over the festive period. Increases can also be seen due to large sporting events when more drinks are consumed. Tonnages can reduce during the peak holiday season due to fewer people being at home.

Chart 8 shows the tonnage of paper and card collected by month:



Blue line shows the most recent 12 months data, red line shows the previous year. Includes the tonnage of paper and card collected from the blue bin. Tonnages increase over the festive period.

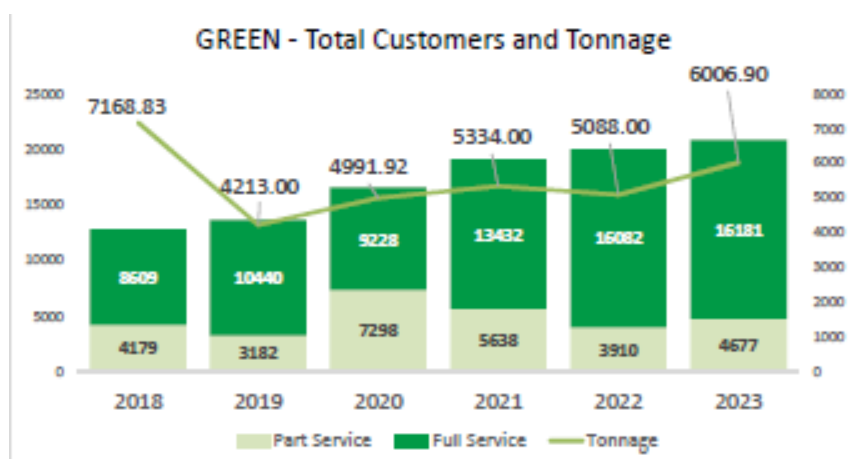
Chart 9 shows the number of missed collections by service for that month:



It shows the number of reports received where a mistake was made by the collection crew which meant that a bin, despite being presented, was not emptied on the correct day.

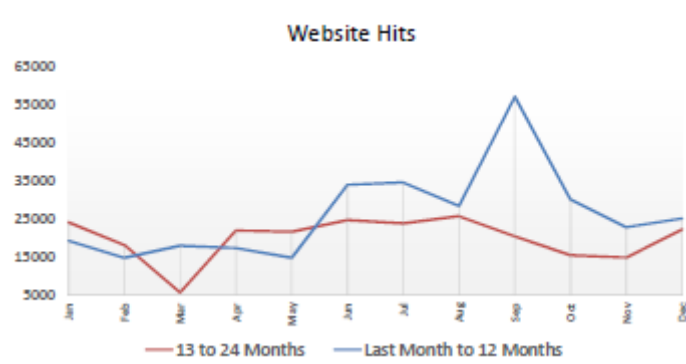
Other than a genuine mistake, reasons for missing a collection can include a new/back up collection crew who is not familiar with the collection round, as well as a property that is new to the assisted collection service. Performance needs to be considered in the context that Veolia carry out approximately 1 million bin collections each month.

Chart 10 shows the number of customers signed up to receive garden waste collections by year and tonnage collected on the fortnightly green bin service:



The light green box shows the number of customers who signed up to receive fewer than the full service (19 collections). The current year's tonnage data can only be compared with the previous year once the full collection season has been completed in November.

Chart 11 shows the number of visits to Veolia Sheffield webpages [www.veolia.co.uk/sheffield](http://www.veolia.co.uk/sheffield) by month:



Blue line shows the most recent 12 months data, red line shows the previous year.

The number of web visits will increase over the festive period when residents look to see if their bin collection dates will change. Increases are also seen during periods of bad weather when collections can be affected, and people look to see when their bins will be emptied. Visits can also increase during January and March when customers look to sign up for garden waste collections.

