

**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 consists of asbestos from Household Waste Recycling Centres only, where no other disposal method is available.

**Chart 3** shows a breakdown of bin collections not completed on the scheduled collection day for that month:

DROPPED WORK SUMMARY	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Domestic	30	194	48	28	313	157	470	190	1423	2735	1799	1328	253
Recycling	89	157	197	177	170	130	413	289	1185	1815	1236	1482	883
Total Dropped Work	119	351	245	205	483	287	883	479	2608	4550	3035	2810	121266
Dropped Work Due to PRE	0	0	0	0	0	0	0	40570	2608	4550	3035	2810	121266
Due to Breakdown	25	0	0	0	0	0	255	48	0	0	0	0	0
Due to Roadworks/Access	94	351	213	205	365	191	531	166	0	0	0	0	0
Due to Other	0	0	32	0	118	96	97	265	0	0	0	0	0
Cleared Same Day	0	0	0	0	0	0	0	0	0	0	0	0	0
Cleared Within 24 Hours	119	342	210	205	442	287	836	479	2383	4421	1758	2685	188
Cleared Over24 Hours	0	9	32	0	41	0	47	0	225	129	1216	125	948

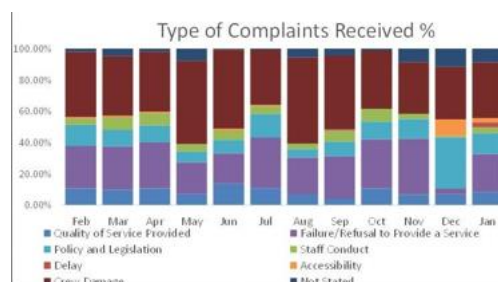
This shows the total number of collections (black bin and recycling) not completed on the scheduled day, a breakdown showing the reason for non-collection, and the length of delay before collection took place. Performance can be affected by an increasing/decreasing number of roadworks.

**Chart 4** shows the number of complaints received by Veolia by month:



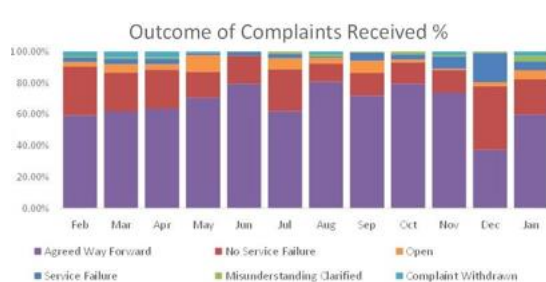
The blue line shows the most recent 12 months data, and the red line shows the previous year. Shows the number of complaints received by Veolia for all services, including bin collections, Household Waste Recycling Centres, local recycling sites, bulky waste collections, clinical collections. Performance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



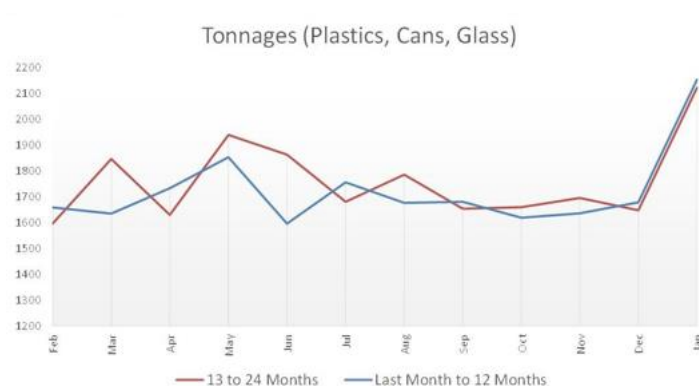
All complaints received are categorised against one of these complaint types as a monitoring tool to assess complaints received.

