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:

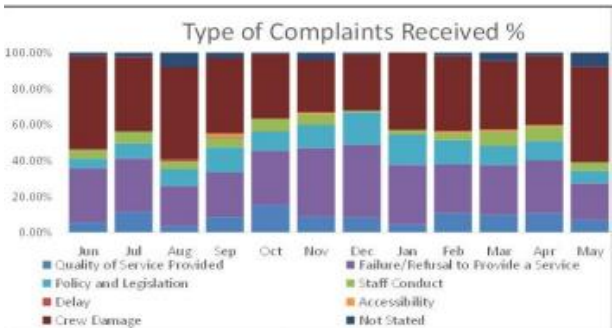
DROPPED WORK SUMMARY	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
Domestic	784	208	161	182	259	167	316	248	30	194	48	28	313
Recycling	148	433	39	225	283	463	566	114	89	157	197	177	170
Total Dropped Work	932	641	200	407	542	630	882	362	119	351	245	205	483
Dropped Work Due to PRE	0	0	0	0	0	0	0	0	0	0	0	0	0
Due to Breakdown	0	0	0	61	0	124	0	60	25	0	0	0	0
Due to Roadworks/Access	790	545	165	183	283	461	271	188	94	351	213	205	365
Due to Other	142	96	35	164	259	45	611	114	0	0	32	0	118
Cleared Same Day	0	0	0	0	0	0	0	0	0	0	0	0	0
Cleared Within 24 Hours	932	614	179	406	542	619	882	362	119	342	210	205	442
Cleared Over24 Hours	0	27	21	1	0	11	0	0	0	9	32	0	41

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:

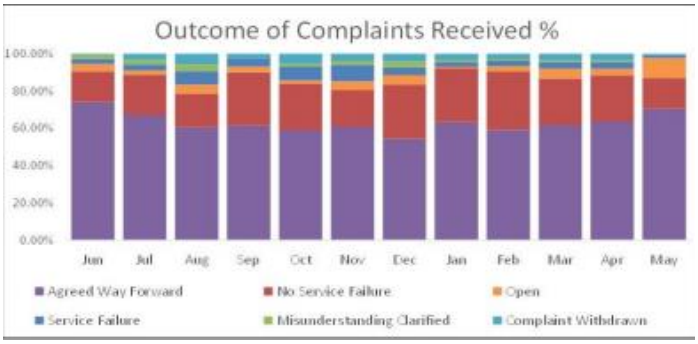
The blue line shows the most recent 12 months data, and the red line shows the previous year. Shows the number of complaints received by Veolia for all services, including bin collections, Household Waste Recycling Centres, local recycling sites, bulky waste collections, clinical collections. Performance 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:



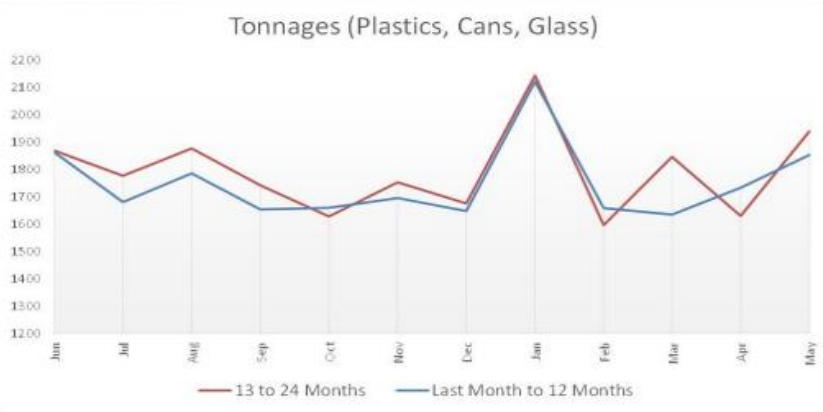
All complaints received are categorised against one of these complaint types as a monitoring tool to assess complaints received.

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.

