

Energy From Waste

Since the start of the Integrated Waste Management Contract, the Resource Recovery Facility has received nearly all of the Island's collected domestic waste together with some selected commercial waste except during the period when the plant was modernised. The process extracts the combustible element of this waste and converts it into fuel, which is taken to a neighbouring Power Plant operated by Contract Heat and Power Ltd (CHP). Prior to January 2001 the Power Plant generated approximately 1.7MWhr of electricity. Following modification, the Power Plant is now capable of producing approximately 2.2MWhr.

The RRF remains an essential element of the company's aim of maximising the amount of waste diverted from landfill, although it has been unable to fulfil its full potential during the last year, because of difficulties with the neighbouring power generation plant. The RRF has been shown to be capable of diverting 50% of the waste it receives from landfill when it is operational.

Since January approximately 87.5% (28,000 tonnes) of household waste has been processed through the RRF producing nearly 13,000 tonnes of fuel, but with the reduced demand of the power station, little commercial waste has been taken for processing.

Over 350 tonnes of steel have been recovered from domestic waste processed at the RRF and nearly six tonnes of aluminium during the contract year.

Total energy consumption at the RRF has reduced by 81% from 160kw/tonne of waste processed to 30kw/tonne of waste processed as a result of converting from pellet production to floc production.

Nearly 3,600 tonnes of fine screenings from the RRF were diverted to the composting facility at Lynnbottom for processing.

Environmental Impacts

Last year's environmental targets were to reduce overall energy consumption by 60% at the refurbished plant and to implement a maintenance regime for the surface water drainage interceptor. Both these targets have been met.

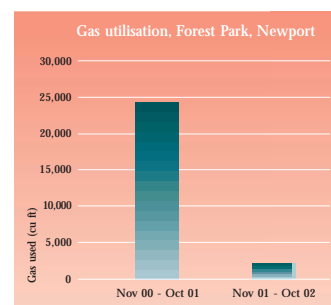
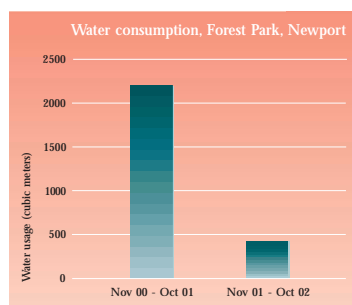
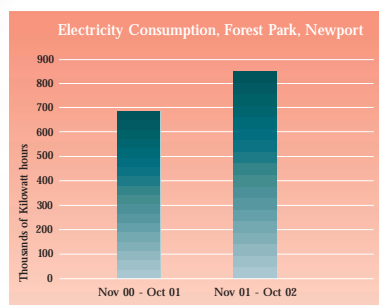
The significant aspects for the RRF relate to energy and raw material usage. There is also the potential for nuisance emissions (dust, odour, noise, litter, debris, smoke) within the tipping hall, in the process line, through vehicle movements and in close proximity to the container storage/loading area.

The main raw non-renewable materials consumed at the RRF are electricity and water. Total consumption figures for the period November 2001 – October 2002 are as follows.

Electricity: 851,627.5 kw hrs

Water: 425 m³

Gas: 2046 cu ft



Footnote

October – November 2000 value has been apportioned equally between the two months to give Nov 00 value

Footnote

Figures taken between 25.8.00 and 31.8.02 to coincide with billing periods



Floc fuel, Resource Recovery Facility

Surface water contamination could result from fuel/oil spillage within the refuelling, vehicle parking or container storage/loading areas. Various rejects are produced while processing the waste which then require appropriate disposal. Where specific actions for improvement have been identified these are highlighted below.

2002/2003 Significant Environmental Aspect	Objective	Target	Action Plan
High raw material/energy usage	Reduce energy consumption	Reduce by 60% compared with pre-refurbishment by April 2003	Monitor RRF in order to ensure that fuel consumption is maintained at an appropriate level
Business waste on the Island is mostly landfilled	Increase Diversion from Landfill by increasing industrial/commercial waste processed through RRF plant	On-going	Work towards modifying the compactors on the plant to make them more robust

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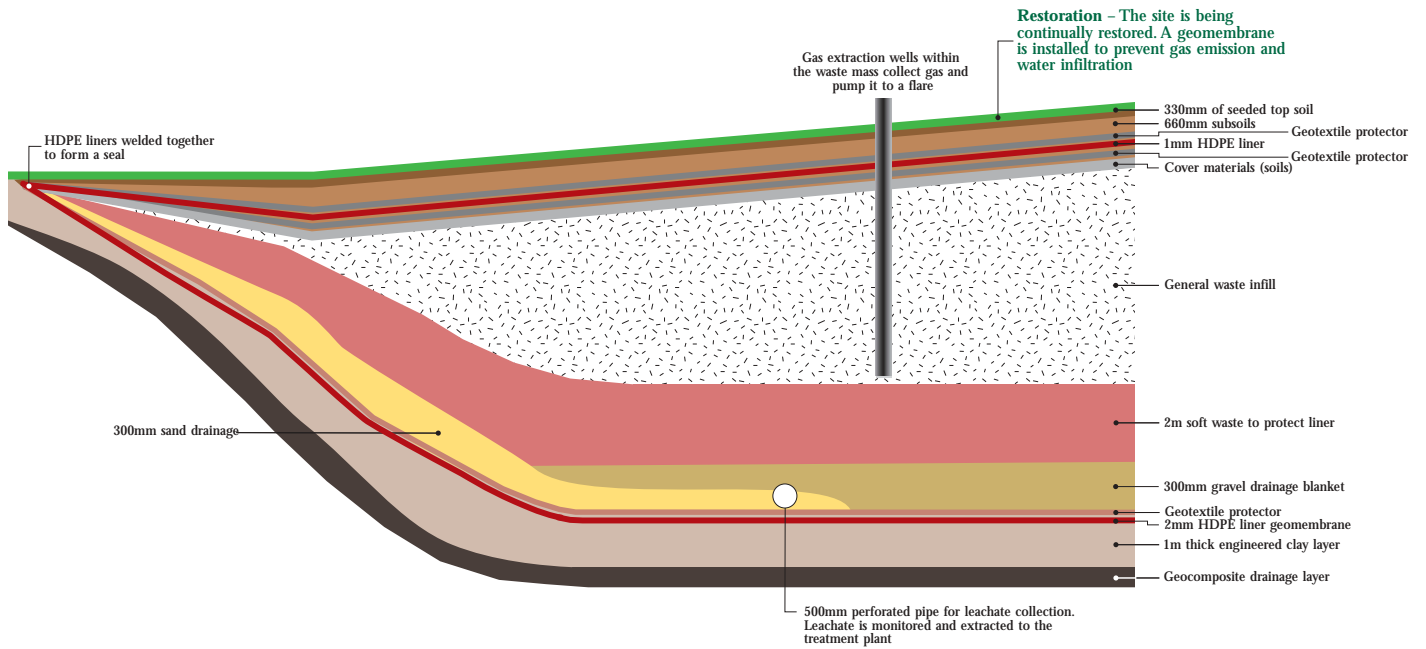
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Reduce Re-use Recycle