Chart 12 shows the number of occasions when an address suffered from three consecutive missed bin collections (same service, such as black bin and same address):

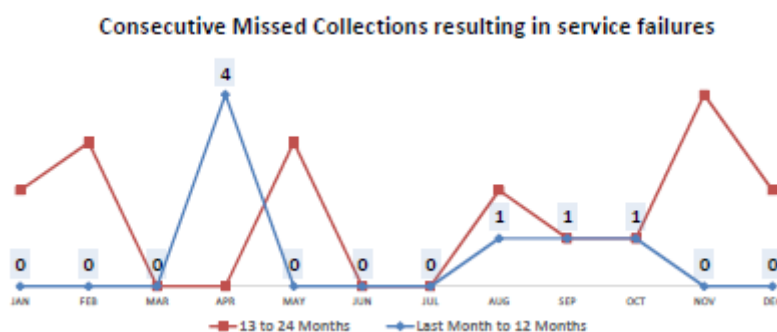
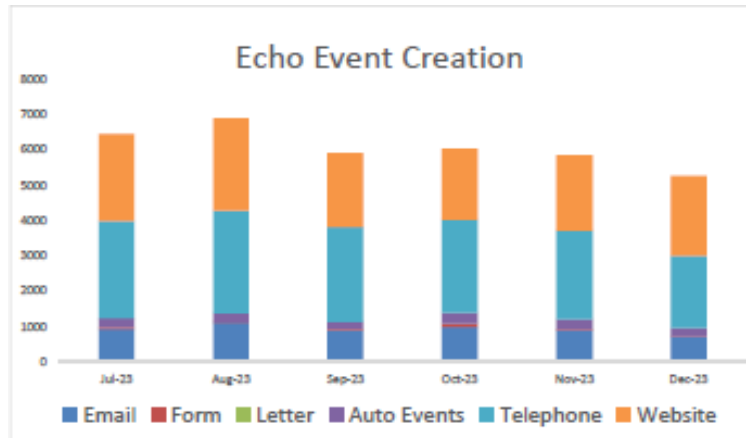


Chart 13 shows the number of Twitter followers (Recycle4sheffield):

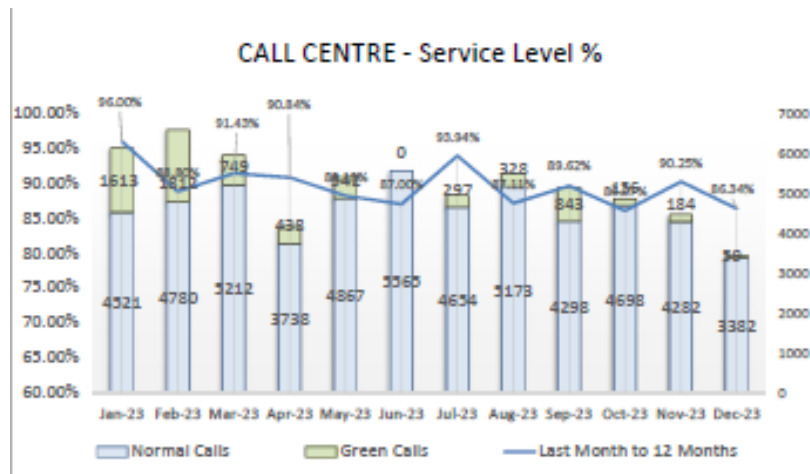


Chart 14 shows the number of service requests received by Veolia by month for the past 6 months:



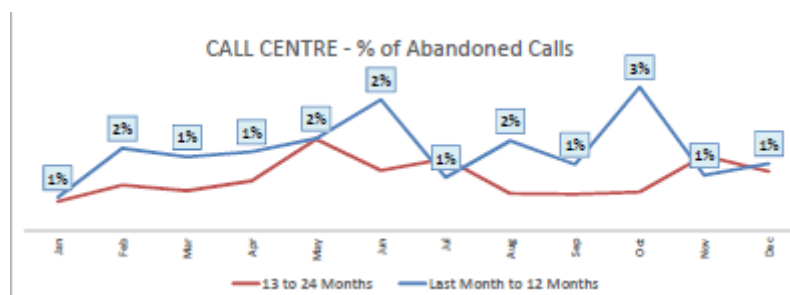
The service request number includes reports of missed bins, replacement bin requests, sign-ups for garden waste collections, bulky collection requests). The chart breaks down the total number of service requests for each month into how it was received e.g., website, telephone. Auto Events are generated automatically e.g., where the crew damage a bin during collection, a replacement is automatically generated. Service requests increase during Jan-March which coincides with the peak sign-up period for garden waste collections.

Chart 15 shows the number of calls received by the Veolia Sheffield call centre by month, and the proportion of calls answered within the service level agreement thresholds:



Calls typically increase during Jan-March which coincides with the peak sign-up period for garden waste collections as well as the peak period for service disruption by snow.