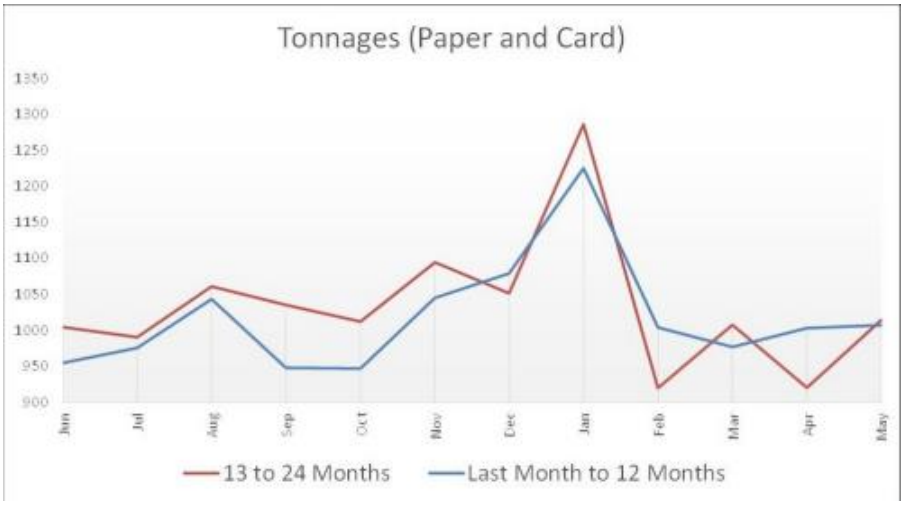
Chart 7 shows the tonnage of plastic bottles, cans and glass collected by month:



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:



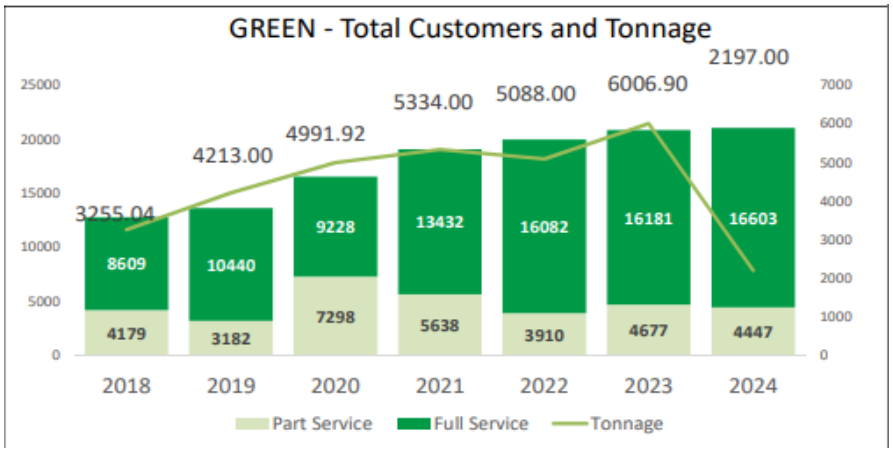
Blue line shows the most recent 12 months data, red line shows the previous year. Includes the tonnage of paper and card collected from the blue bin. Tonnages increase over the festive period.

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.

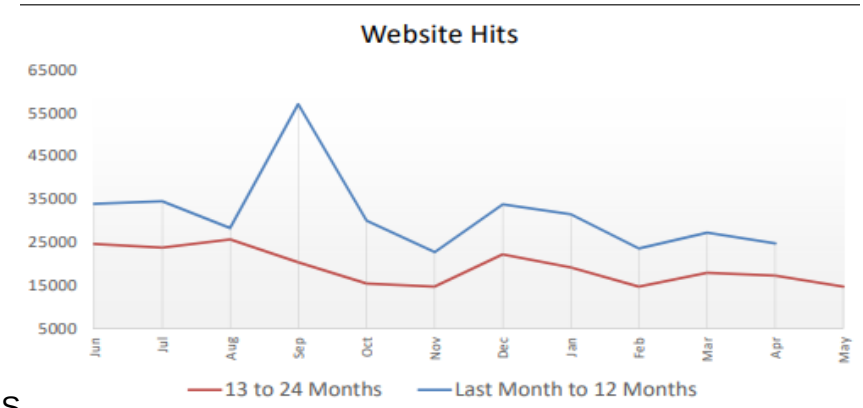
Other than a genuine mistake, reasons for missing a collection can include a new/back up collection crew who is not familiar with the collection round, as well as a property that is new to the assisted collection service. Performance needs to be considered in the context that Veolia carry out approximately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



