

# Guernsey Waste Annual Report

2020

Issue date 27 July 2021

The Annual Report provides an overview of the activities of Guernsey Waste during the year, its performance including high level statistics for the island's waste management across the household and commercial sectors.



## 1.1 Chairman's statement



Throughout 2020, Guernsey Waste has been successful in continuing to deliver the approved Waste Strategy, including maintaining the Recycling Rate above 70%, thus continuing to exceed the 2030 Waste Strategy target for household recycling and retaining Guernsey's status among the highest Recycling Rates in the world.

Like many other businesses on the island, Guernsey Waste was affected by COVID-19 and had to proactively react to the island's first lockdown. This resulted in many of the sites being managed by Guernsey Waste having to be closed or working practices adapted to ensure critical services could continue to be delivered to the island.

Whilst Guernsey continues to maintain a high household Recycling Rate, there continues to be a deficit on its trading account as a result of lower waste tonnages and therefore income than modelled. In addition to the Efficiency & Pricing Strategy Team that was formed late in 2019 to look at ways of addressing this deficit, a Benchmarking & Innovation Group was formed in late 2020 with a view to improving the future performance of Guernsey Waste by exchanging benchmarking information with other leading jurisdictions and by seeking out emerging innovative practice that may be applicable to Guernsey.

The main objective for 2021 for Guernsey Waste will be the identification of options to bring about a financial break-even position over the 20-year life of the waste strategy.

Guernsey Waste's vision is to enable the island to become a leader in sustainable and environmental waste resource management at an affordable cost by delivering services that enable islanders to deal with their waste as high up the waste hierarchy as is possible.

The Guernsey Waste Board is committed to continually reviewing operations, seeking out new opportunities and making efficiencies where possible to minimise costs to our customers.

John Hollis  
Chairman, Guernsey Waste

## 2.1 Operations Manager's statement

2020 was a year of consolidation after a significant year of change for the Guernsey Waste team and its contractors in 2019 which brought about the first official year of Guernsey Waste operating as a trading business. This included the successful opening of the Waste Transfer Station (WTS) and Household Waste & Recycling Centre (HWRC) at Longue Hougue and the launch of the 'pay as you throw' charging system.



In 2020 the new services and operations continued to bed in however, the team and its contractors also had to grapple with managing its operations during a worldwide pandemic. Essential services in relation to the continued disposal of waste, such as the operation of the WTS, continued to take place during the island's lockdown but many of Guernsey Waste's other sites had to be closed or adapted. Therefore, Guernsey Waste did not receive the types and tonnages of waste normally received and this had a further impact on its income as much of the waste generated on the island was being managed via the household waste streams rather than the commercial.

A few members of the small Guernsey Waste team of 9, were also redeployed to the central States of Guernsey COVID-19 response in relation to the non-clinical call centre. The remainder of team continued with their normal roles from home to ensure the island's waste and recycling services continued to operate.

Work was undertaken to review some of the existing waste and recycling streams in 2020 and as such plasterboard recycling was introduced at the HWRC in August. At the same time, the decision was enacted to cease the free disposal of household polystyrene and the recycling of video tapes due to there no longer being a viable recycling route for them.

Work will continue to be delivered by Guernsey Waste in the ethos of the Waste Strategy whilst working to address the funding deficit over the life of the strategy.

**Sarah Robinson**  
Operations Manager, Guernsey Waste

## 3.1 About Guernsey Waste

Established in January 2019, Guernsey Waste is part of the Trading Group overseen by the States' Trading Supervisory Board (STSB). It receives no direct funding or subsidy from States of Guernsey general revenue and operates an independent trading account from which all operational and capital expenditure is funded.

The Committee *for the* Environment & Infrastructure (CE&I) sets Waste Policy and Guernsey Waste ensures the statutory obligations of the island's Waste Disposal Authority (WDA) (the STSB) are met at an operational level in accordance with the current Waste Management Plan approved by the States. Its main activities are to:

- Implement the waste management strategy and assist in its development.
- Contract waste disposal services and work with suppliers to ensure that they are delivered effectively.
- Promote sustainable waste practices within the community, and act as the public's 'single point of contact' for waste issues.
- Monitor and report on the creation of waste on the island.
- Ensure that the island's publicly owned waste management assets are appropriately maintained and utilised to their full potential.
- Identify the best practical environmental options for the management of waste, and make recommendations to CE&I regarding the drafting of future Waste Management Plans.

