

# MRWA Sustainable Development Goals Report

2021 / 22

Doing More and Better with Less



## **Contents**

### **Executive summary**

- 1 Introduction**
- 1.2 Covid 19 pandemic
- 2 Priority Sustainable Development Goals**
- 3 Drivers**
- 3.1 People
- 3.2 Planet
- 3.3 Economy
- 4 Performance**
- 4.1 Governance
- 4.2 Policy
- 4.3 Our people
- 4.4 Compliance and responsible waste management
- 4.5 People and communication
- 4.6 Planet
- 4.7 Biodiversity
- 4.8 Office consumables
- 4.9 Waste and resource management
- 4.10 Carbon footprint
- 4.11 Economy
- 4.11.1 Financial
- 4.11.2 Infrastructure
- 5. Aims for 2022/23**

### **Figures/Tables/Box**

Figure 1. Governance structure of Merseyside Recycling and Waste Authority

Box 1. Carbon reporting scopes

### **Appendix Data and performance**

## EXECUTIVE SUMMARY

This report for 2021/2022 continues our journey to be a sustainable organisation by 2030; and to achieve zero waste and carbon by 2040. The prioritised SDGs that we have identified are based on the impacts and aspects of what we specifically do as a Waste Disposal Authority. The priority goals are;

13. *Climate Action*
12. *Responsible consumption and production*
11. *Sustainable cities and communities*
3. *Good health and well-being*

No longer is climate change a distant threat. It is a visible reality and the greatest challenge facing humanity. The demand for cheap energy and products ensures that non-renewable fuels and finite material resources are consumed whilst nature's stock continues to diminish. Through efficient, effective and sustainable resource management, we aim to increase community capacity to prevent, reduce, reuse and recycle to maximise social value and prosperity and potentially creating jobs whilst protecting the planet for future generations.

As a Waste Disposal Authority, our responsibility is to ensure that these valuable resources are treated sustainably. Preventing, reducing, reusing and recycling household items, protects nature and directly cuts carbon emissions which can support sustainable communities. Despite the Covid 19 Pandemic, we were able to continue to provide education, information and awareness about reuse and recycling in other innovative ways.

The landscape for waste and carbon management is rapidly evolving in a positive way. We constructively responded to seven waste related Government proposals and provided 113 policy briefings for stakeholders. To keep all stakeholders informed, we ensured that the policy briefings were available through our website. During 2020/21, most of our employees stepped up and kept everyone safe by working at home. To continue to support our employees, a range of online training was available and 186 training sessions were completed. We produced a second Authority Carbon Report, treated 107,628 cubic metres of leachate to protect nearby watercourses and invested in a fire suppression system at Bidston Household Waste and Recycling Centre because of the threat of fire from disposed Lithium batteries which can spontaneously ignite by reacting with moisture.

We noted during the pandemic that there was a discernible shift in residents seeking information from our websites about residual waste and recycling, which they used to empower themselves to 'do the right thing' when deciding what to do with unwanted household items and personal items and how to recycle more.

Community Fund grants were very successful this year, 17 community groups received funding to prevent 653 tonnes of unwanted household resources. Project success was achieved with assistance of 46,657 volunteer hours. Funding also supported 179 community events which helped enforce the message of waste

prevention, reuse and recycling. With the help of our communities, we have begun the transition to decoupling economic activity from consumption and the move towards a local low carbon and circular economy.

### **Key performances**

- 44% of management positions are held by women
- 764,946 tonnes of household residual and recyclable waste was effectively managed
- 83% of the materials received at the Material Recovery Facilities were recycled
- 17% of materials disposed of or recycled were classified as contaminate (wrong bin)
- 70% of the resources that were deposited at HWRCs were recycled
- In 2020/21, 25,706 tonnes of direct carbon emissions were emitted
- The equivalent of 62,921 homes were powered from renewable energy from waste
- 7 Government consultations were responded to
- 113 policy briefings were produced for stakeholders
- 195,072 user interactions on MRWA's website
- 105,174 user interactions on the Recycle Right website
- 17 community groups were supported through our Community Fund
- 653 tonnes of unwanted resources were given a second life by community groups
- 46,657 community project volunteer hours were completed
- 179 waste awareness events were supported by Community Fund projects
- Managed and maintained seven closed landfill sites

## 1. Introduction

This is the second year we have provided stakeholders with report of Merseyside Recycling and Waste Authority (MRWA) performance against prioritised United Nations Sustainable Development Goals (SDGs). The 17 Goals were created in 2015. Our priority goals were established in 2020/2021 and are as follows:

- *13. Climate Action*
- *12. Responsible consumption and production*
- *11. Sustainable cities and communities*
- *4. Good health and well-being*

The aim of this report is to help stakeholders understand how and what we are doing in terms of the sustainable management of discarded household resources. As a resource management and treatment organisation, we recognise that our operations, activities and our connection with communities is an opportunity for us to make a positive difference in terms of people, the planet and the economy.