Chart 16 shows the % of abandoned calls by month for the Veolia Sheffield call centre:



Blue line shows the most recent 12 months data whereas the red line shows the previous year.

Abandoned calls are defined as calls which were made to the Veolia call centre, but where the customer ended the call before getting through to an advisor. This may be due to frustration at the length of time taken before the call was answered, or simply because the customer changed their mind. Typically, the percentage of abandoned calls increases during periods of peak calls such as, Jan-March which coincides with the peak sign-up period for garden waste collections as well as the peak period for service disruption by snow.

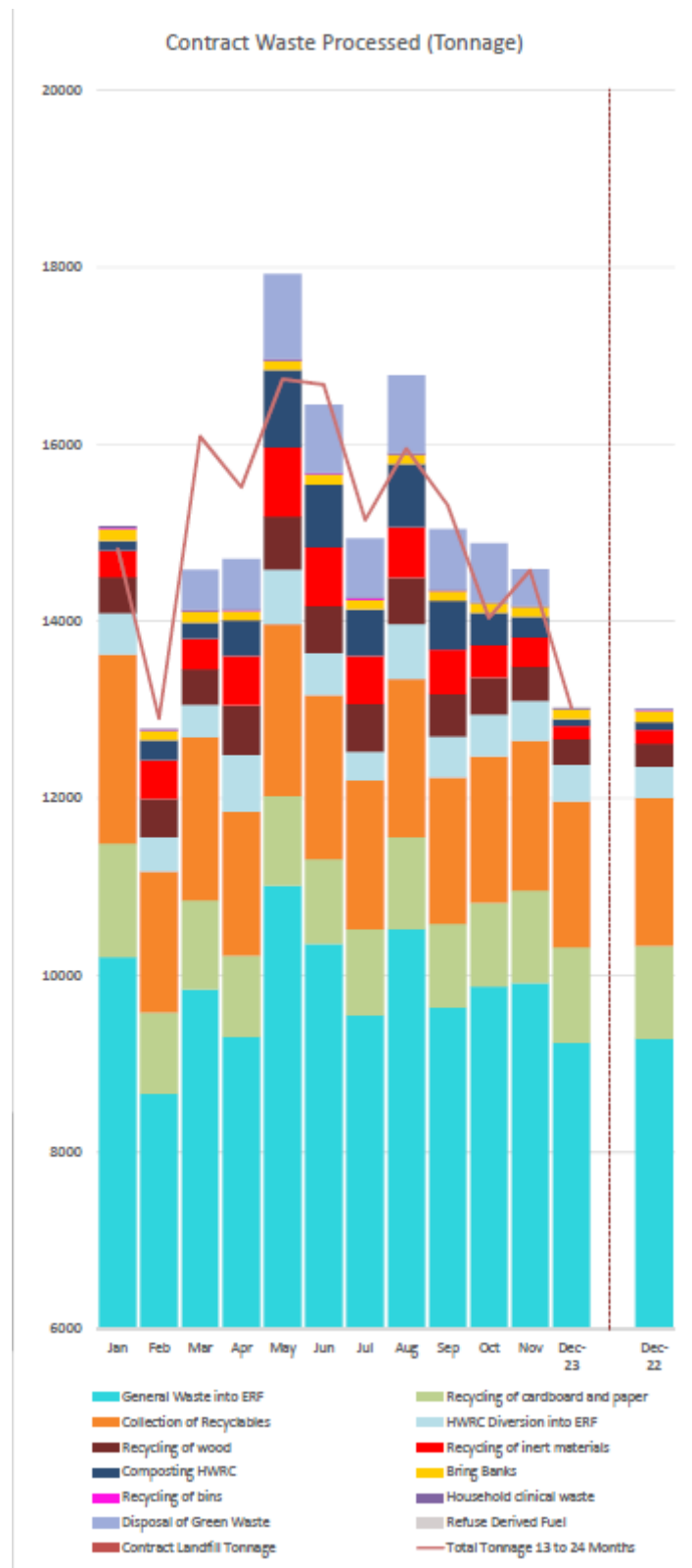


Chart 17 shows a breakdown of waste collected by service/waste type per month:

Waste Stream	UOM	2023/24													
		Dec-22	Cumulative Year	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
General Waste into ERF	Tonnes	9,281	118,095	10,201	8,659	9,840	9,302	11,014	10,353	9,547	10,521	9,634	9,873	9,913	9,238
Contract Landfill disposal	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HWRC Diversion into ERF	Tonnes	350	5,696	466	392	368	640	616	473	324	619	463	468	448	417
Household Clinical Waste	Tonnes	21	225	21	17	20	17	20	17	18	20	17	20	19	18
Recycling of Inert Materials	Tonnes	156	5,541	297	436	342	560	782	668	542	572	502	363	332	145
Bring Banks	Tonnes	124	1,327	134	111	124	100	102	109	109	102	109	110	108	109
Composting HWRC	Tonnes	88	4,981	114	226	184	405	873	704	526	717	552	367	233	80
Recycling of Wood	Tonnes	264	5,565	406	425	399	558	603	530	539	524	482	419	387	291
Recycling of Paper/Card	Tonnes	1,051	12,134	1,285	919	1,007	920	1,014	954	975	1,043	948	946	1,044	1,078
Recycling of Bins	Tonnes	4	61	9	4	4	8	4	10	16	2	4	0	0	0
Disposal of Green Waste	Tonnes	3	6,007	0	0	448	564	957	764	659	872	678	653	412	0
Collection of Recyclables	Tonnes	1,674	21,118	2,141	1,594	1,844	1,628	1,937	1,861	1,679	1,784	1,652	1,658	1,693	1,646
Refuse Derived Fuel	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>Tonnes</b>	<b>13,017</b>	<b>180,748</b>	<b>15,074</b>	<b>12,784</b>	<b>14,581</b>	<b>14,703</b>	<b>17,923</b>	<b>16,446</b>	<b>14,933</b>	<b>16,776</b>	<b>15,039</b>	<b>14,878</b>	<b>14,589</b>	<b>13,022</b>

The tonnage for each waste type is provided for each month

Chart 18 shows a graphical breakdown of waste collected by service/waste type by month:



Blue line shows the most recent 12 months data, red line shows the previous year. Waste tonnages are higher during the Spring/Summer months coinciding with the peak growing season (garden waste).

Chart 19 shows a graphical breakdown of waste recycled from Sheffield's five Household Waste Recycling Centres by waste type by month:

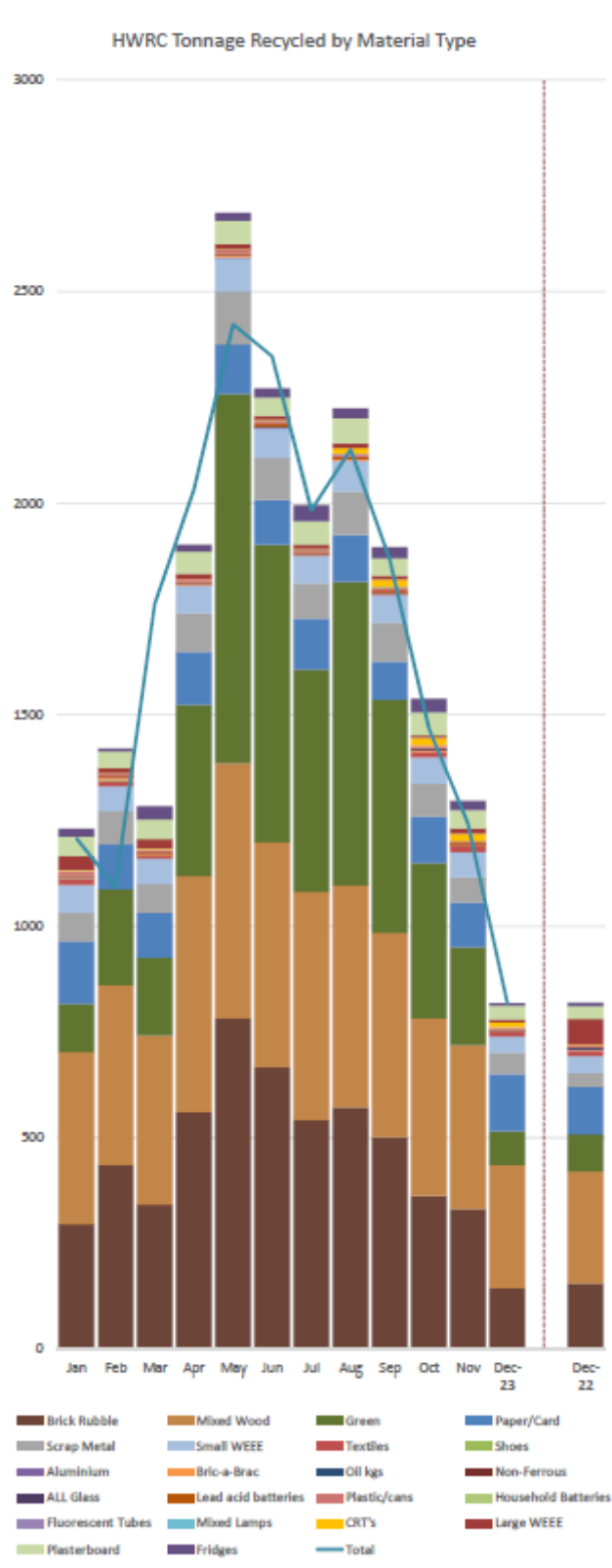
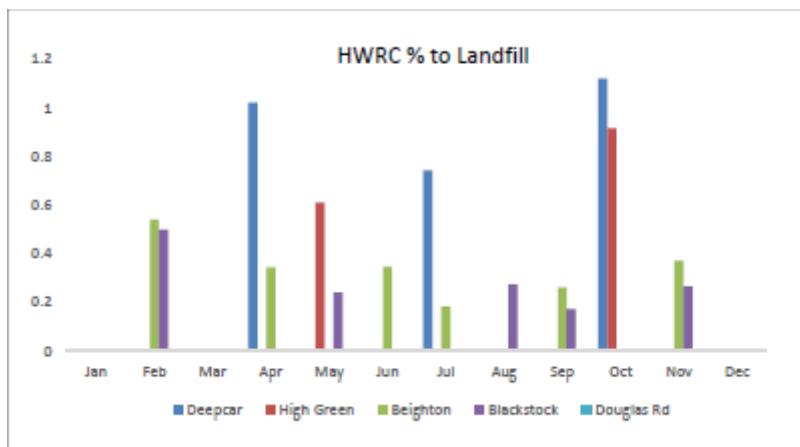