Guernsey Waste is predominantly a commissioning organisation and contracts with various parties to manage the provision of the following sites and services:

- Waste Transfer Station

Following the implementation of the States-approved solid waste strategy, the way that Guernsey manages its residual waste has moved away from landfill to energy recovery, in line with the waste hierarchy. Recovery means using waste for a useful purpose by replacing materials which would have otherwise been used to fulfil that purpose, for example by replacing fossil fuels to generate energy.



The commissioning of the WTS at the end of 2018 enables the processing of residual waste into Refuse-Derived Fuel (RDF) for export for recovery. States Works is the operator of the site on behalf of Guernsey Waste.

The WTS has three separate halls and processes general waste, food waste and recyclable glass from all households and from some commercial customers.

## 3.1 About Guernsey Waste

Hall 1 - food waste is pre-processed and containerised for export to an anaerobic digestion facility near Warminster, Wiltshire, where it is used to produce energy and fertilizer.

Hall 2 - general waste is received from commercial contractors, parish waste collection contractors and from the HWRC, and is processed into RDF for export for energy recovery. In Hall 2 it is shredded, and then transferred by conveyor belt into Hall 3.



Hall 3 – Shredded general waste passes through a magnet and eddy current separator to remove residual metal, before being compressed, baled and wrapped ready for export (in 4ft cubes). Glass is also received in hall 3, for storage prior to export.

- Longue Hougue Reclamation Site, for inert construction and demolition waste recycling and land reclamation;
- Household Waste & Recycling Centre (HWRC) including a reuse centre run in partnership with local charity GO;
- Processing of all household recyclable materials including kerbside blue and clear bags;
- Enforcing compliance with the requirements for household waste and recycling collections (on behalf of the Parishes who are responsible for arranging collections and enforcing non-compliant set out);
- Bring bank sites for household dry recyclables;
- Mont Cuet Landfill Site, for disposal of some hazardous waste and RDF-exempt waste, and processing of green waste;
- Chouet Green Waste Site for the deposit of household garden waste;
- Hazardous waste collection and disposal (including export);
- Collection and disposal services for bulky waste and end of life vehicles.



### In-house services:

- Providing customer service (face-to-face, emails, phones and social media) and education on all waste and recycling matters;
- Promoting and providing waste minimisation and recycling initiatives such as:
  - Battery collection scheme;
  - Subsidies for Real Nappies;
  - Subsidies for home composting;
  - Love Food Hate Waste.
- Administering a 'Wombling' scheme – anyone who collects litter from the island's public spaces can register to be a 'Womblor' and they will be provided with transparent bags and 'registered