Schematic cross section of Standen Heath Landfill Site

(Not to scale)



Aerial view – Standen Heath landfill site, near Arreton

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Landfill

Island Waste Services operate the Island's only general mixed waste Landfill Site at Standen Heath, which opened to accept waste in April 2000. It is the first fully contained landfill site on the Island; this means that Island Waste Services has applied best environmental practice in constructing the site to ensure that the risks of contaminating adjacent land or water systems are essentially eliminated. The site is a fully engineered containment site, its base lined with a metre of compacted clay covered with a 2mm thick liner. The liner is protected by a layer of sand and only 'soft' waste is placed directly on this sand to provide further protection.

During this contract year, 132,438 tonnes of general waste (domestic and commercial) have been disposed of at Standen Heath. The site originally had a life expectancy of 10-12 years, but it is anticipated that this will be extended through increased recycling and improved engineering on the site itself.

Landfill engineering specialists have now discovered that waste settlement at the site was greater than anticipated. This will extend the site life significantly.

9000m² of Standen Heath has already undergone restoration. This has involved covering the infilled waste with inert materials, a High Density Polyethylene liner and 1m of soils.

Gas from the restored area of Phase One of the site is at present being flared through a temporary flare stack. However it is planned to have a full gas utilisation plant installed in the next year to produce electricity from the gas from not only Standen Heath, but Lynnbottom landfill too. This could produce up to two megawatts of power.

A contract has just been entered into with a local falconry centre to attempt to drive away scavenging gulls from the site. As part of the licence, birds should be prevented from scavenging on wastes. This will be a fairly long term project and will continue well into next year.

Phase Two of the site was engineered during the summer of 2002, and it is anticipated that this will be used by the end of October with void space of Phase One almost exhausted.

Lynnbottom landfill has now been fully restored by the Isle of Wight Council and will eventually become heath land.



Bird scaring, Standen Heath landfill site



Gas Monitoring

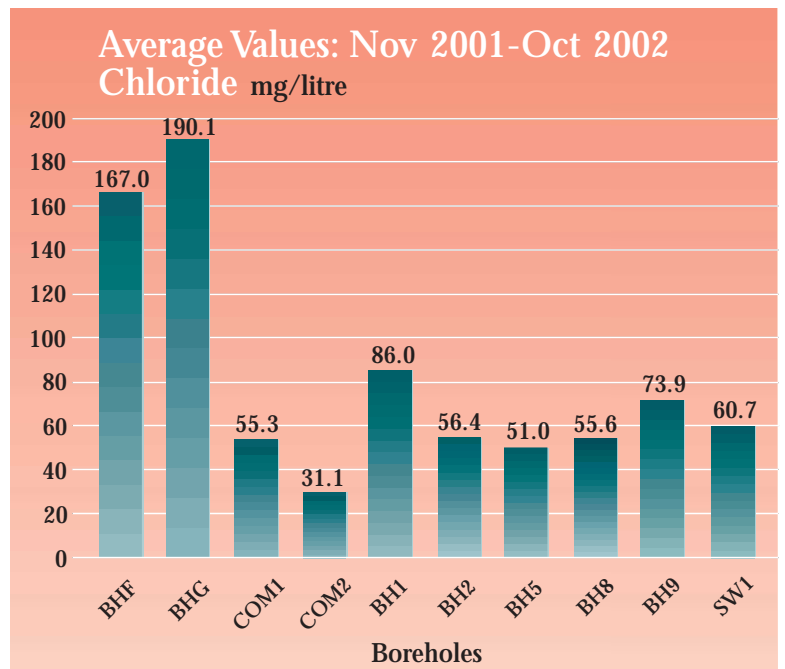
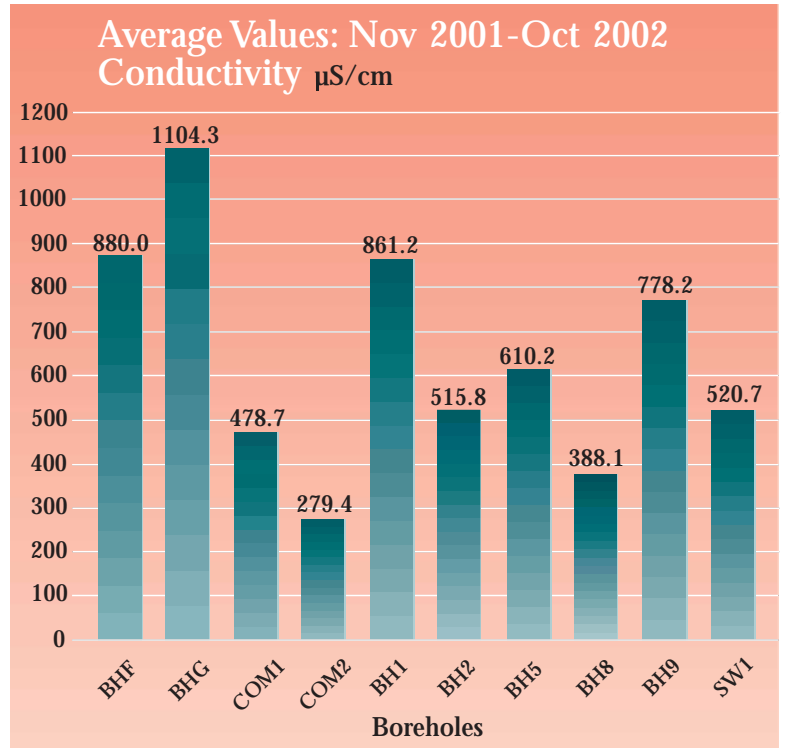
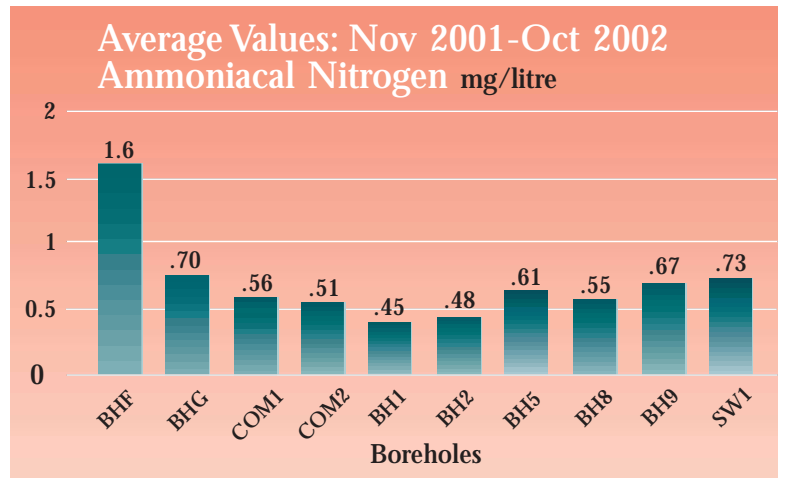
The landfilling of wastes produce gases such as methane and carbon dioxide which have the potential to migrate off site if not properly controlled. As part of Island Waste Services' control measures, these gases are monitored weekly from 12 boreholes around the perimeter of the Standen Heath site. Trigger Levels (acceptable guidelines) are set by the company and gas monitoring results are presented to the Environment Agency on a monthly basis. Only Carbon Dioxide from one borehole has exceeded trigger levels during the contract year.