**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.

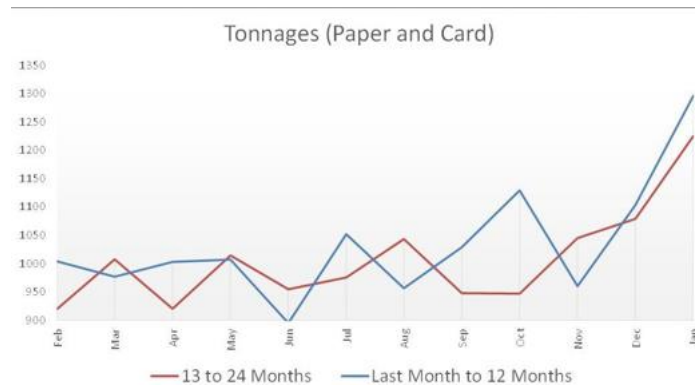
**Chart 7** shows the tonnage of plastic bottles, cans and glass collected by month:



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.

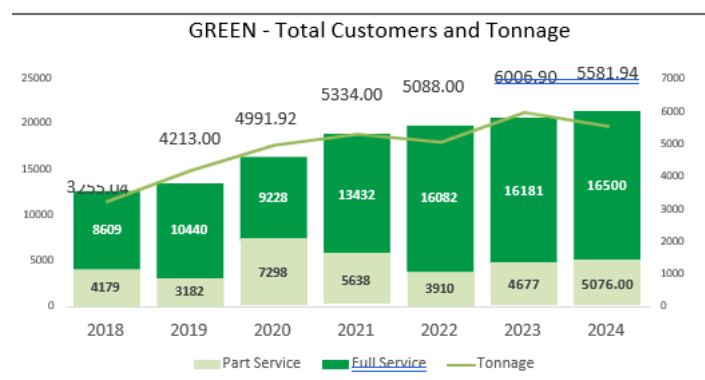
**Chart 9** shows the number of missed collections by service for that month:



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.

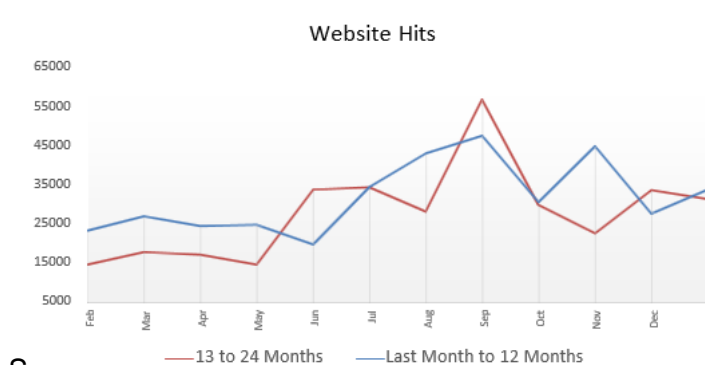
Other than a genuine mistake, reasons for missing a collection can include a new/back up collection crew who is not familiar with the collection round, as well as a property that is new to the assisted collection service. Performance needs to be considered in the context that Veolia carry out approximately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



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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.

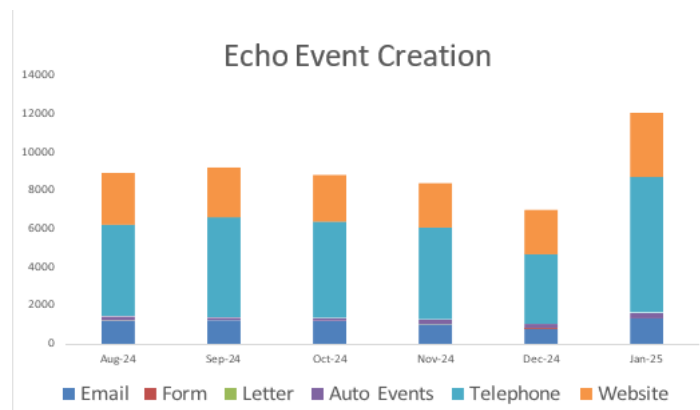
**Chart 12** shows the number of occasions when an address suffered from three consecutive missed bin collections (same service, such as black bin and same address):



