

Waste & Recycling Services

A 37 year integrated contract with Veolia commenced August 2001
Services delivered include:

- Domestic waste and recycling collection services
- Disposal for circa 190k tonnes of waste and recycling a year
- Managing and maintaining of the Energy Recovery Facility (ERF)
- Managing and maintaining the Material Recovery Facility (MRF)
- Dedicated customer contact centre
- 5 Household Waste Recycling Centres
- 40 bring sites (recycling points in supermarket car parks etc)
- Bulky waste collections
- Dry store clearances
- Clinical waste collections
- Abandoned vehicle investigation and collection
- Paid for garden waste collection

Watch the video that helps explain our collections

https://www.youtube.com/watch?v=6ktb_vyMYkQ



Week 1



Week 2



Week 3



Week 4

- Replacement black bins cost £32 (unless damaged during collection)
- Larger black bins are available for household of six or more people (by application)
- Bins should be at the kerbside by 7am on collection day
- Veolia will return for missed collections where they are at fault or general access issue
- We use in-cab technology to record bin presentation
- All collection vehicles are fitted with CCTV
- Assisted collection policy (age or ability not able to present bins)
- Garden waste collection service provided from March – November with collections every two weeks (£61.10 full service)
- Council Housing & some social landlords provide first bulky collection free
- Services at flats can vary in regards to bins used, collection frequency, but the services are still based on our capacity policies

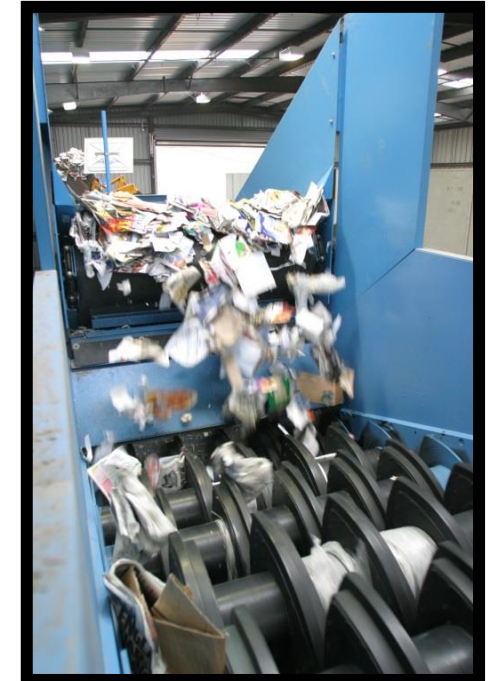
All our policies are available here....

<http://democracy.sheffield.gov.uk/documents/s25093/Waste%20Management%20Policies%202.pdf>

- £80m+ build cost
- Ensures we achieve landfill less than 1%, amongst best in UK
- Receives all our black bin waste
- Capacity for 245,000 tonnes of waste a year, approx. 120k tonnes of SCC waste, plus surrounding area commercial waste & some neighbouring areas household waste
- Provides heating through District Energy Network
 - Approx. 45km of pipeline exporting 60MW of thermal energy for heating and cooling to 150 buildings across city centre.
 - Up to 19MW of electrical energy exported to the grid
- Saves around 50,000 tonnes of carbon compared to using fossil fuel



- The MRF separates the different grades of paper and card
- The sorted paper and cardboard is baled and sent to paper/board mills to be recycled (UK and Internationally)
- 98% of received material is recycled, very low contamination
- But our paper and card recycling rates are stagnant only very minor uplift during lockdowns
- Brown bin contents go through a similar facility designed for separating those materials



There are five Household Waste Recycling Centre's (HWRCs)

- Shirecliffe, Beighton, Gleadless, Deepcar and High Green
- Free of charge disposal for a range of domestic waste and recycling
- Van Permit scheme in place to help manage risks of trade waste getting onto site
- Not licensed for trade/ commercial waste
- All open Fri- Mon: 9.30am – 5.30pm, changes to 09.30am – 3.30pm from 1st October
- Only Shirecliffe open 7 days a week

www.sheffield.gov.uk/bins-recycling-services/household-waste-recycling-centres



	Recycling	Composting	ERF	Landfill
2019/20	27.52%	5.45%	66.77%	0.21%
2020/21	27.87%	4.82%	67.00%	0.31%
2021/22	28.22%	5.15%	66.58%	0.05%
2022/23	28.18%	5.17%	66.64%	0.01%

- Our recycling rate is very strong in comparison to other core cities & our south Yorkshire neighbours
- 2020/21 we collected around 10,000 tonnes more waste last year than year previous – in no small part due to lockdowns, working from home changes etc
- Circa 13m bin collections in 2022/23
 - 99.96% completed on scheduled day
 - most of the missed collections relate to access/roadworks
- Less than 300 incidents out of 13m collections in 2022/23 where Veolia failed to return for collection within agreed timescales

Waste Collection Consistency (Simpler Recycling)

Designed to improve the quantity and quality of what is recycled

- collect the same set of core materials from all households, this will include all plastic packaging
- provide weekly food waste collections

Extended Producer Responsibility

- Improves upon previous legislation to make producers responsible for the whole life costs of packaging materials
- Intended to move the cost from the public purse to the producers
- Proposes clearer labelling of materials to ensure better recycling segregation

Deposit Return Scheme

- Intended to help improve recycling by placing deposit value onto key materials (like drinks bottles) that are only refunded when returned to a recycle point

The waste portal allows residents to see collection information for their property
 Developed with Veolia using live data from collection vehicles to show the status of
 collections and record any collection issues

Allows residents to report issues, request replacement bins, purchase garden waste
 services or bulky collections and set calendar reminders for their collections.

<https://wasteservices.sheffield.gov.uk/>

The screenshot displays the Sheffield City Council Waste Service Portal interface. At the top, the Sheffield City Council logo is on the left and the Veolia logo is on the right. The main heading is "Your bin collection dates and services". Below this, the property address is listed as "18 Whirlow Court Road, Sheffield, S11 9NT" with a "[CHANGE ADDRESS]" link. A "View my Calendar" button is also present.

Services	Previous Collection	Next Collections	Container	What goes in my bin?
Black Bin Report a Missed Collection	3 May 2021 Completed	17 May 2021, 31 May 2021, 14 Jun 2021		Non-recyclable waste
Green Bin Report a Missed Collection	5 May 2021 Completed	19 May 2021, 2 Jun 2021, 16 Jun 2021		Garden waste
Brown Bin Report a Missed Collection	10 May 2021 Completed	7 Jun 2021, 5 Jul 2021, 2 Aug 2021		Glass bottles and jars, tins, cans and plastic bottles
Blue Bin	26 Apr 2021 Completed	24 May 2021, 21 Jun 2021, 19 Jul 2021		Paper and card

At the bottom of the page, there are three buttons: "Order Containers", "Garden Waste Collection", and "Bulky Items".

Veolia

Advise on waste services, take complaints and service requests e.g. missed collections

- 0114 2734567
- Email - sheffieldenquiries@veolia.com
- Twitter – recycle4sheff

Waste Management

Advise on Council policy and escalation of complaints

- 0114 2037621
- Email - Wastemanagement@sheffield.gov.uk

Final Note

- Street Kind campaign launched in October following an increase in abusive, threatening, and physical incidents against crews.

[StreetKind | Veolia Sheffield](#)

<https://youtu.be/jaVyh0nLZuE>

https://youtu.be/1R_bXBu8svs

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