MRWA is a statutory Waste Disposal Authority. It provides waste management services for the Merseyside waste collection councils of Knowsley, Liverpool, Sefton, St Helens and Wirral. Our services also support neighbouring Halton council. In 2020/21, we managed 764,946 tonnes of collected household waste and unwanted resources deposited at Household Waste and Recycling Centres (HWRCs). These valuable resources were generated by 1.5 million residents from 724,750 households.

To manage what represents discarded resources, our operations include four Waste Transfer Stations, a Rail Transfer Loading Station for collected household residual waste, an Energy Recovery Facility (EfW) that uses residual household waste to generate electricity and steam. There are two Material Recovery Facilities (MRF) that segregate the materials that residents put in their recycling bins. 83% of the materials received at the MRF's were recycled. The remainder was classified as contaminate (non-recyclable materials). There are fourteen Household Waste and Recycling Centres (HWRCs) in Merseyside and two in Halton MBC. These are used by residents to recycle and deposit products for reuse or to discard other household items they no longer want. Households can recycle seven different materials at the kerbside including garden waste (St Helens also separately collects food waste and additional dry recyclates). At present, 42 different household items can be recycled or sent for reuse from HWRCs. We recycled 70% of the resources that were deposited at HWRCs.

This report is an assessment of the informal progress made by MRWA in supporting our prioritised UN's SDGs during the year of 2021/2022. The next report, will take into consideration our baseline information and recent performance and deliver actions to tackle climate change, embed sustainability, protect the environment, reuse and recycle resources, generate social value

and contribute to a circular economy. We recognise that sustainability is a voyage of continuous improvement, innovation and ongoing change.

## 1.2 Covid 19 pandemic

The breakout of the coronavirus (Covid-19) and the public health response had significant impacts on individuals, businesses and global economies. For example, the retail industry in the UK was particularly impacted by the burdens of lockdown restrictions and social distancing, which led to the closure of non-essential stores and noticeable changes in consumer behaviour. During this restrictive period, household waste collection, waste management and treatment were identified as essential services and therefore continued to be provided but with interruptions and at times, long queues at HWRCs. For some people lockdown restrictions, working from home and furlough, meant there were opportunities to ‘spring clean’ their homes, undertake improvements to their properties or increase spending online. In this year, we managed an additional 16,400 tonnes of materials than the previous year which could be related to Covid 19.

## 2. Priority Sustainable Development Goals

The baseline report assessed our aspects and impacts to identify and prioritise which of the seventeen goals we impacted upon most, and which we could influence for the better with regards to our operations and activities. Based on a review of the initial assessment, it was not necessary to change our priority SDGs for 2021/2022. As a single function authority that manages and treats household waste, our priority goals remain as:

	<p><b><i>Take urgent action to combat climate change and its impacts</i></b></p> <p>The escalation of the climate crisis towards emergency status is a call for all of us to act and contribute to transforming the ways in which we live, produce and consume.</p>
	<p><b><i>Ensure sustainable consumption and production plans</i></b></p> <p>Achieving sustainable consumption and production secures efficiency and productivity gains. This guarantees that human activities remain within the carrying capacity of the planet and respects the rights of future generations. This goal means doing more and better with less.</p>
	<p><b><i>Make cities and human developments inclusive, safe, resilient, and sustainable</i></b></p> <p>This goal relates to the management of urban developments. Cities that are well managed can be hubs of innovation for circularity, social benefit and prosperity. City management is a major cornerstone of sustainable development.</p>
	<p><b><i>Ensure healthy lives and promote well-being for all at all ages</i></b></p> <p>Ensuring healthy lives and promoting the well-being for all is essential to sustainable development. Everyone deserves to be healthy and able to achieve what they need in their lives.</p>

### **3. Drivers**

Climate change is an immediate threat to global society and is a visible reality. The demand for cheap energy and products ensures that non-renewable fuels and products are favoured whilst at the same time, finite resources decline. Without changes in present consumer behaviour, future consumers will put even greater pressure on the planet. Our aim is to support communities and individual residents to change their behaviour so that we all help contribute to a sustainable Liverpool City Region and planet. Our key themes as identified in our Climate Action Plan 2022, are *People, Planet and Economy* which are recognised by the United Nations as the pillars of sustainability.