Greenhouse Gas Production

Methane and Carbon Dioxide are well known greenhouse gases. Of an estimated 1,201 tonnes of Methane produced on the site, 41% was flared off. It is anticipated that this will be reduced once the gas utilisation plant is installed and fully operational.

Water Quality

Island Waste Services monitor the quality of the water environment surrounding Standen Heath landfill site to determine if the landfilling of wastes is having any adverse effect. Certain relevant chemical parameters are measured and the results compared with trigger action levels generated from readings taken before the site opened. Ground water results have shown some



signs of deterioration over the past twelve months with trigger levels in some bore holes being exceeded. Both ground water and surface water at Standen Heath have the potential to be contaminated as a result of historic landfilling in the area as well as possible contamination due to geological strata beneath the site and current operations. Groundwater and surface water trigger breaches occurred mainly in the summer period when both ground water and surface water are at their lowest levels and the least dilution is occurring. Following these minor breaches the relevant boreholes have been purged. It was also thought that there might have been a problem with the sampling equipment, so a new sampling system has been installed. On a monthly basis the results are made available to the Environment Agency who regulate all site activities.

The graphs opposite are shown for Ammoniacal Nitrogen, Conductivity and Chloride which are often used as pollution indicators in areas of landfill activities.

One of the sampling points tested on a monthly basis is for surface water discharge into Palmers Brook. Results illustrate that this particular point exceeded its trigger level once in July 2002 when low rainfall led to standing water of a lower quality forming on the site.

Leachate Treatment

Contaminated water from Standen Heath has been collected and treated at the Leachate Treatment Works at Lynnbottom which is operated by IW Council before being discharged into a Southern Water Authority foul sewer for further treatment. Island Waste Services are planning to take over the running of this plant during the next contract year.

Poison Stores

Island Waste Services provide a facility in which to store any unidentified and potentially hazardous waste materials for the Island as a whole. This facility has recently been upgraded - the old concrete poison store has been demolished leaving two steel purpose made bunded stores. Flammable materials are stored in one and poisons in the other.

Complaints

There were three complaints received regarding odour detection around the site during the year, and one relating to wind blown litter in the vicinity of the site. These were each recorded and followed up by Island Waste Services through our complaints procedure.

Environmental Impacts

There are several aspects of landfill operations which may have a significant impact on the environment. The breakdown of wastes results in the production of contaminated water, which can, if not properly controlled, lead to surface water or groundwater pollution. Nuisance issues can occur during the operation of a landfill site, which could include dust, litter, odour, mud or noise. Other potential impacts include landfill gas migration beyond the site boundary, suspended solids release into surface water during engineering works, diesel/oil spillages in the site and raw material usage.

Where specific actions for improvement have been identified these are highlighted below.

2002/2003			
Significant Environmental Aspect	Objective	Target	Action Plan
Leachate Treatment Works and gas control need to be operated correctly to avoid any potential environmental hazards	Need to produce method statement for both	December 2002	Produce all relevant documentation as and when systems are up and running



Waste Collection

Island Waste Services is responsible for the weekly back-door collection of household refuse from each of the Island's 62,000 households, and collects on average 37,000 tonnes every year. The Island is serviced by ten refuse collection vehicles. All except the smaller vehicle that services rural areas have split bodies to accommodate the collection of organic waste for recycling. Additionally there are four recycling vehicles for the collection of newspapers, magazines, glass and textiles. All Island schools are serviced by Island Waste Services wheelie bin collection vehicle.

During Year 5 of the contract, over 37,300 tonnes of general domestic waste was collected from Island households along with 2,071 tonnes of organic waste, over 2,100 tonnes of newspapers and magazines and 628 tonnes of glass.

Performance

The number of missed domestic waste collections has risen slightly this year, possibly as a result of the introduction of new routing and an increase in the number of properties being serviced. Missed collections averaged 33 per week. This equates to less than one missed bin per round per day.

There were three defaults issued by the Isle of Wight Council during the year for failure to collect missed bins within the 24 hour period as specified in the contract.

Organic Waste Recycling

The volume of organic waste collected from households for composting has increased slightly, totalling 2,071 tonnes during the contract year. Over 17,500 organics buckets have been distributed to Island households.

Kerbside Recycling

The kerbside recycling service for newspapers, magazines, glass and textiles has continued to gain momentum throughout the year. 24,000 boxes have now been distributed. The volume of glass being collected has doubled during this time, with a total of 628 tonnes of glass collected for recycling from the kerbside service.

Over 2,100 tonnes of paper was collected via the kerbside recycling service and was either used to produce energy at the RRF plant or sent to Portsmouth for recycling. The number of missed collections on the kerbside service averaged four per week.

Training

30 refuse collection operatives have now completed their NVQ Level One or Two City and Guilds in Refuse Collection. This will be an ongoing programme of training to be completed eventually by all refuse collection operatives as part of Island Waste Services commitment to its Investors In People programme.

Two members of staff have also been trained as internal assessors for NVQ courses so that assessment can be carried out in-house.