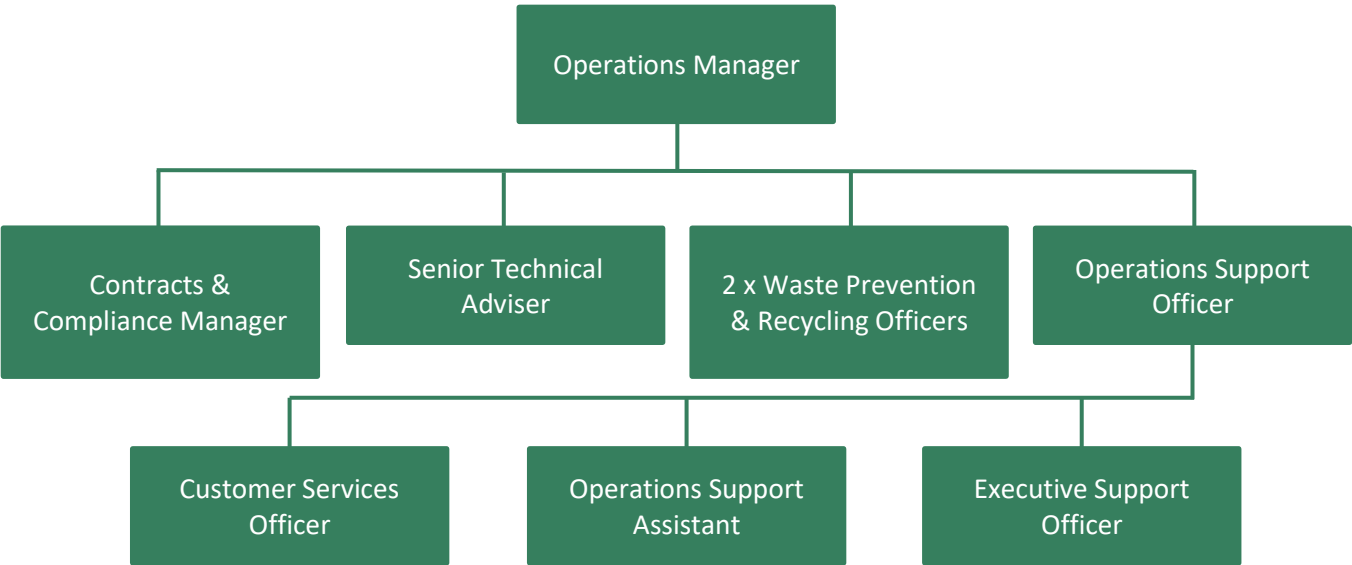
### 3.1 About Guernsey Waste

Womblers’ stickers to enable them to dispose of the litter collected for free by placing the bags next to public litter bins ([gov.gg/wombling](http://gov.gg/wombling));

- Sourcing and supplying kerbside recycling receptacles and ‘pay as you throw’ stickers.

The costs for all services provided by Guernsey Waste are recovered through commercial gate fees for waste disposal and through the household waste charges (annual fixed charge and ‘pay as you throw’ stickers).

#### Organisational Structure



*Management, HR, Finance and Procurement support are all provided and recharged to Guernsey Waste by the central business support function within the Trading Group.*



## 4.1 Review of 2020 business as usual activities

### Overview

A significant proportion of the team's time in 2020 was focussed on reacting to the COVID-19 pandemic and making required alterations to sites and services to ensure the continued operation of essential waste and recycling services to the island.

At the start of the island's first lockdown in March, the HWRC, Chouet Green Waste site and Bring Banks were closed to the public. The WTS continued to operate for the receipt of waste from households and essential businesses continuing to operate and Mont Cuet and Longue Hougue Land Reclamation were operated on an appointment only basis for essential businesses. As the island started to ease out of lockdown, the sites previously closed or operating on an appointment only basis, begun operating with restrictions on the number of customers on site and social distancing measures were put into place. An additional household green waste drop off point was also introduced at Longue Hougue to cope with the demand of disposal. The sites were reinstated to their normal operations in June.



During this time Guernsey Waste issued communications in relation to the correct way to dispose of personal protective equipment and ways of managing waste whilst at home. A home delivery service for food waste caddies and glass bags whilst islanders were being encouraged to stay at home was also implemented.

A marked increase in monthly tonnages deposited at the HWRC was observed after the COVID-19 lockdown, suggesting that many islanders had used the time at home to clear out lofts and garages, contributing to the higher

tonnages of waste and recycling. There was also an increase in food waste tonnages which can be attributed to the lockdown restrictions placed on the hospitality industry – with islanders eating out less, more food waste was disposed of through the kerbside collections.

A few members of the Guernsey Waste team were also redeployed during the lockdown to assist with the central States of Guernsey response to the pandemic, by working in the call centre for non-clinical calls.

