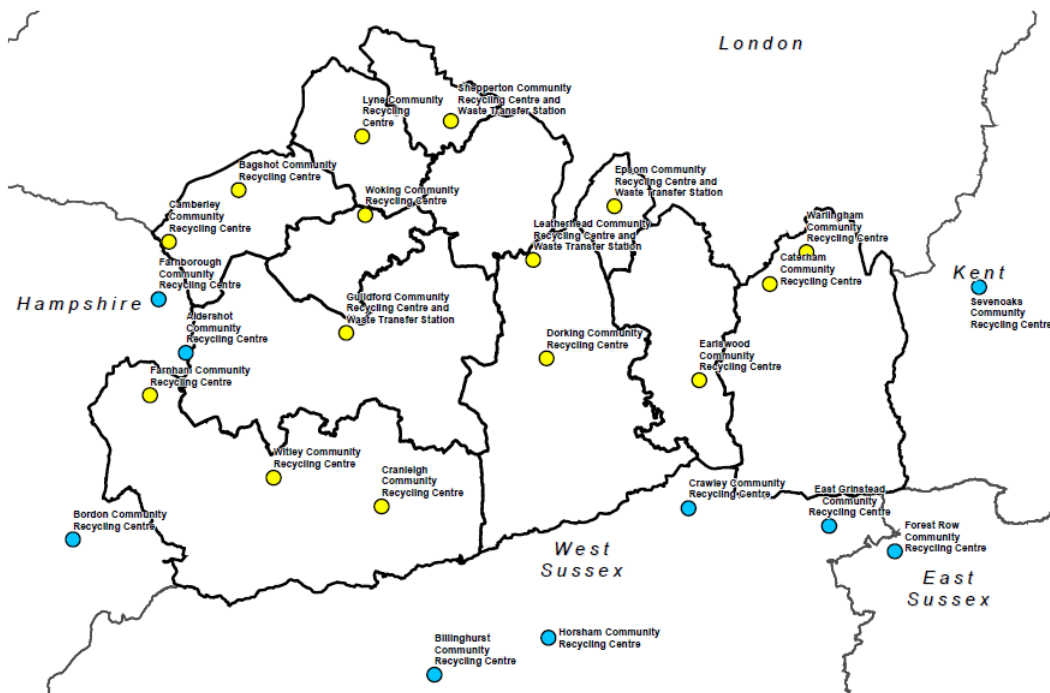


## General waste information including Community Recycling Centre (CRCs)

### CRC provision

Surrey has 15 CRC's located across the county that are used by residents of Surrey, and where restrictions don't apply by other residents from neighbouring local authorities. There are also CRC's located in Hampshire, West Sussex, East Sussex and Kent that are used by Surrey residents given their proximity to the Surrey county border as shown in **Map 1** below. There also CRC sites in the boroughs of London, Slough, Reading, Bracknell Forest and Windsor & Maidenhead. However they have restrictions in place that either prohibit entry by residents from another area or apply a charge for use by non-residents.

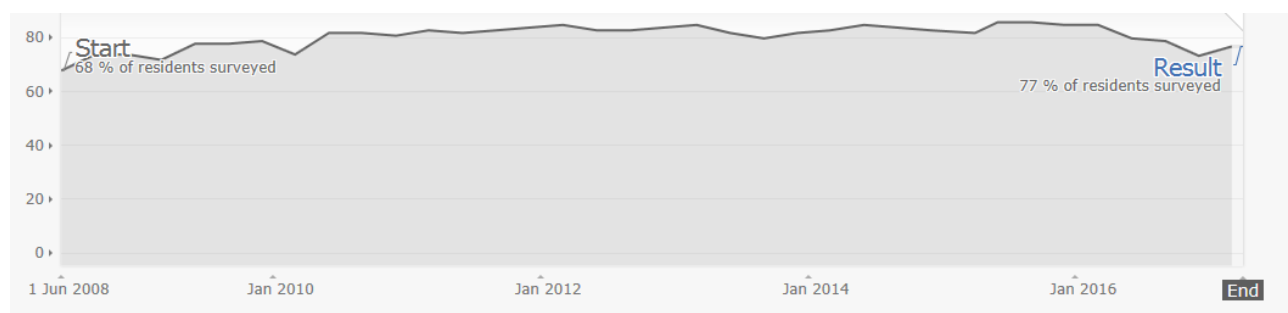
**Map 1 – CRCs in Surrey and within close proximity of the Surrey border**