#### **3.1 People**

Prioritising the SDGs enables us to be accountable. Our commitment requires us to take steps to limit the impact of our activities on people, the natural environment, sourcing responsibly and keeping our employees safe, taking care of their physical and mental wellbeing, and encouraging them to contribute to solutions. Our on-going aim is to be an authority that is inclusive, diverse and fair.

#### **3.2 Planet**

Sustainability means delivering services without negatively impacting either people or the planet. In response, we will monitor our operations, make adjustments and improve performance where necessary. The aim of prioritising the SDGs is to make positive impacts in the areas where we have control or influence. If we fail to take responsibility, the opposite can happen, such as issues like environmental degradation, inequality, and social injustice. We manage resources that were firstly created into something, then used by consumers and finally disposed of because they were perceived as waste with no added value. Our aim is to influence consumer behaviour to recognise that there is value in unwanted products and resources which can, if passed on, enable and empower communities to prosper.

#### **3.3 Economy**

We have a responsibility to deliver our public services prudently. In addition, we have to deliver sustainable services which means that for each pound we spend we should seek to limit our impact on the environment, raise public awareness of preventing, reusing and recycling resource materials whilst maximising social value. The Authority have begun the transition to decouple economic activity from consumption and we are moving towards a local low carbon circular economy that returns unwanted resources to communities in the region to be reused again.

## **4. Performance**

### **4.1 Governance**

Our commitment to being a fair, just and ethical organisation means that we aim to conduct our activities lawfully and with honesty and integrity. We adhere to all applicable laws and regulations, exercise sound judgment and take actions to minimise our impact on people and the planet. We will actively promote sustainable practices and raise awareness of waste prevention, reuse and recycling and tackling climate change to achieve a future circular economy.

### **4.2 Policy**

As we progress into new challenging areas of waste and carbon management, we are constantly responding to Government consultations and updating our policies. For example in 2021/22, we responded to Government proposals such as Consistent Recycling, Packaging, Extended Producer Responsibility, Deposit Return Schemes and a Waste Prevention Programme. During the year, we responded to 7 consultations and produced 113 policy briefings for stakeholders including Authority Members, the Executive Management Team, managers, the LCR Combined Authority, District Council partners and Merseyside Environmental Advisory Services. To maintain openness and transparency, we ensured that the public are able to access policy briefings through our website (see Appendix, Table 1).

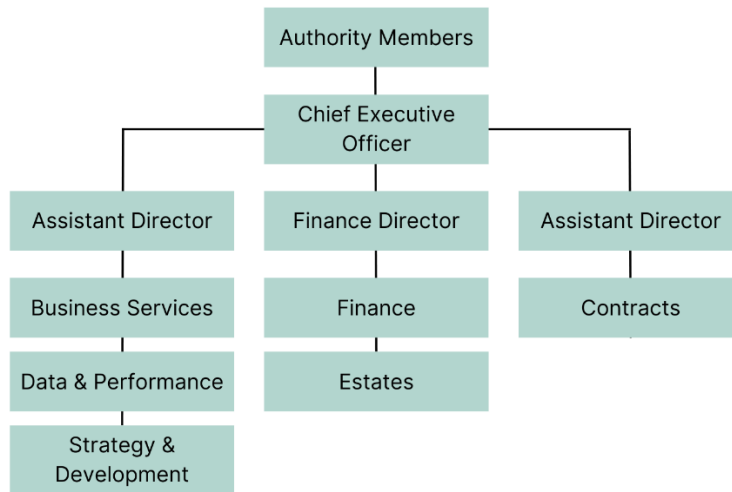
### **4.3 Our people**

Our overall commitment is to encourage people to prevent, reuse, recycle or pass on unwanted resources and create social value by prolonging resource use. Policy and strategy development helps direct our employees and contractors to 'think' and perform in positive ways. This enables us to deliver sustainable resource management effectively and efficiently. The most important commitment we can make is to our people. Our people are at the forefront of sustainable resource management and without their efforts, the residents of the region are less aware of the consequences of their behaviour or the importance of 'doing their bit' too.