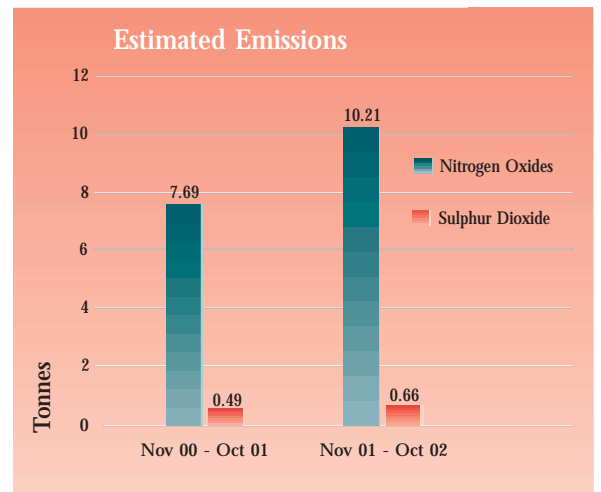
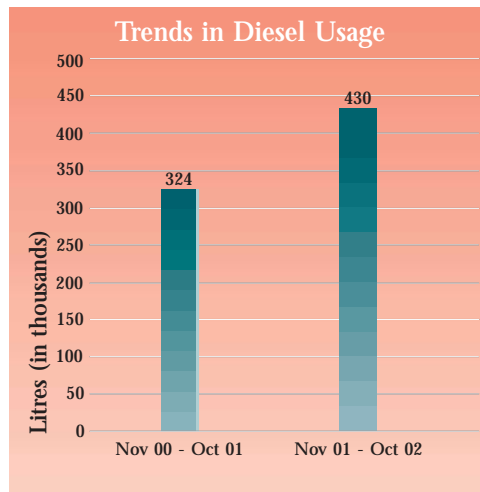
Environmental Impacts

In March 2000, all Island Waste refuse collection vehicles were fitted with catalytic converters and now run on ultra-low sulphur diesel. This greatly reduces the emission of pollutants to the environment.

The collection of waste will result in some impacts on the environment; Resource (ie diesel) usage being one of the more significant. There is also the potential for impact from oil/diesel spills, contamination related to vehicle washing, odour from organic waste, litter escape and vehicle emissions (especially from vehicle start up and compactor operations).

Where specific actions for improvements have been identified, these are highlighted below.

2002/2003			
Significant Environmental Aspect	Objective	Target	Action Plan
Refuse collection vehicles utilise diesel which emits green house gases to the atmosphere	Although all vehicles are now fitted with catalytic converters, evaluate fuel usage for green house gas emissions and fuel consumption per tonne of waste processed	April 2003	Monitor and record fuel usage, emissions and tonnage collected



Footnote

Vehicle fleet increased from 19 to 48 in April 2001 due to commencement of Street Cleansing Contract

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Recycling and Civic Amenity Sites

Island Waste Services operate three Civic Amenity (CA) sites; one full time and two at weekends only. These are at:

Lynnbottom, which is open seven days a week (7.00am - 7.00pm in Winter and 7.00am - 10.00pm in Summer)

Forest Park, Forest Road, Newport, which is open to the public at weekends (9.30am - 4.30pm)

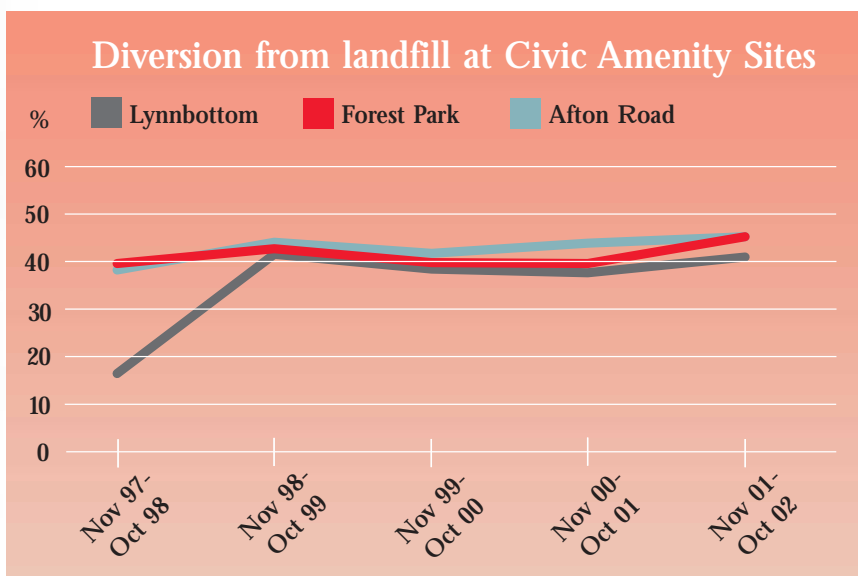
Afton Road, Freshwater, which is open to the public at weekends (9.30am - 4.30pm)

The sites provide a facility for the public to deposit their bulky household and garden wastes, as well as containing recycling facilities for materials such as glass, textiles, aluminium cans, oil and lead acid batteries.

The Diversion from Landfill rate for Lynnbottom CA Site averaged 41.02% for Year Five of the contract. Some furniture and wood from the site was processed through the Resource Recovery Facility (RRF) and some has been shredded and used on the biofilter at the Composting Plant. When the RRF has been fully operational, the paper skip from the site has been processed and used as fuel, whilst some clean newspapers and magazines have been stored separately and shredded for use as animal bedding.

Forest Park CA Site has averaged a 45.13% Diversion from Landfill rate which is considerably higher than that achieved last year probably as a result of wood and paper being processed through the RRF.

At Afton Road, a diversion rate of 44.44% was achieved. The metal and paper containers are now permanently sited on the concreted area which has now been extended along with the fridge collection point and battery box. Just three standing containers are left on the unconcreted area. These are used in the summer for the additional garden waste being deposited through the growing season. Drainage at the site has also been modified and is fully compliant with the site licence.



Ozone Depleting Substances (ODS) Regulation

January 1st saw the introduction of new European Regulations governing the release of Ozone Depleting Substances into the atmosphere. This regulation requires that all Chlorofluorocarbons (CFC's) and Hydrochlorofluorocarbons (HCFC's) are recovered from fridges and freezers prior to their disposal. Previously, only the coolant gas had to be removed but the new regulation requires that both the coolant gas and the gas used in the foam insulation be removed prior to disposal. Generally this regulation applies to equipment manufactured prior to 1995 as more recent equipment will have been manufactured without the use of CFC's or HCFC's. All fridges and freezers collected on the Island are transported to the mainland for safe disposal. An average of around 600 appliances per month have been disposed of by this method.

Householders may already be aware that when they purchase a new fridge the retailer will have stopped the 'take back' services that used to operate before the regulations came into force.