S

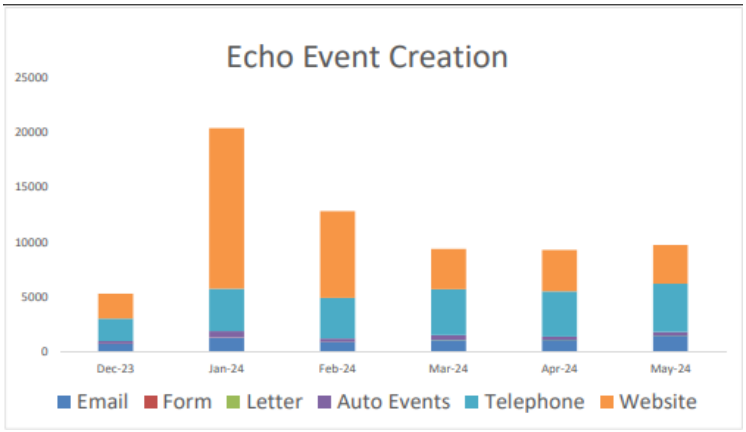
Blue line shows the most recent 12 months data, red line shows the previous year.

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):

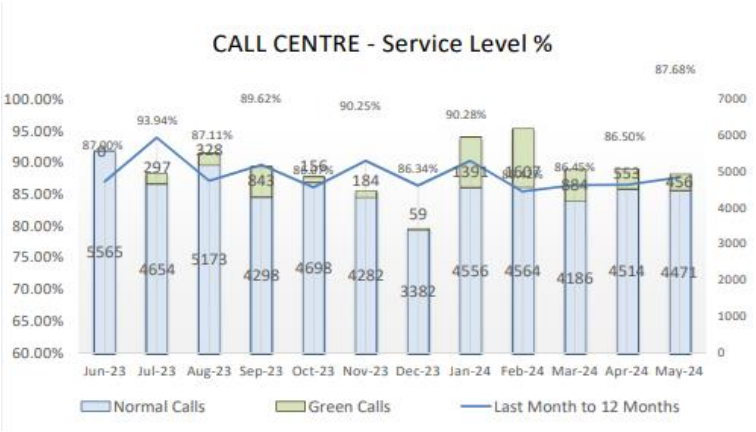
Chart 13 shows the number of Twitter followers (Recycle4sheffield):

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



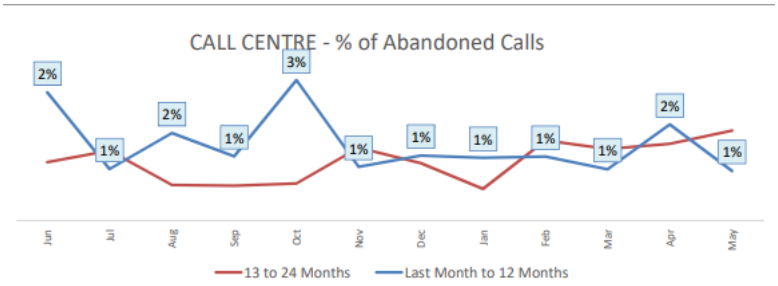
The service request number includes reports of missed bins, replacement bin requests, sign-ups for garden waste collections, bulky collection requests). The chart breaks down the total number of service requests for each month into how it was received e.g., website, telephone. Auto Events are generated 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.