### CRC Resident satisfaction

Surrey's CRCs are one of the most highly rated services provided by SCC with 77 % of users stating that they are satisfied or very satisfied with the service. **Graph 1** below shows the steady improvement of resident satisfaction of the CRCs in the last 9 years.

**Graph 1 The Surrey Residents' Survey – % of residents satisfied or very satisfied with the quality of CRCs**

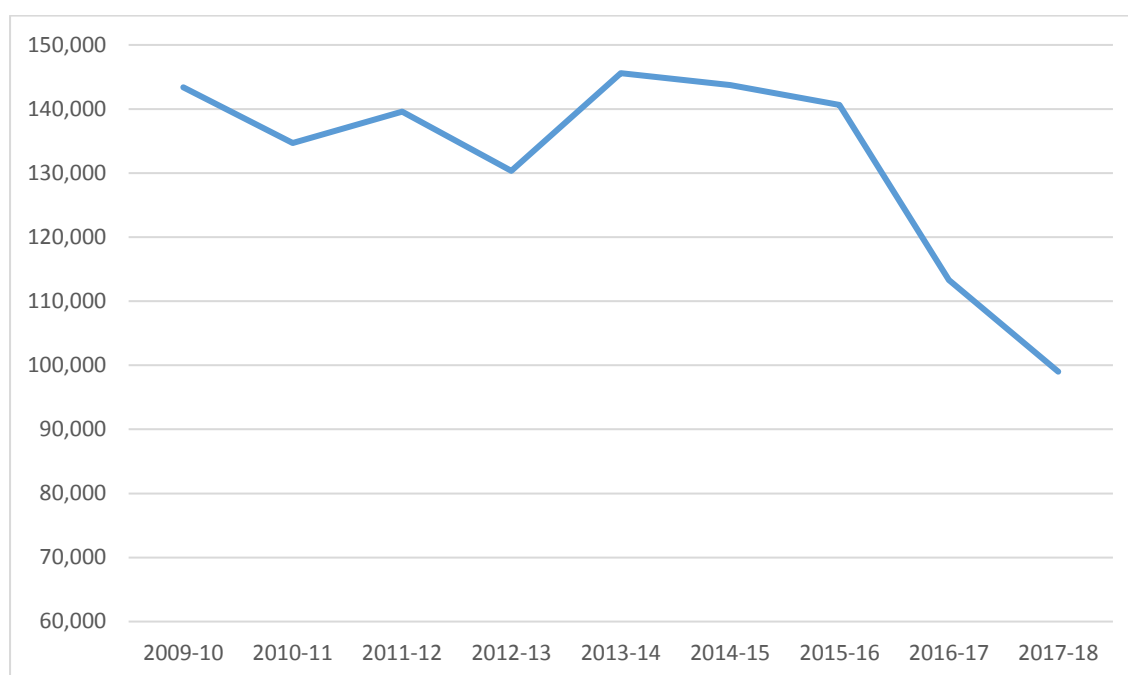


This information comes from The Surrey Resident's Survey, which is the council's quarterly resident opinion survey to check public satisfaction with public services. 1,650 residents across Surrey are interviewed each quarter, and this sample ensures that the survey results are broadly representative of the views of all Surrey residents in terms of age, gender and ethnicity.

### **CRC waste volumes**

The amount waste disposed of at Surrey's CRCs has dropped significantly following the changes to the service that were introduced during 2016/17 including revised opening days and hours, opening reuse shops at larger sites and introducing charges for larger amounts of non-household waste. The council projects that the full year effect of these changes will see waste disposed of at CRCs drop below 100,000 tonnes as shown in **Graph 2** below.