Members of the public now have to dispose of old fridges themselves either by taking them to one of the Island's Civic Amenity Sites or by phoning and arranging for a collection. There is no charge for domestic appliances taken to the site but householders that request a collection will incur a charge.

All commercial fridges and freezers must be taken to the weighbridge at the main Lynnbottom site. Here a disposal charge is levied to cover the cost of transporting the unit to the mainland, its storage and eventual degassing. If appliances are not declared and are seen on the landfill site a fine will be made for improper disposal.

Materials recovered (in Tonnes) Nov 2001 - Oct 2002

Glass	1,178.88
Aluminium	15.36
Paper	2,616.87
Textiles	188.98
Steel	353.34
Organic waste	2,070.74
Garden waste	9,926.76

Environmental Impacts

The significant aspects for these sites relate to potential spillages of litter/debris, waste oil or small volumes of hazardous wastes. Noise, especially in relation to bottlebanks can also impact on the environment. Where specific actions for improvements have been identified these are highlighted below.

2002/2003			
Significant Environmental Aspects	Objective	Target	Action Plan
Glass storage bays at Forest Park are overflowing causing a potential hazard	Increase storage capacity for clear and brown glass	September 2002 One bay has been completed	Organise works to commence on the last two bays
Landfill space on the Island is limited. Need to increase Diversion from Landfill	Endeavour to increase recycling at sites by 3% on last years figures	April 2003	Increase number of glass bins at recycling sites. Increase commodities recycling by utilising Resource Recovery Facility
Surface water could potentially become contaminated by wastes especially oil and diesel	Indicate where surface and foul water systems run within Forest Park and Lynnbottom CA sites	October 2002 This has been achieved	Arrange for arrows to be painted to indicate flow of surface water/foul water systems

Public Recycling Sites

Island Waste Services operate 48 public recycling sites located across the Island. All have facilities for recycling glass bottles and jars, and some have the facilities for recycling cans and/or textiles.

The number of public recycling sites for recycling glass has increased by one, and in total, 1,179 tonnes of glass collected from public recycling sites and was sent for recycling between November 2001 and October 2002.

Nearly 190 tonnes of textiles were collected from textile banks across the Island and sent to Portsmouth for recycling.

Island Waste Services aluminium can banks continue to be serviced by Hayland's Farm in Ryde, a centre for mentally handicapped adults. Island Waste buy back the aluminium Haylands collect, providing much needed funding for the Farm.

Commercial Glass Recycling

Over 110 commercial outlets such as pubs and restaurants have been making use of Island Waste's glass recycling service, a further 10 customers have taken advantage of the service since last year.

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Composting

The Composting Plant was constructed to divert organic kitchen waste from landfill. The Wright In-Vessel Composting Plant comprises three tunnels capable of processing up to 60 tonnes of organic kitchen and garden wastes each day. The waste is retained in the tunnels undergoing aerobic digestion for 14 days. The system is totally self-contained. Leachate is recirculated and carbon dioxide is extracted into a biofilter to minimise any odour.



During the last year, all three of the tunnels have been utilised to compost the Fine Screenings from the Resource Recovery Facility. This material has been mixed with organic waste collected from Island households and composted to produce a daily cover material for use on the Landfill Site. This eliminates the need to source other inert wastes (soils) from elsewhere, reduces transportation costs and conserves void space as the material is produced on site. Nearly 3,600 tonnes of rejects were composted during the contract year.

Garden waste collected from the Island's three Civic Amenity Sites continues to be shredded, composted and sold to numerous outlets Islandwide. Nearly 10,000 tonnes of garden waste was shredded and composted during the year.

The Plant itself has had further modifications to the rear discharge draglink conveyors, which have been replaced by rubber conveyor belts. It is anticipated that these will operate more effectively and with fewer problems.

Environmental Impacts

The significant aspects for composting are related to nuisance issues such as odour, dust, noise, litter and bacterial risks. Other impacts include use of electricity, diesel and the raw materials and the potential for surface water contamination from the site. The objectives and targets for 2002/2003 are shown below.

2002/2003			
Significant Environmental Aspect	Objective	Target	Action Plan
Not all green waste from CA Sites can be composted due to lack of space	Extend storage area for windrowed compost	December 2002	Arrange monies in order to commence extension of storage area
Not all green waste from CA Sites can be composted due to lack of space	Increase saleable compost by 20% on last year's figures	April 2003	Increase storage area and promote compost sales

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Street Cleansing

Island Waste Services was notified in January 2001 that it had been successful in its bid for the Isle of Wight Council's Street Cleansing Contract, and operations commenced on 2nd April 2001.

The contract is the first to cover the whole Island and includes an increased specification and an improved standard to which streets are to be cleansed as well as increasing the frequency for servicing litter and dog bins. In addition, and for the first time, the contract includes the cleansing of the Island's network of cycle ways and identifies an extra 250 km of roads to be swept.

This contract has now covered a complete annual cycle of summer and winter cleansing schedules. Liaison with Council Inspectors has been on going and feedback received from the monthly meetings held with Isle of Wight Council has been very positive. The original teething problems seem to have been overcome. However, there were three defaults issued by the Isle of Wight Council during the contract year for failure to cleanse roads to a satisfactory level within the time limit specified in the contract.

The contract is constantly being updated with roads on new industrial and housing developments which need to be added onto the sweepers schedules.

There has also been a marked increase in the amount of dog bins being installed throughout the Island both at County Council and Parish Council level. The maintenance of litter bins across the Island is ongoing and a system has now been developed to highlight those that are in need of repair to the Council, who are responsible for their upkeep. The introduction of a Bar Coding system for each litter bin and dog bin throughout the Island will also help identify the bins in need of urgent attention and will ensure that all bins are emptied as and when they should be.

The installation of these identification micro-chips to bins commenced on 1st October 2002 with the principal areas of Newport and Ryde being the first to be completed.

Complaints

Island Waste Services have received two complaints in the last year both concerning early starting by road sweeping teams. This has now been addressed and it is not anticipated that this will be an issue in the future.

The street cleansing contract requires that all areas that have been cleansed are to have achieved a Grade A standard in accordance with the Environmental Protection Act 1990.



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Island Waste in the Community

A fundamental part of the Integrated Waste Management Contract has been the on-going work carried out by the two Community Liaison Officers which provide a key link between Island Waste Services and the residents of the Isle of Wight.

Their role embodies a range of functions with the aim of encouraging participation in recycling services and to raise awareness of the importance of recycling to our Islands environment. This is achieved through an on-going campaign of publicity and promotion.