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

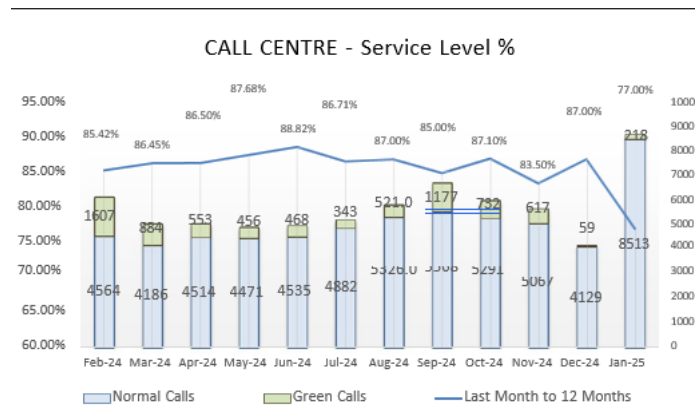


**Chart 14** shows the number of service requests received by Veolia by month for the past 6 months:



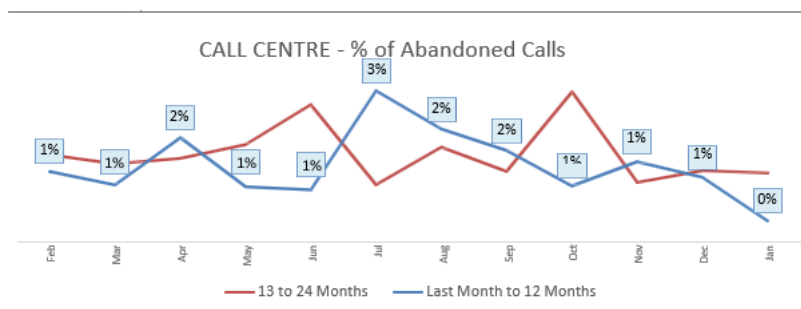
The service request number includes reports of missed bins, replacement bin requests, sign-ups for garden waste collections, bulky collection requests). The chart breaks down the total number of service requests for each month into how it was received e.g., website, telephone. Auto Events are generated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

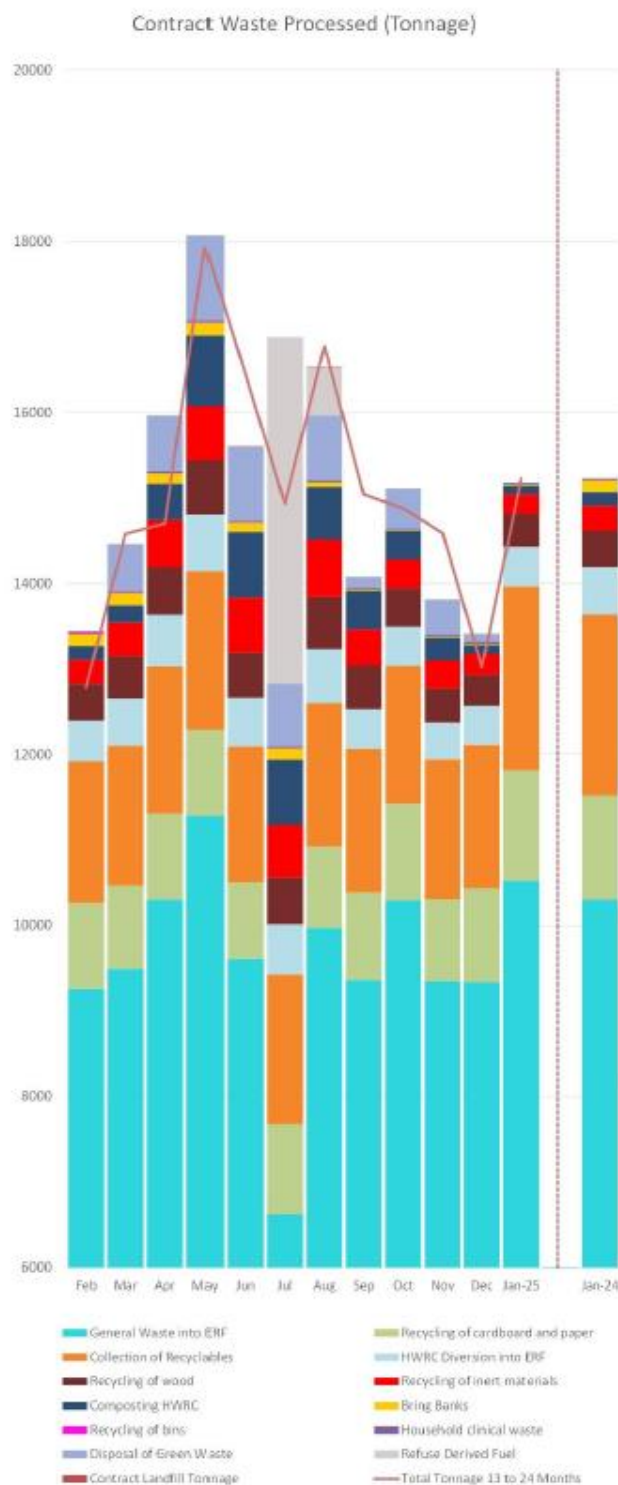
Abandoned calls are defined as calls which were made to the Veolia call centre, but where the customer ended the call before getting through to an advisor. This may be due to frustration at the length of time taken before the call was answered, or simply because the customer changed their mind. Typically, 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:

CLIENT OVERVIEW - January 2025															
Waste Stream	UOM			2024/25											
		Jan-24	Cumulative Year	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
General Waste into ERF	Tonnes	10,297	115,388	9,259	9,492	10,301	11,281	9,608	6,622	9,971	9,361	10,292	9,347	9,334	10,520
Contract Landfill disposal	Tonnes	0.00	19.50	0.00	1.40	0.00	2.72	7.54	0.00	7.84	0.00	0.00	0.00	0.00	0.00
HWRC Diversion into ERF	Tonnes	553	6,349	475	550	597	666	565	586	632	464	460	432	460	464
Household Clinical Waste	Tonnes	19	217	18	18	20	19	17	18	18	17	18	16	19	18
Recycling of Inert Materials	Tonnes	295	5,328	272	394	546	635	639	622	669	418	331	326	243	233
Bring Banks	Tonnes	135	905	135	140	118	146	103	135	54	18	11	13	14	17
Composting HWRC	Tonnes	154	5,030	167	205	430	825	771	755	618	452	336	264	107	98
Recycling of Wood	Tonnes	423	5,917	437	496	560	633	531	546	609	514	446	401	359	384
Recycling of Paper/Card	Tonnes	1,224	12,407	1,004	976	1,003	1,007	894	1,051	956	1,029	1,129	960	1,103	1,295
Recycling of Bins	Tonnes	4	45	19	7	3	7	3	7	0	0	0	0	0	0
Disposal of Green Waste	Tonnes	0	5,679	0	546	655	996	873	738	761	125	468	420	97	0
Collection of Recyclables	Tonnes	2,119	20,652	1,656	1,633	1,731	1,851	1,594	1,754	1,675	1,679	1,617	1,634	1,677	2,151
Refuse Derived Fuel	Tonnes	0	4,609	0	0	0	0	0	4,044	565	0	0	0	0	0
Total	Tonnes	15,225	182,547	13,442	14,460	15,965	18,069	15,606	16,878	16,536	14,077	15,110	13,812	13,411	15,180