Sustainable resource management is inspired by a Chief Executive Officer and three Directors. Our governance structure includes nine local councillors as Authority Members. To deliver our multiple functions, we have six managers of the following sections: Corporate Services, Finance, Strategy and Development, Estates, Data and Performance and Contracts (see fig 1).



Figure 1. Governance structure of Merseyside Recycling and Waste Authority (2021/22)



In 2021-2022, we employed 31 people. Indirectly, our two main contractors Veolia and Suez employed 271 and 38 local people respectively, to deliver sustainable resource management on our behalf. Ultimately, we are responsible for the well-being of 340 people. The gender split of MRWA’s employees was 16 males and 15 females with 44% of management positions held by women. All staff had twice yearly Staff Development Interviews with their managers and discussed policies, topics for development, their ambitions, and how we can invest in them. All employees received 6 training sessions each (total employees \* sessions = 186) which covered the following themes: Community Fund Training, Carbon Metrics, Data protection, Stress management, Carbon awareness and Employee assistance programme. To keep people aware of personal health issues, all staff received a monthly in-house Health and Well-being E-zine. Staff were also encouraged to contribute and engage with the E-zine (see Appendix, Table 2).

#### 4.4 Compliance and responsible waste management

This is the eleventh consecutive year we have retained accreditation for our Environmental Management System (ISO14001:2015) and the second year we have maintained our Health and Safety System. Running effective environmental and health systems helps us to achieve better regulatory compliance which reduces health and safety risks and potential fines. Having these systems in place enabled us to control our environmental impacts, protect people and make changes to improve our environmental performance.

We are keen to openly interact with stakeholders who may have concerns about our operations and activities. In 2021/22, we completed 12 internal EMS audits and 1 external audit and resolved 11 non-compliances. 10 Health and Safety audits were completed with zero non-compliances.

## 4.5 People and communication

Engaging with communities and participating in waste prevention, reuse and recycling activities are of primary importance to us and for ensuring sustainable resource management. We recognised that we cannot work in isolation if we want to maximise social value from unwanted household resources.

From a public engagement perspective, we received and resolved 15 Freedom of Information requests, 2 Data requests and satisfied 50 complaints. Complaints were down almost two thirds from 159 the previous year (see Appendix, Table 3).

Despite the challenges presented by the pandemic, we have continued to deliver communications, awareness, information and education for the benefit of the residents in the region through our behaviour change programme with our partners. We have been innovative and used technology and new engagement formats to get our messages to reduce, reuse and recycle across to people. Through social media we had 57,622 hits on Facebook and Twitter, a ten-fold increase on the previous year. Our Recycle Right campaign was also regularly searched by residents wanting to recycle more of the right materials, culminating in a seven-fold increase in engagements (15,112) between Facebook and Twitter (see Appendix Table 4). Both MRWA and Recycle Right websites were also in high demand with 195,072 and 105,174 interactions respectively. In January 2021, we launched the Zero Waste Liverpool City Region website and had 456 hits in the last quarter of the year.

We ran three campaigns last year, the first was *Know Your Recycle Rights*, which was a general materials campaign reminding people of the 6 key materials, and how to recycle them properly. The second campaign was a *Recycling isn't Rubbish campaign*, which highlighted the issues with contamination in recycling, the key message was to keep rubbish and plastic bags out of the recycling bins. The third campaign we ran was a Waste Electrical and Electronic Equipment (WEEE) campaign that encouraged people not to hoard or throw away electrical and electronic equipment, but to recycle them. In this campaign we highlighted the importance of incorrectly disposed WEEE and the issue with not preserving our natural resources.

To continue engagement with the 65 members of the Liverpool City Region Circular Economy we utilised webinars to organise 4 online events and produce 4 newsletters. To demonstrate how effective a circular economy approach could be for local businesses, we produced 6 case studies as evidence (see Appendix, Table 4).

In partnership with our contractor Veolia, £165,000 of community funding grants was made available. The funding was distributed to 17 community groups. Together, community groups diverted 653 tonnes of waste, which was more than double that of the previous year. Projects also helped to avoid 717 tonnes of carbon emissions. The success of projects was achieved with assistance of 46,657 volunteer hours, an almost four-fold increase on the previous year.