## 4.1 Review of 2020 business as usual activities

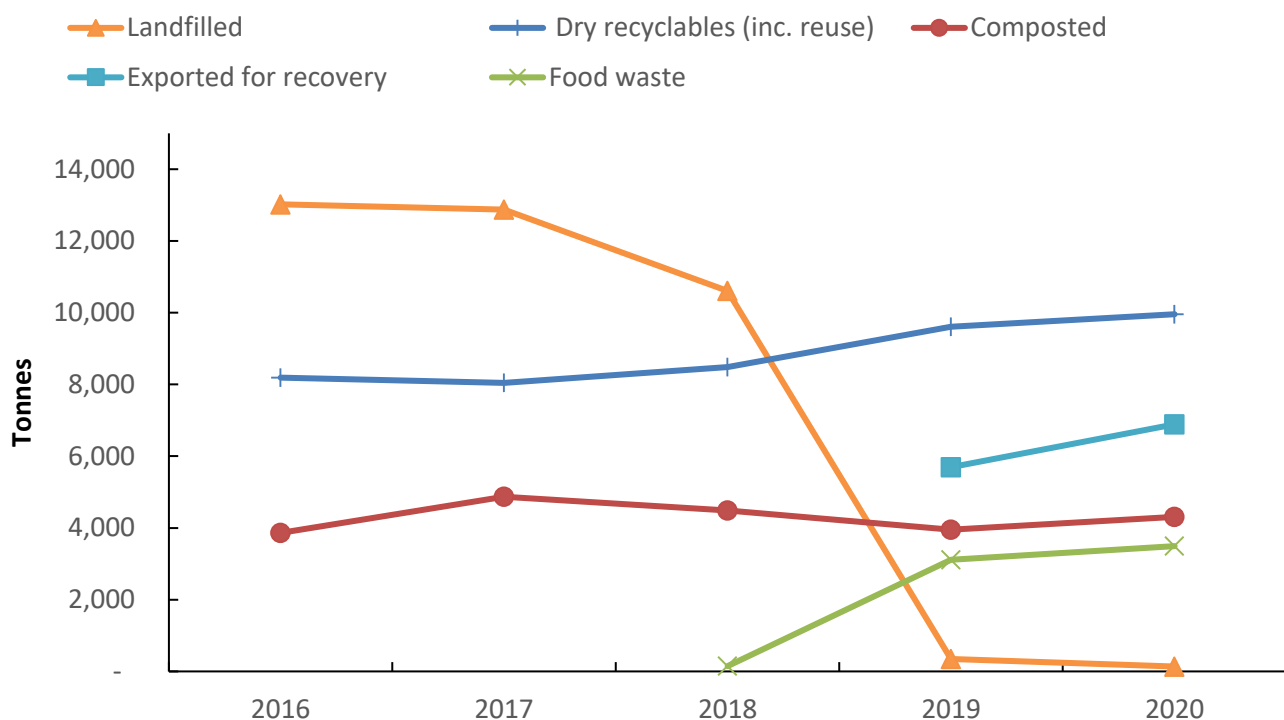
### Waste and recycling from the household sector

The household Recycling Rate for 2020 was 72% which continues to be in excess of the Waste Strategy target of 70% by 2030. The breakdown of this figure can be found below in [table 1](#) and [figure 1](#).

**Table 1 - Household Recycling Rate**

Stream	2016 (tonnes/%)	2017 (tonnes/%)	2018 (tonnes/%)	2019 (tonnes/%)	2020 (tonnes/%)
Reused, recycled or composted	12,051	12,912	13,116	16,669	17,755
Not recycled or composted	13,021	12,876	10,608	6,039	7,024
Total domestic waste	25,072	25,788	23,724	22,708	24,779
Household Recycling Rate	48%	50%	55%	73%	72%

**Figure 1 - Waste and recycling from households by category**





## 4.1 Review of 2020 business as usual activities

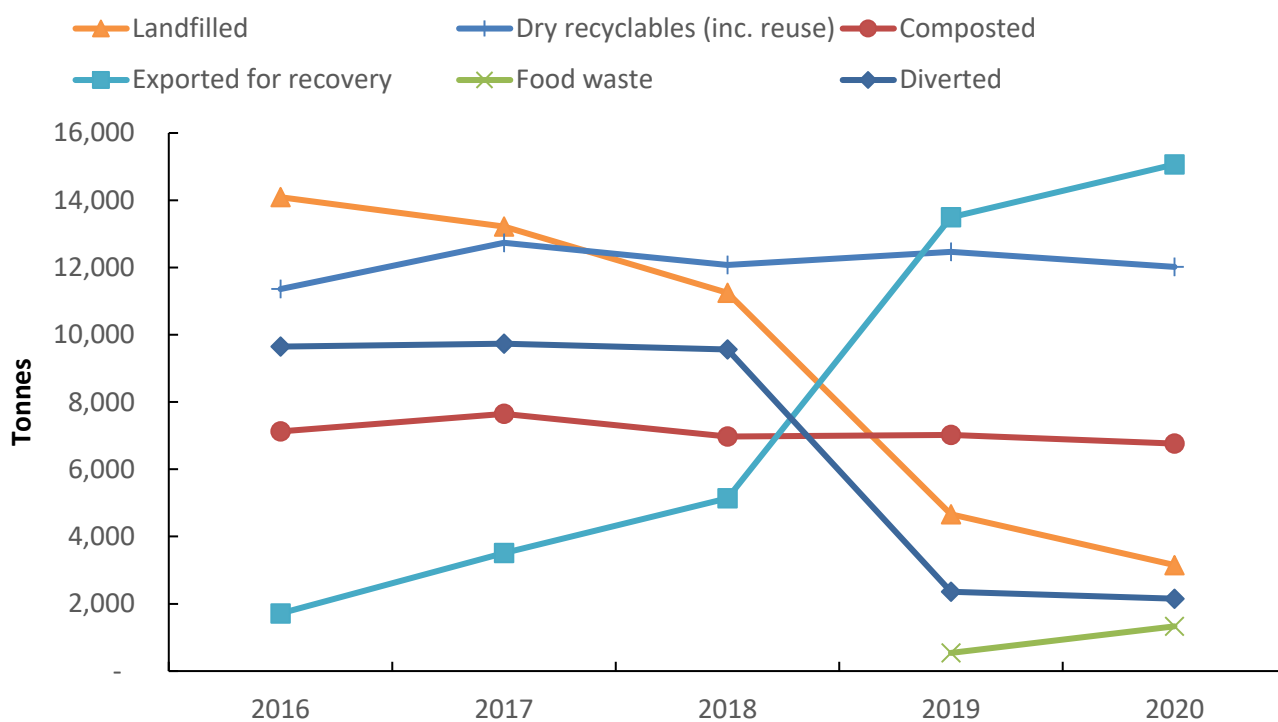
### Waste and recycling from the commercial sector

