

Waste Electrical and Electronic (WEEE) Kerbside collection service update briefing note – MRWG 25 June 2020

1. Introduction

As part of the current WEEE contract (Jan 2019 – December 2020) provided by European Recycling Platform (ERP), a free kerbside collection request service is provided for residents in the NLWA constituent Boroughs. The service is operated by Clearabee Ltd and is for the collection of large WEEE (items larger than a microwave). The arrangement allows for up to 20 collection appointments per day, five days a week across the NLWA area and is a cost to the Authority of £xx per year.

2. Performance

From the start of the contract in 2019 the performance of this service has seen the bookings and the quantities of WEEE vary between 3 and 11 tonnes per month and collections differ from 167 to 397 a month when comparing January – May 2019 with the same period in 2020. See table 1 below for details.

Table 1: WEEE kerbside collections January to May 2019 and 2020

Month	2019		2020	
	No. of collections	Tonnes	No. of collections	Tonnes
January	191	5.06	167	4.1
February	208	10.72	196	5.8
March	207	2.82	226	3.1
April	257	7.38	208	N/A*
May	397	3.64	295	N/A*
Total	1,260	29.62	1,092	

*In April 2020 due to the Covid 19 situation the kerbside WEEE had to be redirected to a different outlet and so tonnages from that facility are not yet available.

The collection rate is now just over 50% of the total service collection volume based on the average of 436 monthly collection slots that can be booked. However, actual bookings to use the service remain high and at capacity. The discrepancy between the initial booking numbers and collections are because residents cancel bookings at short notice, and it is not always possible to fill these slots. In addition, some items booked for collection are not available when the crew arrive because they have already been taken by third parties but Clearabee have not been updated.

The monthly booking data for the kerbside WEEE collection service for January to May 2019 and the same period in 2020 is illustrated in figures 1 and 2 below.

Figure 1: WEEE kerbside collection bookings comparison Jan – May 2019 and 2020

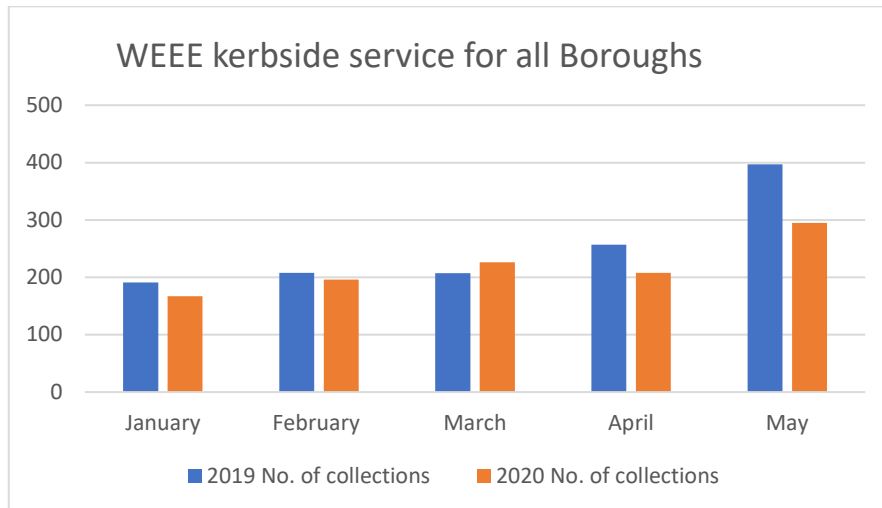
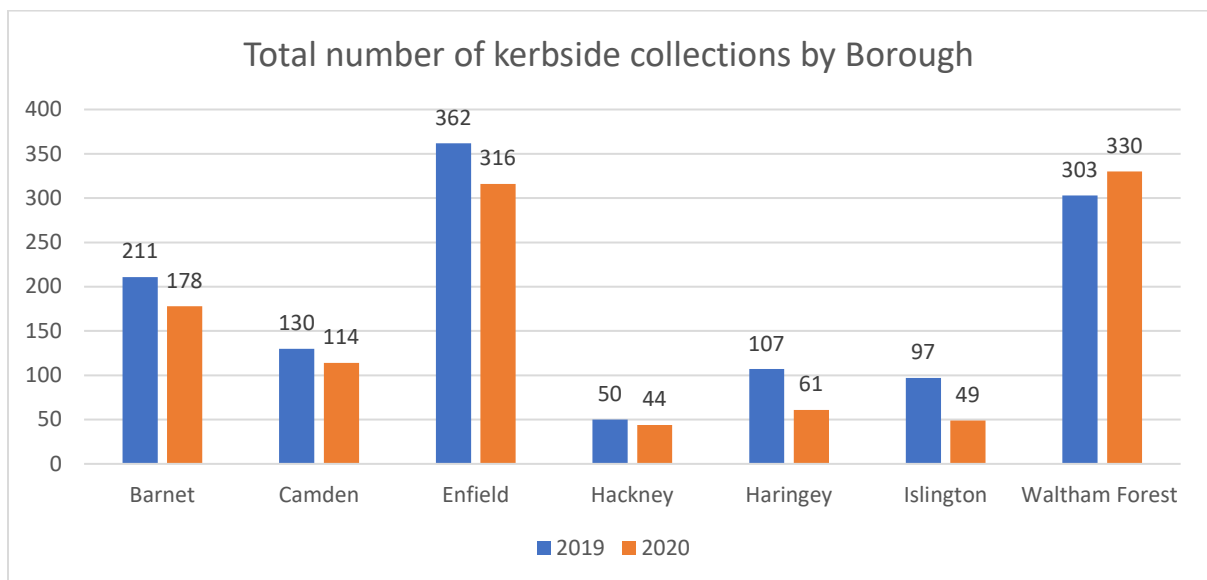


Figure 2: Total Kerbside collections by Borough (Jan–May) 2019 and 2020



The collections in 2020 compared with 2019 are slightly down. There is no clear reason why this is, although the disruption caused by Covid 19 may have affected demand for the service.