Funding also supported 171 community events which helped enforce the message to prevent, reuse and recycle. Suez provided additional community grants of £55,000 for 8 projects in Kirkby, Knowsley (see Appendix, Table 5). The aim of the community funds is to empower people to protect the planet and maximise social value by reducing waste, reusing and recycling unwanted household resources.

#### **4.6. Planet**

The global economy is consuming a record 100 billion tonnes of materials a year, an increase of 8 per cent in just two years (2018-2020). There are three key reasons for the increases: 1) reliance on extracting virgin materials; 2) the addition of more materials to meet the needs of a growing global population; and 3) most products are not designed to be reused. It is vitally important that we and stakeholders in the Liverpool City Region work together to prevent or consume less, reuse and recycle resource materials. With a concerted effort, we can consume less and be more mindful about what we do consume. Waste prevention, reuse and recycling can have a 'net positive climate effect' because these activities avoid carbon emissions.

#### **4.7 Biodiversity**

The process of managing the region's unwanted resources, requires a total of 29 sites which either manage waste or provide for the aftercare of landfill sites. Total site coverage is 147 hectares. Seven closed landfill sites cover an area of 117 hectares, whilst 30 hectares of land is used for waste management infrastructure. Our short-term plan is to undertake Phase 1 Habitat Surveys of all sites which will inform us of the 'state of biodiversity' and then use this information to identify opportunities to both protect and enhance biodiversity across our estate (see Appendix, Table 6). To protect any water courses nearby our landfill sites, we treated 107,628 cubic metres of leachate (landfill site water runoff and run-through). Gas monitoring is undertaken to determine the effectiveness of gas control measures employed at the sites and minimise uncontrolled releases to atmosphere.

#### **4.8 Office consumables**

Due to the presence of Covid 19, we reviewed, revised and amended practices to an Agile Working Policy. This enabled most employees to work from home where appropriate. However, compliance officers continued to visit operational sites to ensure contracts were adhered to whilst Environmental officers monitored gas production and water levels at closed landfill sites. These are essential activities which we are required to conduct to keep people and the environment safe.

The new 'working at home' arrangements also allows employees to work in the office with approval and for the good of the service. This helps maintain a social connection between employees which was utilised by most people (1 or 2 days in office per week). This meant that our office consumables which are based on a proportion of consumables/building occupancy increased but still less than

the times when the office was fully occupied. Consumables included, electricity: 42,081 kWh, water: 450 litres, recycling: 960 kgs (including 60 kgs confidential paper waste) and waste disposal: 926 kgs (see Appendix, Table 7).

#### 4.9 Waste and resource management

There is an assumption by residents that their waste has no value. We consider waste to be a valuable resource and aim to maximise its secondary value. In 2021/2022, councils collected 413,441 tonnes of residual and street cleansing waste. In total, we treated 483,249 tonnes of waste which included waste from HWRCs and residual waste sent directly to the Energy from Waste Facility. 70% of resource materials deposited at HWRC's were recycled and 83% of materials collected at kerbside were recycled through the Material Recycling Facilities. Contamination continued to be a serious issue. Recycling bins included 17% of contaminated materials (non-recyclable material). Other waste collected from households and composted included garden waste – 4,507 tonnes and food waste 3,425 tonnes. Critical annual maintenance of the EfW facility, means that a proportion of residual waste (10,937 tonnes) were treated at other facilities and 11,774.21 tonnes were diverted to landfill. We continue to seek a solution for waste at times of critical maintenance so that all disposal to landfill can be avoided in the future (Appendix 1, Table 8).

#### 4.10 Carbon footprint

In 2021/2022, we produced our second Carbon Footprint Report. MRWA recognises that people, the planet and the economy are suffering from the escalating effects of human induced climate change and therefore, it is important that we concentrate on reducing our contributions to climate change. The purpose of a carbon report is to illustrate how we measure the carbon impact of our operations and activities based on the scopes of Defra's greenhouse gas reporting process (see box 1).

##### Box 1. Carbon reporting scopes

Scope 1	Direct emissions relating to MRWA
Scope 2	Indirect emissions relating to MRWA and contracts
Scope 3	Indirect emissions MRWA supply chain and contracts.
Outside of scope	All fuels with biogenic content (diesel, petrol biofuel blend), landfill gas, and thermal treatment.