**Graph 2: Waste tonnages disposed of at CRCs since 2009/10 to the projected disposal in 2017/18**



The significant drop in tonnages experienced from 2015/16 to 2016/17 related to materials such as hard-core construction, black bag and green waste as shown in **Table 1** below.

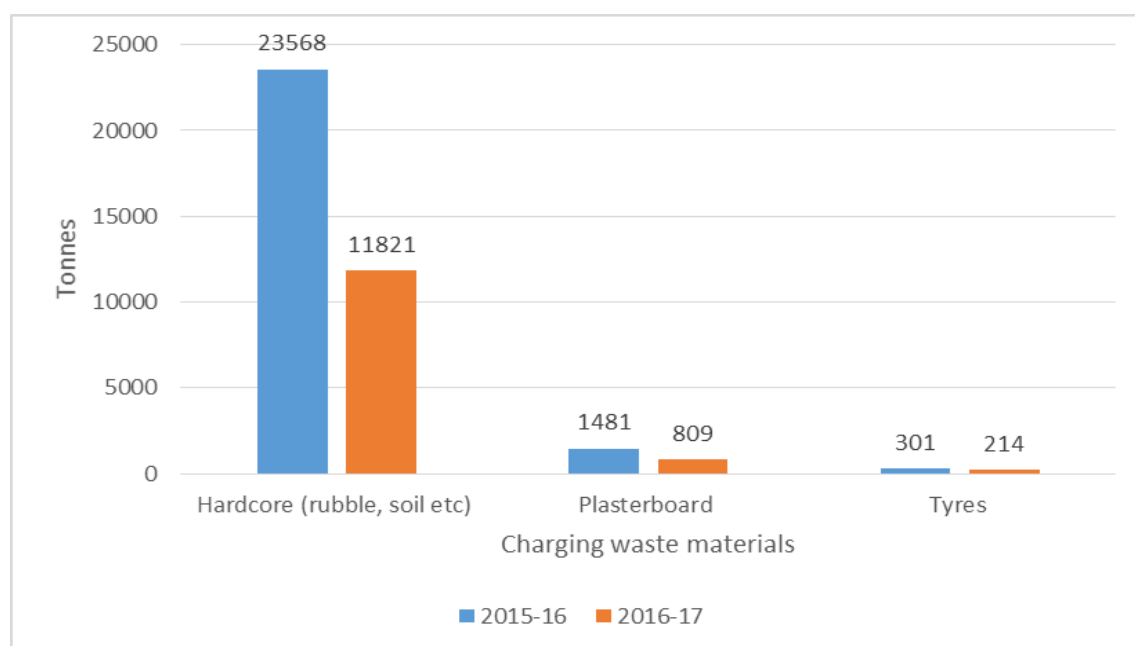
**Table 1 – CRC material disposal comparison 2015/16 to 2016/17**

<b>CRC Materials</b>	<b>2015-16 t</b>	<b>2016-17 t</b>	<b>difference t</b>
HARDCORE (RUBBLE, SOIL ETC)	23,568.19	11,820.55	-11,748
BLACK BAG WASTE	19,771.02	15,202.50	-4,569
GREENWASTE	35,817.26	32,294.78	-3,522
DIRTY WOOD (RECOVERED)	21,584.54	18,742.19	-2,842
AMENITYWASTE	9,236.96	8,083.97	-1,153
CARDBOARD	7,323.58	6,364.09	-959
GYPSUM (PLASTERBOARD)	1,481.18	808.70	-672
METAL MIXED	8,106.15	7,522.24	-584
MATTRESSES (RESIDUAL)	953.30	587.04	-366