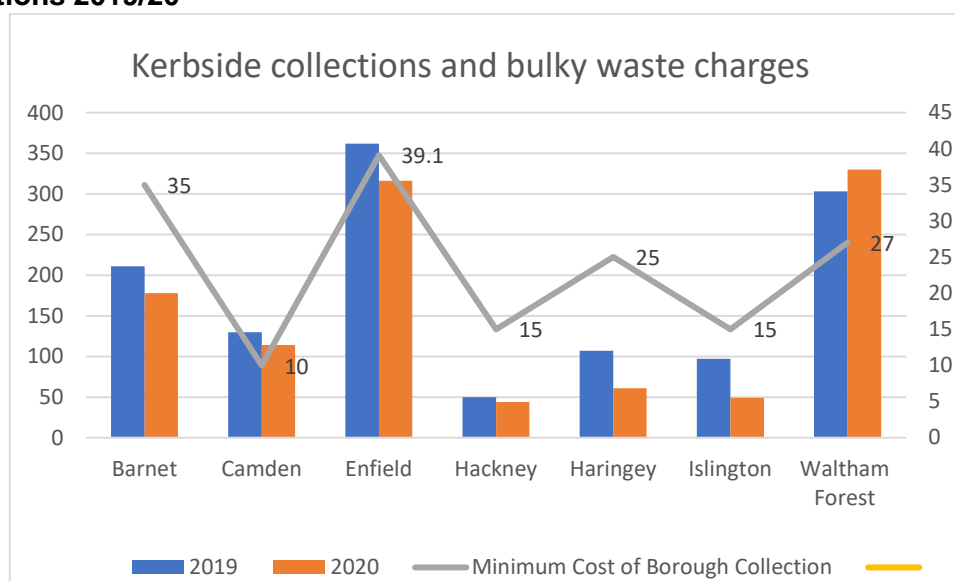
When comparing the service by Borough, demand has slightly decreased in 2020 with the exception of Waltham Forest. Barnet, Enfield and Waltham Forest residents remain those using the service the most.

3. Factors affecting performance of the WEEE kerbside service.

3.1 Boroughs bulky waste services

The demand for the kerbside collection service varies between Boroughs and a correlation between the cost of bulky waste collections and the kerbside WEEE service can be seen in figure 3 where the Boroughs minimum bulky waste charges have been applied.

Figure 3: Comparison of Borough bulky waste charges and kerbside WEEE collections 2019/20



The fees used in this graph are based on 2019 prices and show greater demand for the kerbside service in the Boroughs where there are higher bulky waste collection charges.

3.2 Communications

Communications have proved to be an effective way of promoting the service and increasing uptake. Following a series of targeted messaging in January and February 2019 to advertise the free collections in the lower performing boroughs (Hackney, Haringey and Islington), there was an increase in bookings during those months with a sharper rise in March as seen in table 2 below.

Table 2: Kerbside WEEE service bookings Jan- March 2019

2019	January	February	March
All boroughs	219	236	401
Hackney	2	12	17
Haringey	21	19	32
Islington	23	26	51

Further campaigns to promote the WEEE kerbside service in all boroughs during August and September 2019 also saw an increase in bookings compared with the same period in 2018. See table 3 below.

Table 3: Kerbside WEEE service bookings July - December 2018 and 2019

	July	August	September	October	November	December
2018	238	231	200	230	195	154
2019	342	313	313	323	254	171

3.3 Seasonal factors

At the beginning of 2020 and after Christmas demand was high for the service and waiting times increased to 12 weeks for residents in some boroughs. As a result, the collection resources were reallocated from areas with less demand to bring the maximum waiting time to 2-3 weeks across all Boroughs. The current service arrangement is for 20 bookings a day, five days a week and additional vehicles and operatives would incur costs which the Authority sought to avoid.

3.4 Covid – 19

During the Covid pandemic, the WEEE kerbside service has continued to operate. However, with the temporary closure of the reuse and recycling centres (RRCs) the appliances collected by Clearabee Ltd have been redirected to European Metals Recycling in Willesden and East Tilbury, rather than dropped off at South Access RRC, as was previously the case. This arrangement has increased journey times and distances to offload goods, so there is an additional charge of £xx per load for this change. Now that the RRCs are operating, albeit with restrictions in place, the Authority is seeking agreement to allow Clearabee Ltd to return to the RRCs as soon as possible.

Current demand for the kerbside service remains high which is attributed to the temporary closure of the recycling centres and short-term suspension of some of the Borough's bulky waste collections. Waiting times have again risen to the levels seen in the New Year for some boroughs (Hackney, Haringey and Islington), so collection schedules are being adjusted to reduce these waiting times.

In addition, texts are also being sent to residents the day before collection to remind them of the pick-up and to cancel should the service no longer be required. A small number of additional bookings (than the 20 per day allocated) are also being arranged to take account of the cancellation rate. These measures should help reduce the waiting times for residents across the Boroughs.

4. Close

Officers will continue to monitor the kerbside WEEE service and work with ERP to optimise the efficiency of the collections. The current WEEE contract ends at the end of 2020 and so alternative approaches to providing a kerbside service for WEEE will be investigated in the coming months.