Chart 20 shows the breakdown of waste recycled from Sheffield's five Household Waste Recycling Centres by waste type by month:

HWRC Waste Stream	UOM	Dec-22	Cumulative Year	2023/24											
				Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Paper/Card	Tonnes	112	1,380	148	107	106	125	117	106	120	111	90	110	104	135
Textiles	Tonnes	11	68	13	13	4	0	0	0	0	0	0	14	14	10
Shoes	Tonnes	0	4	2	2	0	0	0	0	0	0	0	0	0	0
Aluminium	Tonnes	1	10	1	1	1	1	2	1	1	1	1	1	1	0
Scrap Metal	Tonnes	32	995	67	78	68	92	125	100	83	103	91	77	60	51
Brick & Brac	Tonnes	3	39	2	3	3	3	5	3	3	4	4	3	3	3
Oil tgs	Tonnes	4	7	0	1	2	0	0	0	1	0	0	2	0	0
Non-Ferrous	Tonnes	1	7	1	0	0	1	1	1	1	1	0	0	1	0
Green	Tonnes	88	4,981	114	226	194	405	873	704	526	717	552	367	233	80
All Glass	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brick Rubble	Tonnes	156	5,541	297	436	342	500	782	668	542	572	502	363	332	145
Lead acid batteries	Tonnes	2	46	4	3	4	4	5	5	4	4	5	3	3	2
Mixed Wood	Tonnes	264	5,565	406	425	399	558	603	530	539	524	482	419	387	291
Plastic/cans	Tonnes	5	76	9	6	7	6	7	7	6	7	6	5	5	5
Household Batteries	Tonnes	0	9	2	0	1	0	0	1	0	0	2	0	0	1
Fluorescent Tubes	Tonnes	0	4	0	0	0	1	0	0	0	0	1	0	0	0
Mixed Lamps	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CRT's	Tonnes	1	86	1	2	1	1	1	1	1	14	17	18	18	11
Small WEEE	Tonnes	41	761	67	60	61	65	77	68	66	71	66	62	59	38
Large WEEE	Tonnes	60	155	32	12	22	11	12	9	10	11	10	6	13	7
Plasterboard	Tonnes	30	565	46	39	46	53	56	42	54	59	41	54	42	33
Fridges	Tonnes	8	262	19	7	31	15	19	22	39	24	27	33	22	6