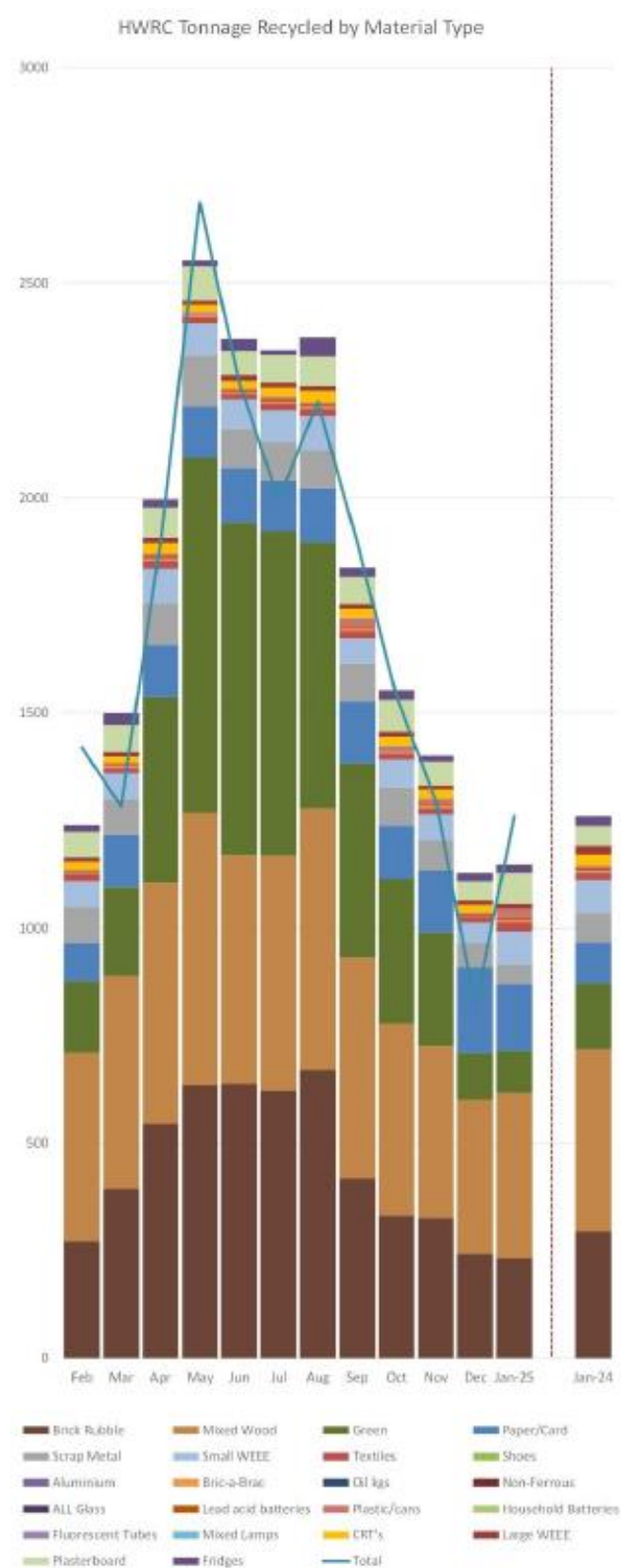
The tonnage for each waste type is provided for each month.

**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:

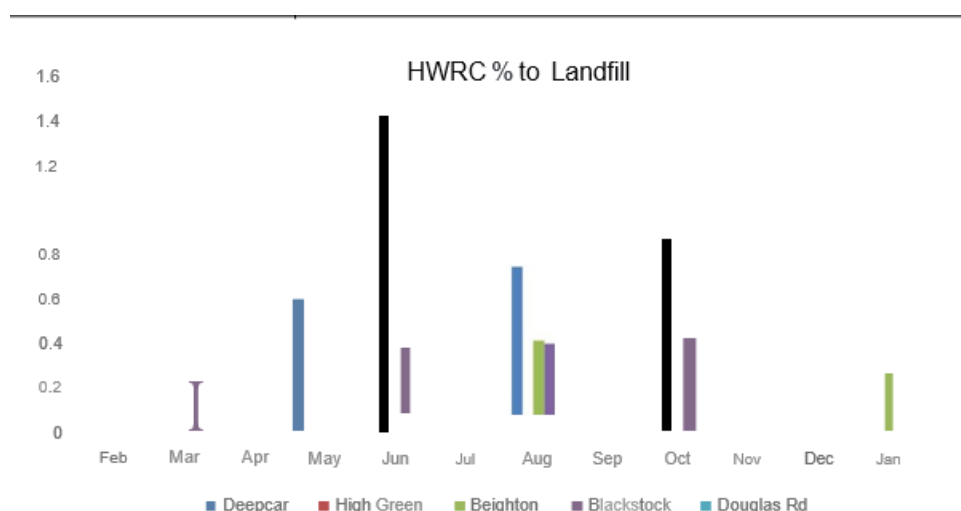


**Chart 20** shows the breakdown of waste recycled from Sheffield's five Household Waste Recycling Centres by waste type by month:

HWRC Waste Stream	UOM	2024/25													
		Jan-24	Cumulative Year	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25
Paper/Card	Tonnes	94	1,593	89	121	122	121	129	117	126	143	125	144	200	157
Textiles	Tonnes	18	190	16	12	18	15	13	16	18	16	14	15	15	21
Shoes	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aluminium	Tonnes	5	5	0	0	0	0	0	0	0	0	0	0	0	0
Scrap Metal	Tonnes	69	995	83	81	97	117	89	90	89	87	89	71	58	44
Bric-a-Brac	Tonnes	4	48	3	3	5	5	3	4	5	4	4	5	3	5
Oil kgs	Tonnes	0	4	0	0	0	0	0	0	0	0	0	0	0	0
Non-Ferrous	Tonnes	4	4	0	0	0	0	0	0	0	0	0	0	0	0
Green	Tonnes	154	5,030	167	205	430	825	771	755	618	452	336	264	107	98
ALL Glass	Tonnes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Brick Rubble	Tonnes	295	5,328	272	304	546	635	630	622	669	418	331	326	243	233
Lead acid batteries	Tonnes	5	42	3	3	5	0	4	5	5	3	0	4	3	5
Mixed Wood	Tonnes	423	5,917	437	466	560	633	531	546	609	514	446	401	359	384
Plastic cans	Tonnes	6	99	5	6	5	5	5	5	21	11	10	3	20	0
Household Batteries	Tonnes	0	10	0	0	0	0	0	2	3	0	0	0	0	0
Fluorescent Tubes	Tonnes	0	3	0	0	0	0	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
CRT's	Tonnes	25	212	17	15	23	17	17	21	25	20	19	21	17	0
Small WEEE	Tonnes	76	805	61	62	80	75	69	74	78	56	64	59	46	78
Large WEEE	Tonnes	21	135	10	10	12	9	14	12	12	11	12	10	11	12
Plasterboard	Tonnes	47	768	59	63	70	80	56	63	66	64	75	54	44	72
Frid es	Tonnes	22	255	17	28	19	14	28	11	44	21	21	14	20	18

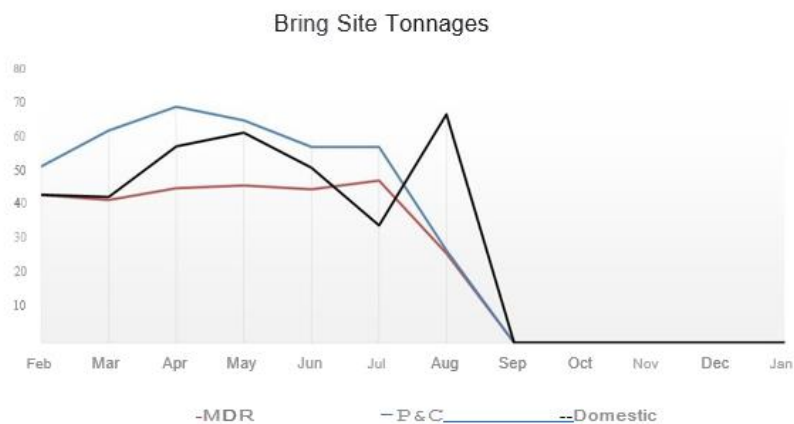
Garden waste tonnages are higher in the spring/summer months due to the peak growing season.