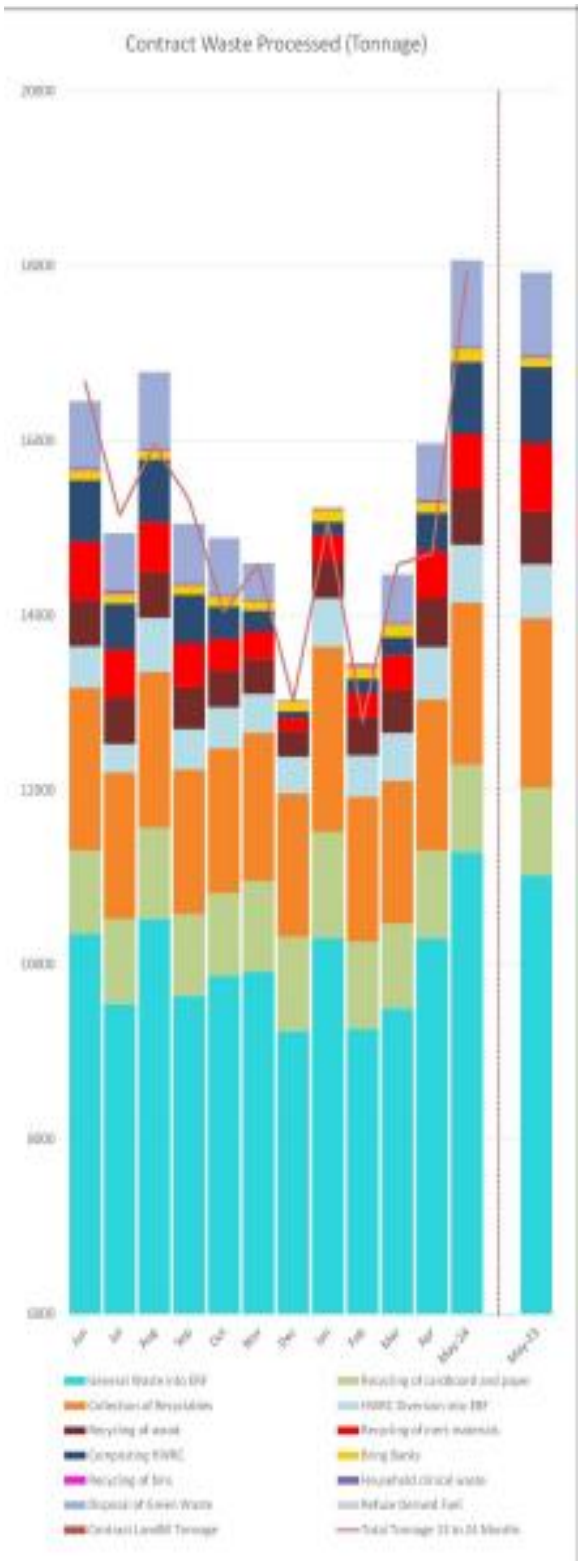
Abandoned calls are defined as calls which were made to the Veolia call centre, but where the customer ended the call before getting through to an advisor. This may be due to frustration at the length of time taken before the call was answered, or simply because the customer changed their mind. Typically, 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											
		May-23	Cumulative Year	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
General Waste into ERF	Tonnes	11,014	119,709	10,353	9,547	10,521	9,634	9,873	9,913	9,238	10,297	9,259	9,492	10,301	11,281
Contract Landfill disposal	Tonnes	4.64	22.84	2.34	3.46	2.24	2.78	4.76	3.14	0.00	0.00	0.00	1.40	0.00	2.72
HWRC Diversion into ERF	Tonnes	616	6,055	473	324	619	463	468	448	417	553	475	550	597	666
Household Clinical Waste	Tonnes	20	224	17	18	20	17	20	19	18	19	18	18	20	19
Recycling of Inert Materials	Tonnes	782	5,265	668	542	572	502	363	332	145	295	272	394	546	635
Bring Banks	Tonnes	102	1,430	109	109	102	109	110	108	109	135	135	140	118	146
Composting HWRC	Tonnes	873	4,962	704	526	717	552	367	233	80	154	167	205	430	825
Recycling of Wood	Tonnes	603	5,723	530	539	524	482	419	387	291	423	437	496	560	633
Recycling of Paper/Card	Tonnes	1,014	12,203	954	975	1,043	948	946	1,044	1,078	1,224	1,004	976	1,003	1,007
Recyling of Bins	Tonnes	4	65	10	16	2	4	0	0	0	4	19	7	3	0
Disposal of Green Waste	Tonnes	957	6,235	764	659	872	678	653	412	0	0	0	546	655	996
Collection of Recyclables	Tonnes	1,937	20,964	1,861	1,679	1,784	1,652	1,658	1,693	1,646	2,119	1,656	1,633	1,731	1,851
Refuse Derived Fuel	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	Tonnes	17,923	182,856	16,448	14,937	16,778	15,042	14,883	14,592	13,022	15,225	13,442	14,460	15,965	18,062