WEEE - SMALL MIXED	3,980.11	3,615.09	-365
WEEE - VDUs	909.06	733.20	-176
MATTRESSES (RECYCLED)	170.50	0.00	-171
BRICABRAC	429.65	269.55	-160
WEEE - DOMESTIC APPLIANCES	1,681.24	1,522.40	-159
TEXTILES	2,020.28	1,899.32	-121
WEEE - FRIDGES & FREEZERS	792.63	686.50	-106
CLEAN WOOD (RECYCLED)	498.24	410.70	-88
TYRES	300.80	214.14	-87
TOYS	67.94	0.00	-68
ASBESTOS	237.12	174.18	-63
HAZARDOUS WASTE	102.75	60.63	-42
CAR BATTERIES	250.89	209.45	-41
GAS BOTTLES	94.53	62.42	-32
PLASTICS MIXED	12.24	0.00	-12
MATTRESSES (RECOVERED)	8.84	0.00	-9
WEEE - FLOURESCENT TUBES	20.28	12.27	-8
METAL ALLOY	6.88	4.40	-2
BATTERIES PORTABLE	39.32	38.27	-1
TETRA PAKS	2.48	1.50	-1
MOBILE PHONES/SPECTACLES/PRINT CARTRIDGES	4.00	3.42	-1
NEWSPAPERS	0.12	0.00	0
STAMPS/BOTTLE TOPS	0.12	0.00	0
FOIL	0.04	0.00	0
CANS & PLASTICS MIXED	51.20	63.46	12
BOOKS/CDS	202.29	217.70	15
RIGID PLASTICS (RESIDUAL)	2.69	25.32	23
CANS MIXED	0.00	51.22	51
REUSE	17.83	85.21	67
OIL	155.16	241.66	87
WIRE	120.76	209.76	89
GLASS MIXED	515.56	643.55	128
RIGID PLASTICS (RECYCLED)	42.11	403.80	362
<b>Total</b>	<b>140,579.85</b>	<b>113,285.17</b>	<b>-27,294.68</b>

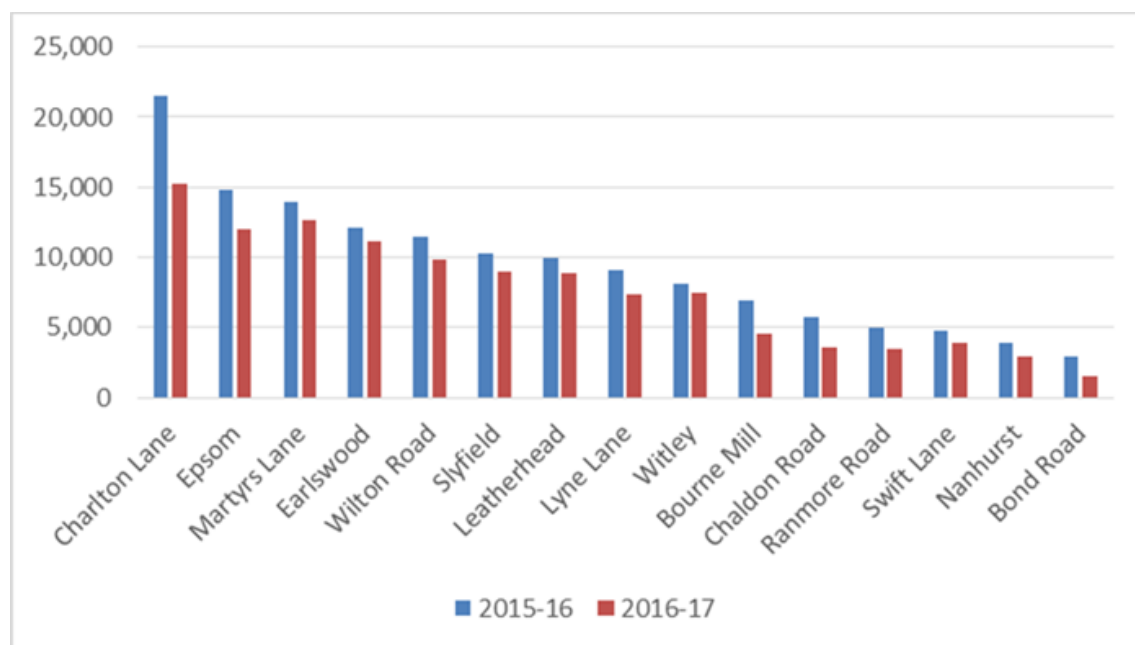
**Graph 3** below shows the effect on the materials in the charging waste scheme from the table above. Following the introduction of charges, the amount of rubble, soil, plasterboard and tyres delivered to the sites reduced to 12,843 tonnes (50%). Three quarters of this tonnage was delivered by residents using their free daily allowance.