MRWA's total carbon footprint in 2021/22 was 25,706 tonnes. Our largest indirect carbon footprint was identified as *Scope 3 – MRWA's In-direct emissions* relating to the supply chain and contracts was 22,029 tonnes. This is emissions from landfill waste, site vehicles and the transfer of waste by rail to the EfW (diesel). Scope 2 emissions are related to electricity consumption at sites (2,857 tonnes) and Scope 1 – 820 tonnes, refers to diesel from landfill flare gas, company vehicles and the use of natural gas in our office. Full details can be found in our Annual Carbon Emissions Report for 2021/22.

Electricity consumption across the 21 sites managed by Veolia had the largest footprint at 1,712 tonnes, which was fractionally lower than in the previous year. The carbon emissions associated with Suez (Resource Recovery Contractor) Our activities on closed landfill sites (gas flaring, electricity consumption and leachate management) produced 100 tonnes less than in 2020/21.

We deal with household residual waste by generating electricity and steam at our Energy from Waste facility which is managed by Suez. In terms of carbon reporting, Suez are responsible for this, which avoids the potential for double counting. The Facility generated 182,471 kWh of renewable energy from waste (see figure 2), which was equivalent to powering 62,921 homes (see Appendix, Table 7). Although this activity is outside of our carbon scopes and reported by Suez, it is important to report here the climate benefit that the facility provides instead of sending waste to landfill.

## **4.11 Economy**

### **4.11.1 Financial**

We are required by the Local Government Act 1972 (Sec 151) to properly administer our financial affairs. In 2021/2022, our net operating expenditure, was £79,449,501, with £352,640 spent on infrastructure. One of the potential risks we face is fire from the ignition of lithium batteries at our sites. Lithium batteries can ignite due to moisture. An initial Investment has been made of £300,000 to protect the Bidston Waste Management Facility with a fire suppression system.

We also contributed £150,000 to a Community Fund and delivered education services through the Southport Eco Centre. Both funding offers are aimed to deliver our reduce, reuse and recycle messages to local residents and schoolchildren. In addition, Veolia also contributed £15,000 to the Community Fund. Suez provided £55,000 from their Environmental Trust Fund for communities explicitly in Kirkby, Knowsley where the Rail Loading Transfer Station is located (see Appendix, Table 5).

### **4.11.2 Infrastructure**

To manage all types of household waste requires a range of infrastructure including 4 Waste Transfer Stations, a Rail Transfer Loading Station, 2 Material Recovery Facilities, 14 Household Waste and Recycling Centres in Merseyside and 2 in Halton MBC and 1 Energy from Waste Facility (Appendix 1, Table 10).

We intend to review all our waste management infrastructure to ensure that our services are futureproofed for the volume of waste and the types of waste we will receive in the coming years. Key to this will be the introduction of the Extended Producer Responsibility legislation which will ensure that manufacturers and businesses that put products on the market, contribute to the management costs of their products when they

are no longer wanted by consumers. Early evidence of this can be seen in the introduction of take-back schemes for electronic and electrical appliances. This scheme means that we do not use public money to manage and treat unwanted resources. As part of our infrastructure review will be opportunities to support nature recovery within the Authority's estate.

## **5. Aims for 2022/23**

Our focus continues to be on the United Nations Sustainable Development Goals that we have prioritised – 3, 11, 12, and 13. The goals are specifically relevant to the operations and activities of a Waste Disposal Authority. As a manager of material resources that are discarded and under-valued by residents of the Liverpool City Region, our objectives are to inform, educate and raise awareness of waste arisings and how we, collectively, can do more and better with less.

We will concentrate on

- Begin the development of a MRWA Zero Waste strategy
- Begin the development of a food waste prevention and reduction action plan
- Influencing consumer behaviour using public campaigns and social media
- Investigating the reuse of unwanted household items
- Reducing recyclable materials in residual waste bins
- Reducing contamination in household recycling bins
- Measuring the biodiversity of our estate

## Appendix 1. Data and performance

Table 1: People - Policy	Metric	Measures
Consultation responses	N <sup>o</sup>	7
Policy briefings	N <sup>o</sup>	113
Strategy reviews	N <sup>o</sup>	1
Policy reviews	N <sup>o</sup>	5
New policies	N <sup>o</sup>	1