**Chart 21** show the percentage of waste sent to landfill from each Household Waste Recycling Centres by month:



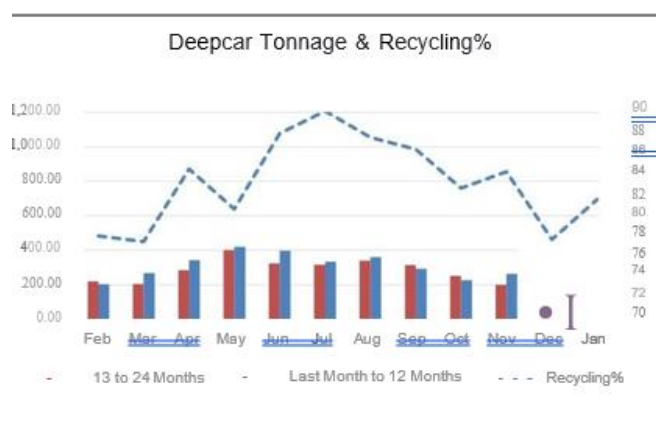
Only asbestos is sent to landfill as no other disposal outlets are available.

**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. Due to industrial action, bring sites were closed in August and will remain closed until the industrial action comes to an end. This ensures that all available vehicle and staffing resources are directed to essential bin collection services.

**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).

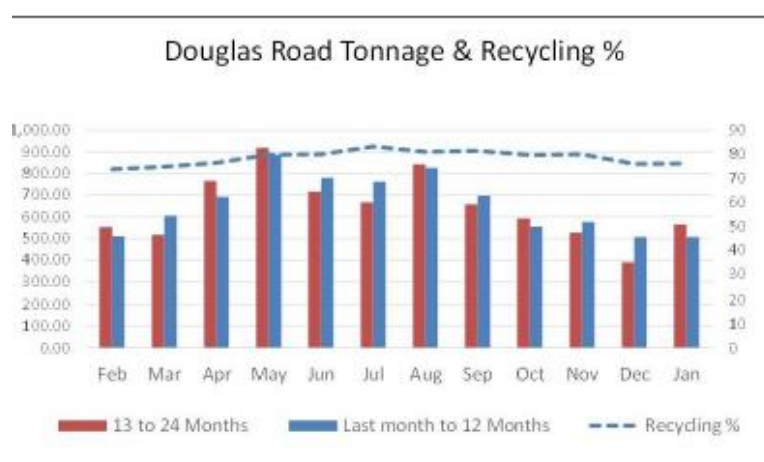
**Chart 25** shows the waste recycled at Beighton HWRC:



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.

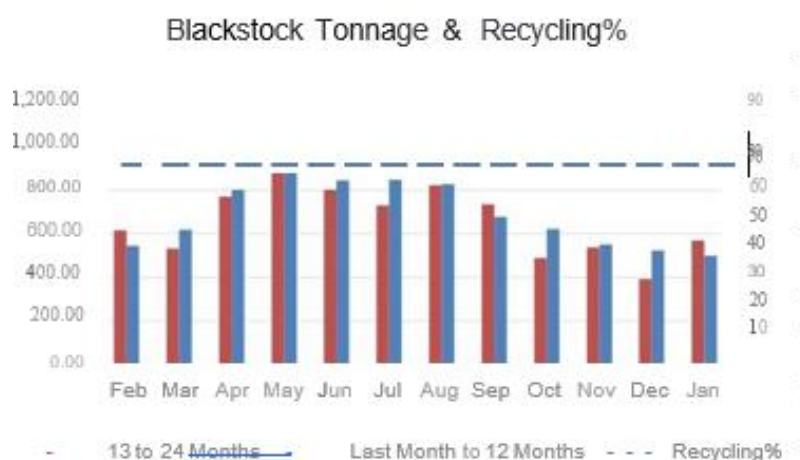
Tonnages are higher in the spring/summer months due to the peak growing season (garden waste).

**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 and one-off visits:

	Beighton	Blackstock	High Green	Douglas	Deepcar
Permit Applications					
Jan-25	4	8	0	5	3
Dec-24		7		5	2
Jan-24	7	8	8	5	4
One-Off					
Jan-25	90	78	20	114	29
Dec-24	62	82	23	109	21
Jan-24	61	68	23	96	27

Permits allow up to 12 visits to a HWRC in a 12-month period and are provided for vans and trailers.

One-offs visits 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.