The use of all local media has continued this year with both advertising and editorial features in publications such as the County Press, Wight Insight and Parish and Town Council newsletters/Chronicles.

The number of visits to local community groups to give a presentation on Integrated Waste Management on the Island continues to rise, and there are still regular visits from other local, national and international groups to the Composting Facility, the Landfill Site and the Resource Recovery Facility.

The Company continues to liaise with and provide support for a number of local organisations such as Playworks, The Wight Green Centre and numerous community groups. Island Waste Services is represented on the Environment Agency's Area Environment Group, is a member of the Island 2000 Trust and Arc environmental boards and is a member of the Biffaward panel.

In addition to the obvious link the company has with the Isle of Wight Council's waste management section, company representatives have also been involved in the Council's Local Agenda 21 process, in particular its extensive consultation process into alternative energy for the Island, the Altener programme and with its Green Tourism initiative, the 'Green Island Awards'.

The important Reduce, Reuse, Recycle message continues to be imparted to the Island's children both at school and through groups such as Beavers and Scouts. Many groups and classes have ventured out to visit Island Waste's Standen Heath site near Arreton. This site contains a Visitors Centre in which the company's new display material can be seen. Through them the children can learn about the Island's waste management activities and they are then provided with the opportunity to look at the composting and landfill operations.

Children's pictures have featured prominently in one of this year's advertising campaigns. Youngsters from Nettlesome Primary School produced self portraits carrying the words "I recycle, do you?" These endearing pictures can be seen on the sides of some of the company's refuse freighters, local buses, in new literature and in the County Press.

One of these pictures was also used on the front of a mail drop that was sent to all Island households during June/July 2002. This mail drop enabled those residents not yet participating in recycling services to request a kerbside recycling box and organic waste bucket on a reply paid form. The company received just over 2,000 requests. Boxes and buckets were delivered to all new participants during the following few months.

This mail drop also contained a questionnaire aimed at trying to determine the satisfaction levels of Island residents with different aspects of waste management on the Island. Almost 5,000 questionnaires were returned for analysis. The results of this questionnaire are given later in this section.

Much work has been undertaken this year on the production of new display boards and accompanying literature. The boards tell the story of the 'Wight Family's Waste' and they were on show for the first time at the 2002 Garlic Festival where they received many positive comments. This information will also form the basis of the Island Waste Website, which is in the process of being updated.

Work will soon start on the production of a new corporate video.

The Company's Advisory Panel and Community Advisory Groups continue to meet on a quarterly basis as a forum for discussing relevant waste management issues. These groups continue to provide a



valuable opportunity to disseminate information to Resident's Associations and for Parish and Town Councils to pass on to their community.

As well as external public relations, much work has been carried out within Island Waste in terms of keeping the workforce informed of relevant company news. This is achieved through Quarterly Team Briefings, monthly Newsletters and Annual Employee Reviews, all important parts of the Investors in People programme.

Participation levels in the recycling services provided demonstrate evidence of the success of publicity and promotional campaigns undertaken by Island Waste.

At the end of the contract year, nearly 18,000 organics buckets and 24,000 kerbside boxes have been distributed to Island households, and this number continues to rise.

Community Feedback

Island Waste Services fifth annual questionnaire formed part of the mail drop sent to all Island households in June and July 2002, as detailed earlier. Almost 5000 responses were received, the results of which were very encouraging.

Street Cleansing

- 84% of respondents felt that their locality was very clean or acceptably clean
- 85% felt that the Island as a whole was very clean or acceptably clean
- 57% of respondents said that they were happy with the frequency of emptying of litter bins across the Island

Refuse Collection

- 96% of respondents reported that they were either very satisfied or satisfied with their refuse collection
- 82% of respondents felt that they were either very satisfied or satisfied with recycling services on the Island
- 88% of respondents indicated that they were either very satisfied or satisfied with the Civic Amenity Sites on the Island



Awareness

76% of respondents reported that they were aware of the Organic Waste Recycling Service, and 84% were aware of the Kerbside Recycling Service. Residents were also asked where they had seen Island Waste Services' advertising information, and it would seem that the majority become aware of this through the County Press, Wight Insight and Direct Mail (and local displays/shows held during the year).

However, the results of the survey show that there are still a large number of people who are unaware that their collected refuse is taken to the Resource Recovery Facility in Newport for processing into fuel and believe that their household waste is taken directly to landfill. This clearly needs to be addressed in the publicity and promotional campaign over the coming year.

Supplier's Environmental Performance

As part of its ISO 14001 certification, Island Waste Services is required to assess the environmental performance of suppliers, sometimes referred to as 'greening the supply chain'.

The procedure applies to the evaluation of all contractors that supply equipment or services directly to Island Waste Services. On an annual basis relevant staff meet to identify suppliers to be included in the forthcoming year's evaluation programme. Suppliers selected (usually six per annum) are subsequently contacted with a request to supply details of their Environmental Policy, objectives and targets together with the name of an environmental representative within the company.

The results of this procedure are varied. Some businesses can supply all relevant details, others cannot. For businesses falling into the latter category the procedure requires Island Waste Services to encourage suppliers to consider their environmental impact and to offer them help to produce a policy. If after several attempts of encouragement the response is still negative, the procedure allows for the supplier to be removed from the approved suppliers list.

On-going supplier performance is reviewed as part of the company's Environmental Management Review meetings.

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Management Systems and Central Administration

Both the contract and Island Waste Services place strong emphasis on the use of external certification to ensure that the management systems adopted are thorough and robust. The central administrative facilities supporting all of the operational activities are fundamental to ensuring that the company is well organised and that certification is maintained.

Management Systems

As part of Island Waste Services' contract with Isle of Wight Council, the company is obliged to be ISO 9002, ISO 14001 and EMAS (European Eco-Management and Audit Scheme) certified.

ISO 9002

Island Waste Services was recommended for certification for ISO 9002 on 11th November 1998. Since this time, an on-going programme of both internal and external audits has taken place to ensure that the quality system continues to operate successfully.

Certification was retained throughout Year Five of the contract.

ISO 14001

As part of attaining ISO 14001 certification, Island Waste Services has produced an environmental policy which illustrates the company's commitment to safeguarding the environment.

This policy leads into a series of site-specific environmental aims and objectives which are reviewed each year and need to be achieved within set timescales. ISO 14001 certification was achieved in December 1999. The environmental management system is also audited on a six monthly basis and certification was retained during this year.

Investors In People

Island Waste Services was recommended for the Investors in People award in October 1999. The standard recognises effective investment in the training and development of all employees and the importance of an informed and pro-active workforce. The administration department of the Company ensures that training records are kept up to date.