Table 2: People – Human Resources	Metric	Measures
Total employees	N <sup>o</sup>	31
Total male employees	N <sup>o</sup>	16
Per cent male employees	%	51.61
Total female employees	N <sup>o</sup>	15
Per cent female employees	%	48.39
Per cent of women in management positions	%	44.44
People trained in first aid	N <sup>o</sup>	1
People aware of fire procedures (Marshals)	N <sup>o</sup>	4
People received training	N <sup>o</sup>	31
EMS, Health and Safety inductions	N <sup>o</sup>	3
Training programmes	N <sup>o</sup>	6
Total training programmes x people	N <sup>o</sup>	186
Well-Being Ezine	N <sup>o</sup>	12

Table 3: Compliance and responsible management	Metric	Measure
Freedom of Information requests	N <sup>o</sup>	15
Environmental Information Regulations requests	N <sup>o</sup>	0
Data Protection / SARS requests	N <sup>o</sup>	2
Complaints received	N <sup>o</sup>	50
Complaints resolved	N <sup>o</sup>	50
Compliments received	N <sup>o</sup>	6
Internal EMS audits	N <sup>o</sup>	12
Internal Health and Safety audits	N <sup>o</sup>	10
RIDDOR incidences	N <sup>o</sup>	0
Injury frequency rate	N <sup>o</sup>	0
EMS prosecutions	N <sup>o</sup>	0
EMS financial penalties	£	0
Health and Safety prosecutions	N <sup>o</sup>	0
Health and Safety financial penalties	£	0
EMS non-compliance reports	N <sup>o</sup>	11
Health and Safety non-compliance reports	N <sup>o</sup>	0
EMS non-compliance resolved	N <sup>o</sup>	11
Health and Safety non-compliance resolved	N <sup>o</sup>	0
Accreditations	N <sup>o</sup>	1
Accreditations	N <sup>o</sup>	1
External EMS audits	N <sup>o</sup>	1

Table 4: Communications	Metric	Measure
Community Fund events supported	N <sup>o</sup>	171
Communication and awareness ‘paid for’ campaigns	N <sup>o</sup>	1
Communication and awareness ‘local’ campaigns supported	N <sup>o</sup>	3
<b>Social media</b>		
Social media engagements (MRWA) – Facebook/Twitter	N <sup>o</sup>	57,622
Social media engagements (Recycle Right) – Facebook/Twitter	N <sup>o</sup>	15,112
Social media engagements (Zero Waste LCR) – Twitter	N <sup>o</sup>	315
MRWA website (sessions)	N <sup>o</sup>	195,072
Recycle Right website	N <sup>o</sup>	105,174
ZW LCR website	N <sup>o</sup>	456
<b>Circular Economy</b>		
LCR CEC members	N <sup>o</sup>	65
Events	N <sup>o</sup>	4
Newsletters	N <sup>o</sup>	4
CE Case Studies	N <sup>o</sup>	6

<b>Table 5: People, communities and social value</b>	<b>Metric</b>	<b>Measure</b>	<b>Value (£)</b>
LCR Population	Nº	1.5 million	
LCR households	Nº	660,000	
MRWA employees		31	
Veolia employees	Nº	271	
Suez employees	Nº	38	
Monies granted by MRWA/Veolia Community Fund	£		165,000
Southport Eco Centre (grant)	£		15,000
Monies granted by Suez Environmental Fund	£		55,000
Projects support by MRWA/Veolia Community Fund	Nº	17	
Projects support by Suez Community Fund	Nº	8	
Waste diverted (CF)	Tonnes	402.54	
Food waste prevented (CF)	Tonnes	41.91	
Furniture reused (CF)	Tonnes	76.46	
Textiles reused/recycled (CF)	Tonnes	62	
Direct engagement (CF)	£8.91	29,276	
Wider engagement (CF)	£2.23	28,361	
Volunteer hours (CF)	£8.91 (hr)	46,657	
Training (CF)	£53.46	476	
Community events (CF)	£250	171	

<b>Planet</b>	<b>Metric</b>	<b>Measure</b>
<b>Table 6, Biodiversity</b>		
Total area of MRWA estate	Ha	147
Total area of closed landfill sites	Ha	117
Total area of facilities	Ha	30
Area of land restored	Ha	0
Trees planted	Nº	0
Hedges planted	m	0
Phase 1 Habitat surveys completed (Landfill sites)	Nº	0
Phase 1 Habitat surveys completed (HWRCs)	Nº	0
Wildlife habitats protected or created	Ha	0
Carbon sequestration from planting	kgs	0