**Graph 3 – Comparison of charging waste scheme materials in 2015/16 to 2016/17**



**Graph 4** below also shows how the overall tonnages described above have dropped at every CRC site in 2016/17 compared to the previous year. Given the drop in tonnages this means there is more capacity within the network to absorb waste from increased day closures of sites.

**Graph 4 – Waste tonnages by CRC site in 2015/16 compared to 2016/17**

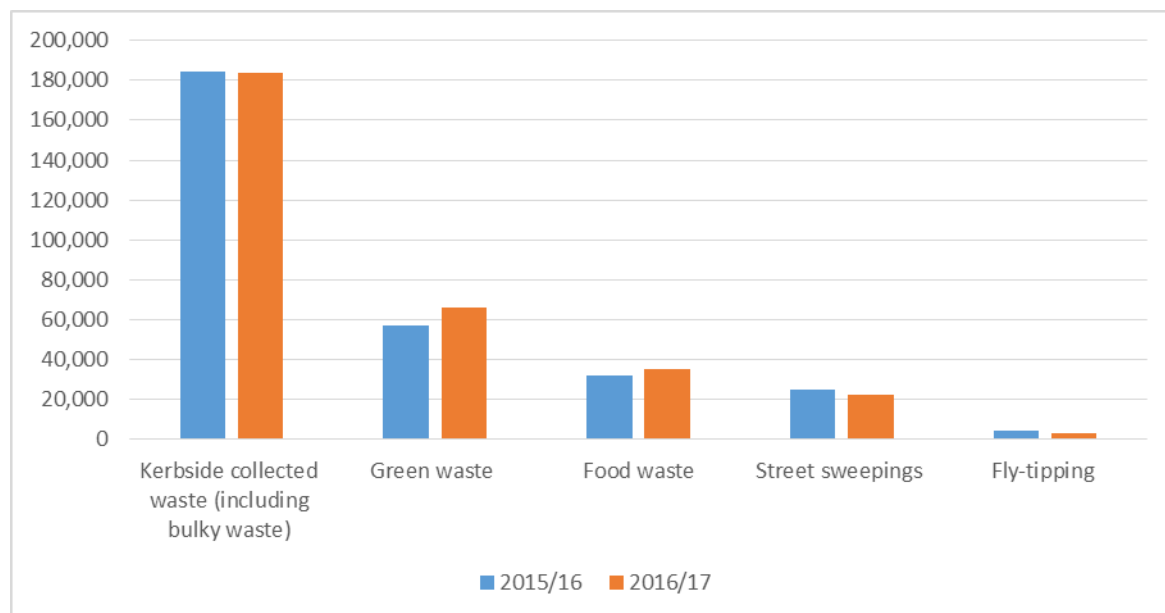


### **Waste collection and recycling**

Given the significant drop in tonnages the council have looked at the district and borough waste collection streams to see if materials such as construction waste have reappeared there. **Graph 5** below actually shows a drop in kerbside collected waste, street sweepings and fly-tipping, which demonstrates that the introduction in the charging waste scheme at CRCs hasn't resulted in construction waste reappearing in any of the district and borough