Investors in People certification was maintained during this contract year.

EMAS (European Eco-Management and Audit Scheme)

In addition to achieving ISO 14001 certification, Island Waste Services is now certified with the European Eco-Management and Audit Scheme for all locations. This scheme is supported by the UK Government and has the backing of leading industrial organisations.

Like ISO 14001, EMAS was established to improve the quality of environmental management throughout European industry, to help companies gain a competitive advantage from these improvements, and to communicate their progress in this area to the general public.

To register under EMAS, the company must have a clearly defined strategy for environmental management, complete with objectives and targets for continual improvement, and must publish extensive details of its environmental performance.

The implementation of our Environmental Management System has required the identification of the key environmental issues relevant to each of our operations and has helped to focus staff attention on the control and improvement of these environmental issues and risks. Documented procedures are maintained to ensure the continued operation of the system within a structured framework.

For each operational activity (e.g. landfill), an assessment was carried out of the potential environmental risks with regard to a number of factors (e.g. land, water, air, resource usage) using a systematic and documented evaluation system. Objectives and targets for environmental improvements were then set to address significant risks identified. These are updated annually.

Central Administration

Island Waste Services central administration operates from the main office located at Forest Park, Newport. The Office team consists of the General Manager, three Divisional Managers, two Community Liaison Officers, three administrative staff, a weighbridge operator, two Supervisors and two Chargehands. The Integrated Waste Management Contract employs in total over 90 members of staff.



INVESTOR IN PEOPLE



Street Cleansing, Landfill and Composting all operate out of the site office at Lynnbottom Landfill Site, near Arreton. The office team comprises the Street Cleansing Contract Manager, the Lynnbottom Site Operations Manager, three Supervisors, five Chargehands, an Administration Assistant, and a weighbridge operator. The Street Cleansing operation employs a total of thirty-three members of staff, but staffing levels fluctuate throughout the year.

Procedures have been put in place as part of the company's management systems to ensure that the central administration runs smoothly at all times.

Waste Production

Waste production at both Island Wastes Offices is not felt to be a significant environmental aspect. All waste arising at the site is processed through the Resource Recovery Facility when possible.

Environmental Risks

Central Administration has a limited impact on the environment. The main aspects relate to utility usage and raw material supplies. Where specific actions for improvements have been identified these are detailed below.

Training

As an integral part of its Investor's In People certification, Island Waste Services have implemented an ongoing programme of training and development for its entire staff.

Refuse Drivers have either completed or are in the process of completing an NVQ Level 2 in Refuse Collection Operations. Loaders are following the same programme but at Level 1. Two Managers and a Supervisor have also completed the NVQ Assessors course to enable inhouse assessments to take place.

In addition, all Office Administration staff are well underway to completing an NVQ Level 2 in Customer Services.

One Divisional Manager and one supervisor are in the process of completing their relevant COTC (Certificate of Technical Competence) qualification.

All Managers and the two Community Liaison Officers attend conferences and seminars on relevant waste issues to ensure that the company are kept abreast of new EU Legislation as it comes on line.

Health and Safety

Island Waste Services are keen to promote Health and Safety issues to all members of staff. This is achieved through an on going promotional campaign which includes Health and Safety awareness posters, 'Tool Box Talks' which are given to members of staff at their Quarterly Team Briefings and constant reminders in the Monthly Newsletter.

The Managers also check that all staff are wearing the correct uniform – for loaders this includes gloves, high visibility jackets and the correct footwear. They are also shown the Munisafe Video and given a Munisafe Manual upon Induction to remind them of important issues, such as correct manual handling techniques.

Health and Safety remains a priority and staff can face disciplinary action if they do not follow procedures.

As part of the company's overall commitment to reducing its impact on the environment, the following target has been set to try to reduce energy consumption centrally:

2002/2003			
Significant Environmental Aspect	Objective	Target	Action Plan
High raw Material/energy usage	Reduce energy consumption	April 2003 on-going	Ensure all utility bills are monitored in order to ensure energy is conserved

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Action Plan

	Targets for Year 5	Performance against Target	Targets for Year 6
Corporate	Incorporate street cleansing into Quality System and retain accreditation	Street Cleansing is now fully integrated into QA system and accreditation was retained	Retain ISO 9002 and ISO 14001 accreditation for all Island Waste Services operations
	Retain IIP accreditation	Investors In People assessment took place in Feb 2002 and accreditation was retained	Retain IIP accreditation
	Gain EMAS accreditation by end of March 2002	EMAS accreditation was gained in April 2002	Retain EMAS accreditation
Refuse Collection	To maintain a high standard of service for refuse collection	Results of this year's questionnaire indicate that over 95% of respondents find the service satisfactory or better	To maintain a high standard of service for refuse collection
	To average less than 31 missed bins complaints per week	Missed bins have averaged 34 per week	Reduce missed bins to below 34 per week
	Aim to collect over 10 tonnes of organic waste per day	The collection of organic waste has averaged just over 9 tonnes per day	Aim to collect over 10 tonnes of organic waste per day
	Aim to collect an average of 11 tonnes per day of kerbside newspapers and magazines	The collection of newspapers and magazines has averaged 8 tonnes per day	Aim to collect an average of 10 tonnes per day
	Aim to collect an average of five tonnes per day of kerbside glass	The collection of kerbside glass has averaged just over 2.5 tonnes per day	Aim to collect an average of three tonnes per day of kerbside glass
Landfill	Liaise closely with the Environment Agency and IW Council and follow procedures to ensure that the landfill site is operated to a very high standard	There have not been any prosecutions in the year. Full cooperation with inspectors has been standard	Liaise closely with the Environment Agency and IW Council and follow procedures to ensure that the landfill site is operated to a very high standard
	Begin construction of Cell 2 at Standen Heath in early spring and complete construction by mid - summer	Construction started but completion was delayed to October due to contractors falling behind schedule	Ensure Cell 2 is utilised efficiently
	Commence restoration of completed parts of Cell 1 in summer 2002	This did start in the summer and is continuing into Autumn	Ensure an ongoing programme of cell restoration on Cell 1
Waste Derived Fuel (WDF) Plant - Resource Recovery Facility (RRF)	Process over 10,000 tonnes of commercial waste through the RRF during Year 5	Just under 1000 tonnes of commercial waste was processed through the RRF Plant	Process over 10,000 tonnes of commercial waste through the RRF during Year 5 if the neighbouring Power Plant is operational
	Continue to ensure that environmental standards are maintained to a high level	This Plant was run to a high standard with only one non-conformance identified	Continue to ensure that environmental standards are maintained to a high level
	Provide Floc fuel to the Power Plant to meet their requirements	Floc fuel has been provided to meet Power Plant requirements	Produce Floc fuel for use at a Power Plant
Civic Amenity (CA) Sites	Aim to achieve over 40% recovery rate at Lynnbottom CA Site	The recovery rate for Lynnbottom CA Site was 41%	Aim to achieve over 50% recovery rate at Lynnbottom CA Site
	Aim to achieve over 40% recovery rate at Forest Park and Afton CA Sites	The recovery rate for Forest Park was 45% and for Afton 44%	Continue to achieve a high performance in terms of recovery rates at both sites
	Continue to produce good quality compost to meet public and commercial customers requirements	Just under 500 tonnes of IW Compost was sold to local garden centres, horticulture and landscape gardeners during the year	Continue to produce good quality compost to meet public and commercial customers requirements
Composting	Continue to shred and process all green waste from CA sites plus clean green waste from commercial customers	This was achieved during the year	Continue to shred and process all green waste from CA sites plus clean green waste from commercial customers
	Process all organic wastes delivered to the Compost Plant	This was achieved during the year	Process all organic wastes delivered to the Compost Plant