The Recycling Rate for commercial waste was 50% in 2020, the highest on record, up from 49% in 2019, as shown in [Table 2](#) and [Figure 2](#).

**Table 2 - Commercial waste Recycling Rate**

	2016 (tonnes)	2017 (tonnes)	2018 (tonnes)	2019 (tonnes)	2020 (tonnes)
Recycled <sup>1</sup> or composted	18,484	20,382	19,055	20,022	20,113
Not recycled or composted	25,451	26,463	25,948	20,511	20,370
Total commercial waste	43,936	46,846	47,509	40,532	40,482
Commercial Recycling Rate	42%	44%	42%	49%	50%

**Figure 2 - Waste and recycling from commercial sector by category**



More details of 2020's waste and recycling data can be found within the *Guernsey Waste Annual Waste Management Report 2020*.


<sup>1</sup> Includes tonnages of materials reused

## 4.1 Review of 2020 business as usual activities

### Charges and compliance

After the introduction of the 'pay as you throw' general waste charges and the WDA Annual Fixed Charge in 2019, the team has continued to work with all of the Parishes (who are responsible for the collections of waste and recycling from the kerbside, and who have delegated their legal enforcement powers to deal with non-compliance to Guernsey Waste) to tackle hotspot areas of non-compliance. It is pleasing to note that these are minimal. Over the course of the year, 385 polite notices were issued (including letters sent to properties sharing communal set-out areas), as well as 22 warning notices and 4 civil fixed penalties issued; this was broadly similar to the quantities issued in 2019.

The Guernsey Waste team continue to work with the States' Agriculture, Countryside and Land Management Services team on the 'Wombling' scheme, whereby members of the public can register as a 'womblor' and be given clear sacks to put collected litter into and leave alongside the coastal litter bins for disposal. 50 islanders signed up in 2020, in addition to the 52 that had signed up in 2019.





This bag has been filled by a registered Womblor

**Womblor ID:**

**What is a Womblor?**  
A Womblor is a volunteer who collects large amounts of rubbish from the Island's public spaces, including beaches.

If you have any concerns about this bag, or would like to register as a Womblor, [please contact recycle@gov.gg](mailto:recycle@gov.gg) or tel: 01481 231234

 **Guernsey Waste**  States of Guernsey  
Agriculture, Countryside and  
Land Management Services

### Waste Minimisation & Prevention

The annual Love Food Hate Waste calendar was released in December 2020 to continue to encourage islanders to minimise their food waste. The calendar featured 12 seasonal recipes using up common leftovers from chefs from local business and useful top tips.



## 5.1 Financial report

### Statement of Comprehensive Income

*for the year ended 31 December 2020*

	2020 £'000	2019 £'000
<b>Revenue</b>	<u>7,906</u>	<u>7,722</u>
<b>Expenses</b>		
Operating expenses	(7,076)	(7,282)
Administration and general expenses	<u>(1,860)</u>	<u>(1,862)</u>
	<u>(8,936)</u>	<u>(9,144)</u>
<b>Operating deficit before depreciation</b>	<b>(1,030)</b>	<b>(1,422)</b>
Depreciation	<u>(1,905)</u>	<u>(1,718)</u>
<b>Operating deficit for the year</b>	<u><b>(2,935)</b></u>	<u><b>(3,140)</b></u>
Investment (loss)/return	<u>(28)</u>	<u>119</u>
<b>Deficit for the financial year</b>	<u><b>(2,963)</b></u>	<u><b>(3,021)</b></u>

All material activities derive from continuing operations.