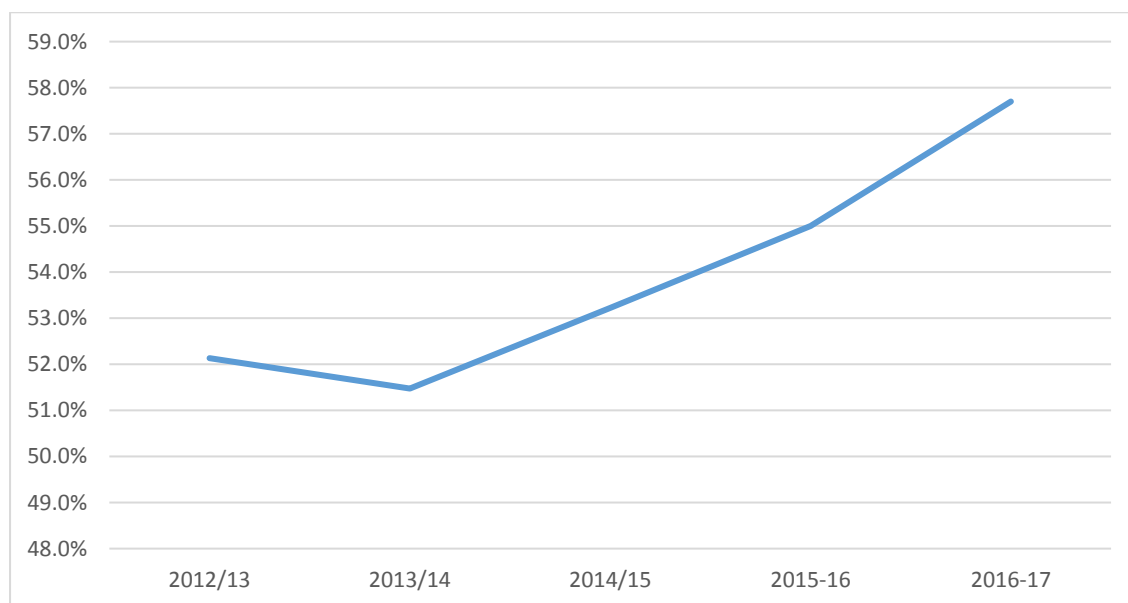
waste collection streams. There are a range of likely reasons for this reduction in weight of waste throughput, the most significant being the transfer of DIY building materials to more legitimate routes e.g. reused on site and commercial waste disposal such as skips.

**Graph 5 – Comparison of district and borough collected waste in 2015/16 to 2016/17**



The council have also reviewed household recycling rates to see if there has been any impact on these following the changes at CRCs. **Graph 6** actually shows that the total amount of household waste sent for reuse, recycling or composting has actually improved by 2.7% compared to the previous year.

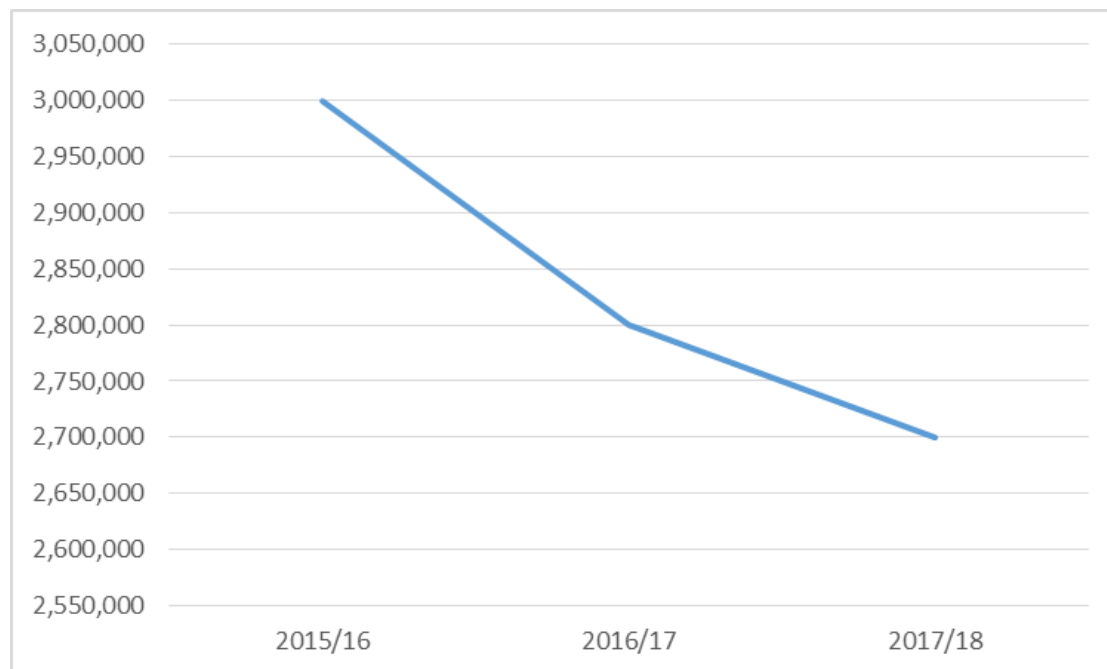
**Graph 6: Percentage of household waste in Surrey sent for reuse, recycling or composting**