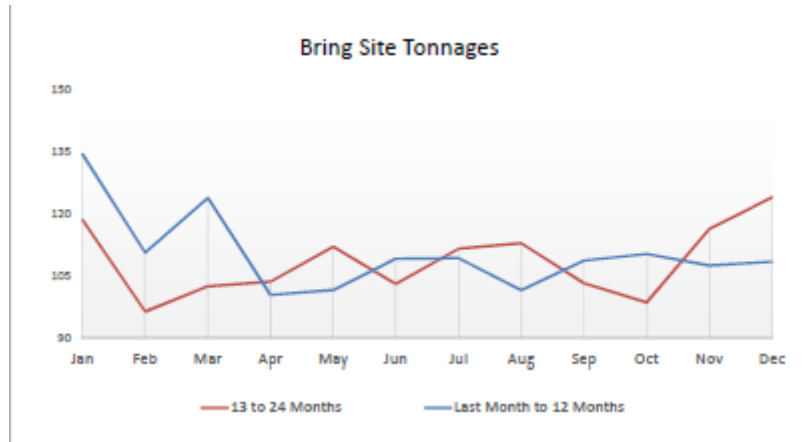
Garden waste tonnages are higher in the spring/summer months due to the peak growing season.

Chart 21 show the percentage of waste sent to landfill from each Household Waste Recycling Centres by month:



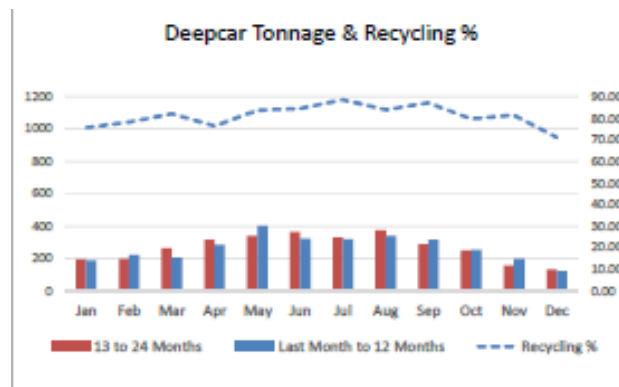
This includes asbestos and other non-recyclable waste.

Chart 22 shows Total recycling tonnage collected from Bring Sites (local recycling sites) by month:



Includes paper, cardboard, glass, cans, plastics, textiles collected from bring sites which are typically located in supermarket car parks.

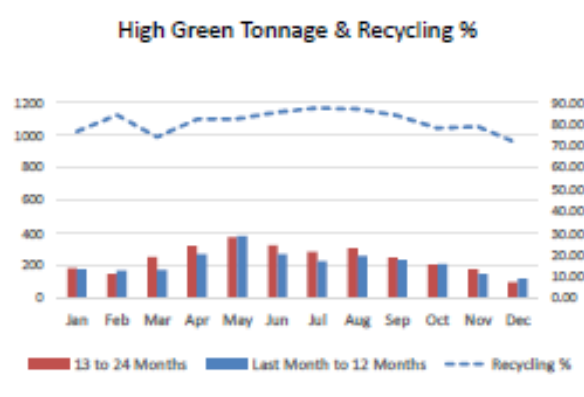
Chart 23 shows the waste recycled at Deepcar HWRC:



It includes all materials recycled from the site including green waste, electricals, wood, soil and rubble, metals, plastics, textiles, glass, paper and cardboard, fluorescent tubes, oil, and batteries.

Tonnages are higher in the spring/summer months due to the peak growing season (garden waste).

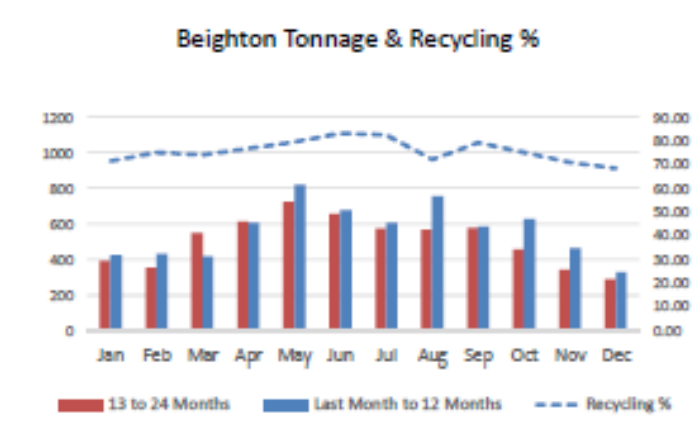
Chart 24 shows the waste recycled at High Green HWRC:



It includes all materials recycled from the site including green waste, electricals, wood, soil and rubble, metals, plastics, textiles, glass, paper and cardboard, fluorescent tubes, oil, and batteries.