	Targets for Year 5	Performance against Target	Targets for Year 6
Recycling	Increase participation rate in organic waste recycling service by 10% on last year's figures	The participation rate is approx 30% - nearly 18,000 households have been issued with organics buckets. Participation has risen by 20%	Increase participation rate in organic waste recycling service by 10%
	Continue to promote organic waste collection to the business community and commercial waste carriers	Over 500 tonnes of commercial organic waste was processed through the Composting Plant during the year and the Community Liaison team have continued to work closely with Biffa and local businesses to ensure that they are aware of recycling possibilities on the Island	Continue to promote organic waste collection to the business community and commercial waste carriers
	Continue to increase the number of commercial customers recycling glass	A further 10 commercial customers are participating in the glass recycling service	Continue to increase the number of commercial customers recycling glass
	Continue to provide a glass collection service for public recycling sites	Just under 1000 tonnes of glass was collected from recycling sites during the year	Continue to provide a glass collection service for public recycling sites
	Aim to achieve a diversion rate of over 50% since the RRF is fully operational. In the interim period, achieve over 30% diversion rate	The diversion rate for the year averaged 49%	Aim to achieve a diversion rate of over 40%



This site has an environmental management system and its environmental performance is reported on to the public in accordance with the Community Eco-Management and Audit Scheme (Registration number UK-000106).

The Annual Service Brochure and Environmental Statement is produced annually. The next one will be produced in 2004.



Verifier's Declaration

"SGS Yarsley ICS Limited (UK-V-0007), as appointed verifier to Island Waste Services Limited, is pleased to confirm that, further to consideration of the documentation, data and information resulting from the company's internal procedures examined during the verification process, it is evident that the environmental policy, programme, management system review (or audit procedure) and environmental statement meet the requirements of Regulation 761/01 (The EMAS Regulation)."

Signed

AJ Thompe 25/2/03

For further information and a copy of this statement please contact:

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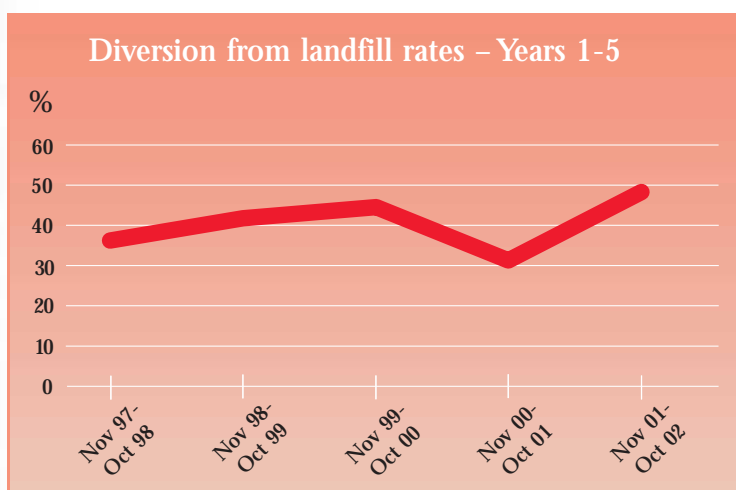


Foreword

This Annual Service Brochure seeks to provide an update on Island Waste Services' achievements in Year Five of the Integrated Waste Management Contract as well as setting out the aims and objectives for the coming year. During the year the Isle of Wight returned to its position as one of the UK's leading areas for diverting domestic waste from landfill.

In January 2002, the Power Plant recommenced operations and this resulted in a rise in diversion rates to over 50% each month from April through to October. Supporting this technology was a further 5000 Island households who joined in the kerbside and organic waste recycling services. The number of households taking part in the kerbside box service is an impressive 24,000 and those participating in the organic waste recycling service has reached nearly 18,000.

During the first five years of the contract, the company attained certification for ISO 9002, ISO 14001 and Investors In People. Both of the ISO certifications are externally audited twice yearly to confirm that Island Waste Services continue to maintain these standards. The company had its first Investors in People audit in March 2002 and accreditation was maintained.



Island Waste Services has this year attained European Eco-Management and Audit Scheme (EMAS) certification for its whole organisation. EMAS was established to improve the quality of environmental management throughout industry in Europe. It recognises that environmental management is a fundamental part of good management and essential to any well run business. Island Waste Services continues to develop and improve both the Quality and Environmental Management Systems to exceed the company's basic legal obligations. Throughout this service brochure will be details of the potential environmental effects of our operational activities, which are specific to each of our sites. It will also provide information on the measures taken to improve the environmental performance of Island Waste Services.

Island Waste Services operate under a variety of both UK and European legislation such as the Environmental Protection Act (EPA) and site licences for the Resource Recovery Facility, the Composting Plant, Standen Heath Landfill site and three Civic Amenity Sites which are regulated and inspected by the Environment Agency (EA). Each of the sites have in addition to the licence an operational Working Plan agreed by the EA. Island Waste Services also work in close partnership with the Isle of Wight Council who inspect and audit our operations to ensure that they comply with the Conditions of Contract and therefore provide residents and visitors on the Isle of Wight with a high standard of waste management services.

As with each of the company's previous brochures, I wish to thank and congratulate the residents of the Isle of Wight for their outstanding efforts in recycling and achieving such a high standard in diverting waste from landfill.

Bruce Gilmore *General Manager, Island Waste Services*



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