### **CRC visitor numbers**

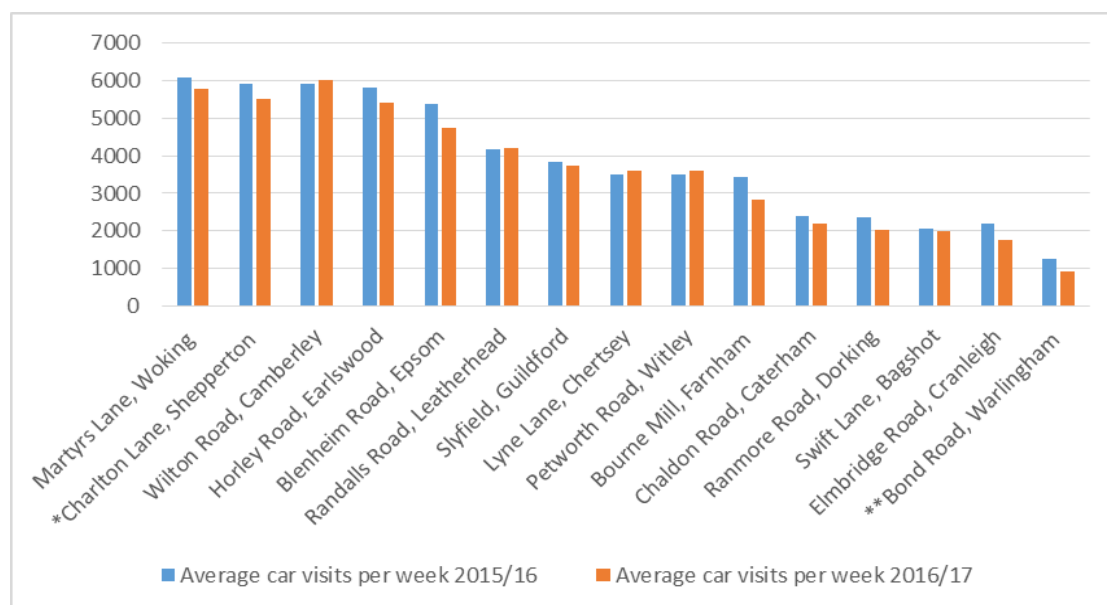
Since the changes have been introduced at CRCs, annual visitor numbers have fallen significantly, and are estimated to fall further as shown in **Graph 7** below.

**Graph 7 – Estimated annual CRC car visit numbers in 2015/16, 2016/17 and projection for 2017/18**



**Graph 8** below also shows how average visit numbers have changed per week in the last two years, which shows that Surrey's CRC sites are now less busy than what they were.