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:

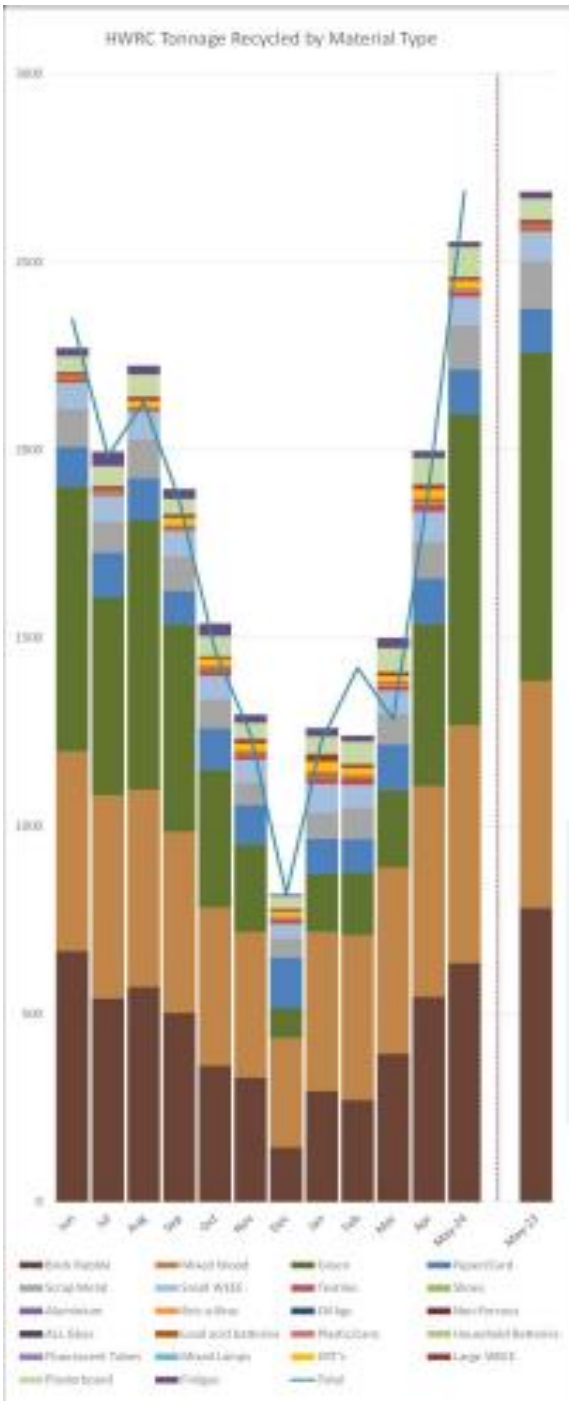
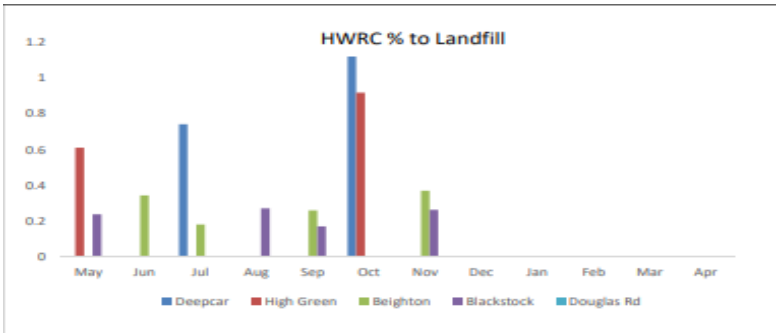