Tonnages are higher in the spring/summer months due to the peak growing season (garden waste).

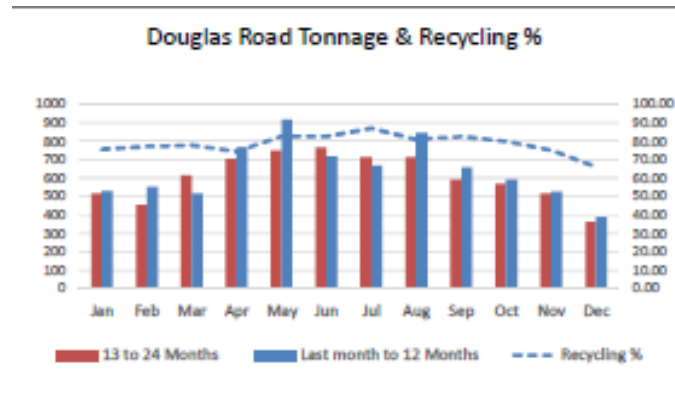
Chart 25 shows the waste recycled at Beighton HWRC:



It includes all materials recycled from the site including green waste, electricals, wood, soil and rubble, metals, plastics, textiles, glass, paper and cardboard, fluorescent tubes, oil, and batteries.

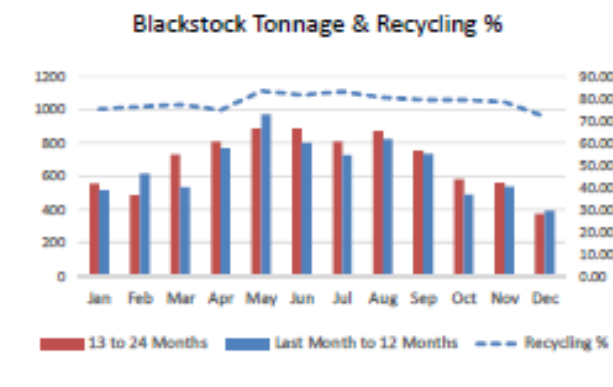
Tonnages are higher in the spring/summer months due to the peak growing season (garden waste).

Chart 26 shows the waste recycled at Douglas Road HWRC:



It includes all materials recycled from the site including green waste, electricals, wood, soil and rubble, metals, plastics, textiles, glass, paper and cardboard, fluorescent tubes, oil, and batteries. Tonnages are higher in the spring/summer months due to the peak growing season (garden waste).

Chart 27 shows the waste recycled at Blackstock HWRC:



It includes all materials recycled from the site including green waste, electricals, wood, soil and rubble, metals, plastics, textiles, glass, paper and cardboard, fluorescent tubes, oil, and batteries.

Tonnages are higher in the spring/summer months due to the peak growing season (garden waste).

Chart 28 shows the number of applications approved for a HWRC permit:

	Beighton	Blackstock	High Green	Douglas	Deepcar
<b>Permit Applications</b>					
<b>Dec-23</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>1</b>
<b>Nov-23</b>	<b>4</b>	<b>11</b>	<b>4</b>	<b>3</b>	<b>5</b>
<b>Dec-22</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>3</b>

These allow up to 12 visits to a HWRC in a 12-month period and are provided for vans and trailers.

Chart 29 shows the number of requests approved for a One-Off visit to a HWRC:

<b>Dec-23</b>	<b>59</b>	<b>63</b>	<b>22</b>	<b>57</b>	<b>23</b>
<b>Nov-23</b>	<b>54</b>	<b>70</b>	<b>11</b>	<b>102</b>	<b>26</b>
<b>Dec-22</b>	<b>64</b>	<b>51</b>	<b>15</b>	<b>106</b>	<b>24</b>

These are provided to allow access to a HWRC in a hired van, or a van where the household also owns a car and is not eligible for a permit.