**Graph 8 Average CRC car visits per week in 2015/16 compared to 2016/17**



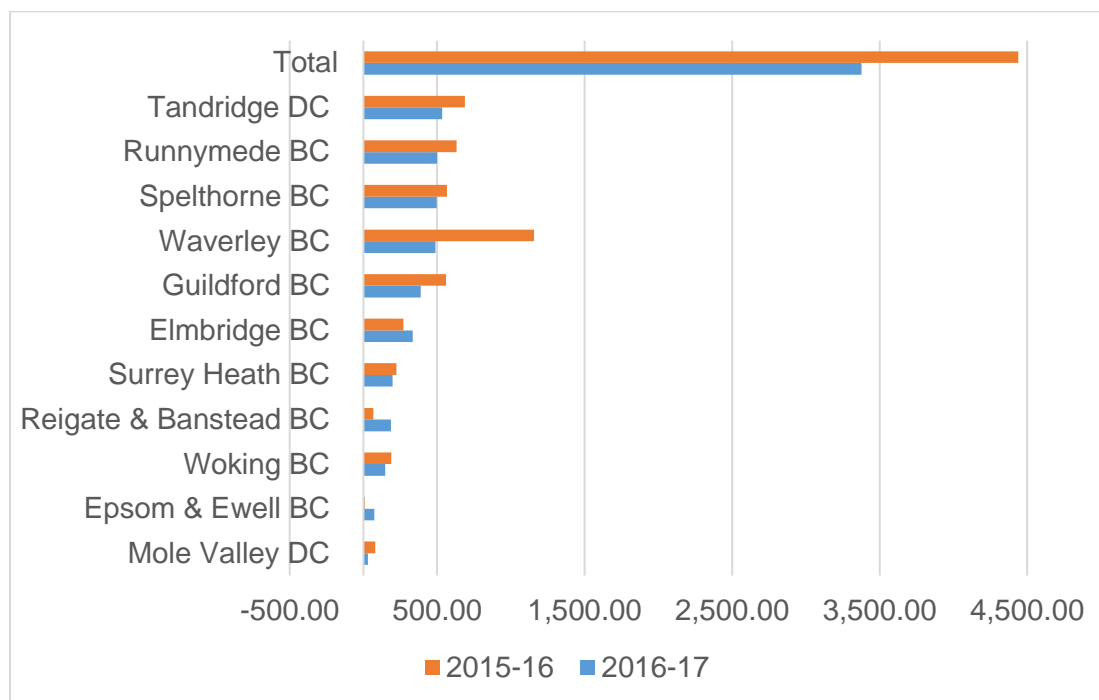
\* Charlton Lane CRC had the automatic traffic counter removed during the construction of the Eco Park, so estimates have been provided on this site based on comparable tonnages of other sites.

\*\*The figures for Warlingham CRC do not include any residents that walk into the site.

### **Fly-tipping**

As shown in **Graph 5** above, fly-tipping tonnages collected by district and borough councils have dropped. **Graph 9** below gives a more in depth look at this by district and borough council.

**Graph 9 – Amount of fly-tipping collected by district and borough councils and disposed of at Surrey’s Waste Transfer Stations in 2015/16 and 2016/17**



The total amount of fly-tipping tonnages dealt with in 2016/17 dropped by over a 1,000 tonnes compared to the previous year. As described in the main Cabinet report a joint strategy was launched last year with local authorities within the Surrey Waste Partnership together with other agencies launched a joint strategy to tackle the issue of fly-tipping in the county. The main highlights of this work so far include:

- Educating residents and businesses in two countywide campaigns in the summer of 2016 and 2017. More information can be found on [www.recycleforsurrey.org.uk/fly-tipping](http://www.recycleforsurrey.org.uk/fly-tipping)
- Stronger working relationships developed with a variety of key stakeholders.
- Better intelligence gathering and sharing amongst partners in the strategy.
- Use of recently enhanced enforcement powers such as Fixed Penalty Notices for low level fly-tipping with the one of the highest issue rates in country.
- A number of successful prosecutions against fly-tippers including fines, community service orders, vehicle seizures and custodial sentences.
- Trialling of new technology including forensic coding solutions and high definition CCTV.

For more information on this strategy please email [m.nash@surreycc.gov.uk](mailto:m.nash@surreycc.gov.uk)

This page is intentionally left blank