Chart 20 shows the breakdown of waste recycled from Sheffield's five Household Waste Recycling Centres by waste type by month:

HWRC Waste Stream	UOM			2023/24											
		May-23	Cumulative Year	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24
Paper/Card	Tonnes	117	1,324	106	128	111	80	118	104	126	94	89	121	122	121
Textiles	Tonnes	0	117	0	0	0	0	14	14	19	18	16	12	19	19
Shoes	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aluminium	Tonnes	2	8	1	1	1	1	1	1	0	1	0	0	1	0
Scrap Metal	Tonnes	126	1,043	100	83	103	91	77	68	91	69	83	81	97	117
Bric a Brac	Tonnes	5	41	3	3	4	4	3	3	3	4	3	3	5	5
Oil kgs	Tonnes	0	5	0	1	0	0	2	0	0	0	0	0	1	0
Non Ferrous	Tonnes	1	6	1	1	1	0	0	1	0	1	0	0	1	1
Green	Tonnes	873	4,962	704	528	717	552	367	223	60	154	167	205	430	625
ALL Glass	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Book Bubble	Tonnes	702	6,266	668	642	672	602	384	332	146	286	272	294	646	616
Lead acid batteries	Tonnes	5	43	5	6	4	5	3	3	2	5	3	3	5	0
Mixed Wood	Tonnes	803	5,723	530	558	524	402	418	307	291	423	437	496	560	633
Plastic/cans	Tonnes	7	68	7	6	7	6	6	6	6	6	6	6	6	6
Household Batteries	Tonnes	0	9	1	0	0	1	0	0	1	0	1	0	0	1
Fluorescent Tubes	Tonnes	0	3	0	0	0	1	0	0	0	0	0	0	0	0
Mixed Lamps	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CRTs	Tonnes	1	176	1	1	14	17	18	18	11	19	17	19	23	17
Small WEEE	Tonnes	77	785	68	68	71	86	62	59	38	79	81	82	80	75
Large WEEE	Tonnes	12	130	9	10	11	10	6	13	7	21	10	10	12	9
Plasterboard	Tonnes	86	643	42	94	58	41	94	42	33	47	89	63	70	80
Fridges	Tonnes	19	272	23	20	24	27	20	22	8	22	17	20	19	14

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:

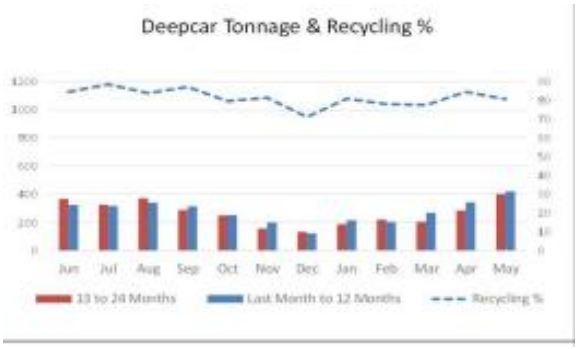


This includes asbestos and other non-recyclable waste.

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.

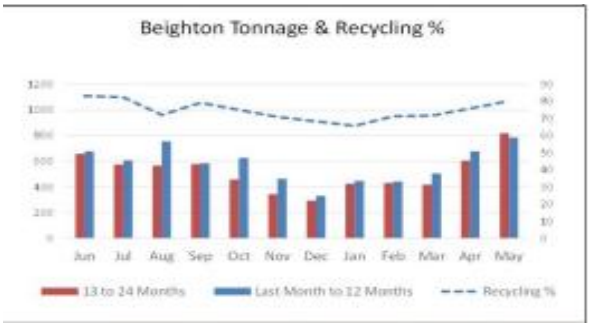
Tonnages are higher in the spring/summer months due to the peak growing season (garden waste).

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
Permit Applications					
May-24	4	10	3	9	6
Apr-24	7	7	5	11	8
May-23	5	8	3	11	5

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:

May-24	80	94	32	139	31
Apr-24	82	82	26	135	34
May-23	69	97	31	166	25

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.