<b>Table 7: Office consumables</b>	<b>Metric</b>	<b>Measure</b>
Office electricity	kWh	42,081
Office water	Litres	450.08
Office gas	kWh	3,573
Office recycling	kgs	900
Office confidential paper recycled	Kgs	60
Steam generated from energy-from-waste	Tonnes	338,396
Renewable energy for homes	Nº	62,921

<b>Table 8: Waste and resources</b>	<b>Metric</b>	<b>Measure</b>
HWRCs resource materials	Tonnes	169,911
HWRC recycling	%	70
Refuse collection and street cleansing	Tonnes	413,441
Street sweepings	Tonnes	15,703
Litter bin refuse	Tonnes	3,028
Dry recycle collections	Tonnes	119,635
Material Recycling Facility performance	%	83
Material Recycling Facility contamination rate	%	19
Green waste	Tonnes	4,507
Food waste	Tonnes	3,425
Residual waste through RRC	Tonnes	483,249
Waste sent to landfill – non hazardous	Tonnes	22,924
Waste sent to landfill – hazardous	Tonnes	146
Residual waste treated at EfW	Tonnes	420,020
Residual waste treated at other facilities	Tonnes	10,937
Household waste recycled and composted (NI 192)	%	37



<b>TABLE 9: Carbon Footprint</b>	<b>Metric</b>	<b>Measure</b>
MRWA		
Emissions from closed landfill sites	CO2e t	914,56
Staff commute on public transport	CO2e t	0.07
Office electricity consumption	CO2e t	16.76
Office water consumption	CO2e t	0.19
Office paper	CO2e t	0.15
Website server	CO2e t	0.51
Furniture recycling	CO2e t	0.77
Food waste reduction	CO2e t	10.39
Textile reuse	CO2e t	1.32
Annual Carbon report	CO2e t	25, 706
<b>Veolia emissions</b>		
Electricity	CO2e t	1,711.52
Site vehicles	CO2e t	1,305.62
Waste transfer between sites	CO2e t	342.11
Waste transfer to final sites	CO2e t	76.3
Water consumption (supply and treatment)	CO2e t	9.6
<b>Suez emissions LTRS</b>		
Waste transfer between sites (train, diesel)	CO2e t	5,692.16
Waste transfer to final sites	CO2e t	85.66
Water consumption (supply and treatment)	CO2e t	9.5
Waste transfer between sites (road)	CO2e t	9.43
Site vehicles (diesel)	CO2e t	878.57
Electricity consumption	CO2e t	729.37
Natural gas	CO2e t	4.62
Water consumption (supply and treatment)	CO2e t	0.56
<b>Suez emissions Wilton</b>		
Natural gas	CO2e t	1,688.72
Electricity consumption	CO2e t	329.37
Water consumption (supply and treatment)	CO2e t	330.56
Waste bottom ash	CO2e t	110.41
Site vehicles (diesel)	CO2e t	49.18
Waste fly ash	CO2e t	8.62
<b>Wilton thermal treatment emissions</b>		
Natural gas	CO2e t	1,688.72
Electricity consumption	CO2e t	329.37
Water consumption (supply and treatment)	CO2e t	330.56
<b>Contingency</b>		
Landfill	CO2e t	11,774.21

<b>TABLE 10: Economy</b>	<b>Metric</b>	<b>Value (£)</b>
<b>Financial</b>		
Annual turnover (service costs)	£	79,449,501
Investments in infrastructure	£	352,640
Cost per household of disposal of residual waste	£	103.00
Average cost per tonne to dispose of residual waste	£	99.30
MRWA and Veolia Community Fund	£	165,000
Suez Community Fund (in-direct)	£	55,000

<b>Infrastructure</b>	<b>Metric</b>	<b>Measure</b>
Closed landfill sites	Nº	7
Transfer stations	Nº	4
Rail Transfer Loading Stations	Nº	1
Trade waste recycling (HWRCs)	Nº	2
Material Recycling Facilities	Nº	2
Household Waste and Recycling Centres	Nº	14
Reuse shops	Nº	0
Petrol/diesel vans		3
Energy-from-Waste facilities	Nº	1
Wastewater treated to sewer	m3	107,628