## 5.1 Financial report

### Statement of Financial Position

#### **Statement of Financial Position**

*as at 31 December 2020*

	<b>2020</b>	<b>2019</b>
	<b>£'000</b>	<b>£'000</b>
<b>Non-current assets</b>		
Tangible fixed assets	<b>28,027</b>	29,533
<b>Current assets</b>		
Inventories	<b>256</b>	267
Debtors and prepayments	<b>2,243</b>	876
Balances with States Treasury	<b>-</b>	162
	<b>2,499</b>	1,305
<b>Creditors: amounts falling due within one year</b>		
Balances with States Treasury	<b>(2,579)</b>	-
Other creditors	<b>(980)</b>	(1,264)
	<b>(3,559)</b>	(1,264)
<b>Net current (liabilities)/assets</b>	<b>(1,060)</b>	41
<b>Total net assets</b>	<b>26,967</b>	29,574
<b>Reserves</b>	<b>26,967</b>	29,574

### Financial performance

	<b>Actual</b>	<b>Budget</b>	<b>Actual</b>
	<b>2020</b>	<b>2020</b>	<b>2019</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Revenue	<b>7,906</b>	7,999	7,722
Operating deficit before depreciation	<b>(1,030)</b>	(1,776)	(1,422)
Deficit for the financial year	<b>(2,963)</b>	(3,440)	(3,021)
Capital expenditure	<b>43</b>	270	-

## 5.1 Financial report

### Operational performance

Guernsey Waste improved on the position for its start-up year and made an operating deficit before depreciation in 2020 of £1,030k compared to a budgeted deficit of £1,776k. The key differences were:

Operating revenue for Guernsey Waste was £7,906k which was £93k below budgeted revenue. The main reasons for this were:

- the effect of the COVID-19 lockdown on commercial sector waste along with a general reduction of commercial residual waste being received. Some of this was offset by an increase in inert waste revenue;
- the gate fee for some waste streams that need to be disposed of at Mont Cuét, being kept at historic rates in 2020 whereas the budget was set to increase; and
- revenue for residual household waste (black bags) being lower than budgeted due to continued high levels of recycling and waste reduction.

Actual expenditure for 2020 was £839k below budgeted expenditure. The main reasons for the underspend were:

- the temporary closure of the HWRC, Chouet, Mont Cuét and the Bring Banks during the COVID-19 lockdown; and
- the lower than forecast volume of residual waste being received which led to a reduction in associated expenditure of £307k.
- £220k of expenditure relating to the inert waste project did not take place during 2020 so was deferred into 2021.

The WTS was capitalised in February 2019 and the HWRC was capitalised in May 2019. Those two facilities, which cost £31,607k, were paid for by the Capital Reserve, resulting in a depreciation charge in 2020 of £1,905k. The depreciation charges on these assets are not recovered through charges to customers.

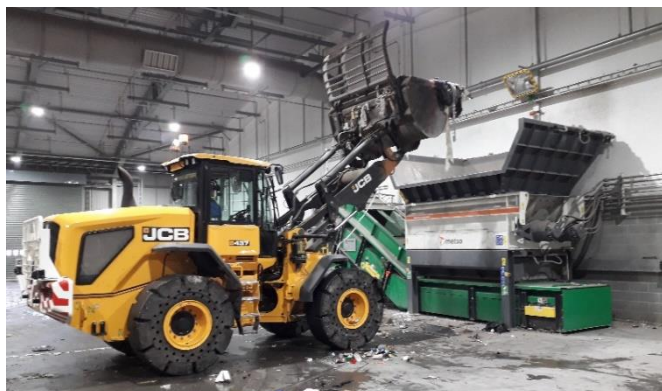


## 6.1 What next?

With the successful implementation of many aspects of the Waste Strategy, the team will continue in 2021 and beyond to implement the remaining elements of the strategy and ensure the ethos and principles continue to be embodied in Guernsey Waste's work.

Due to the HWRC's popularity, queues can often be experienced on the site and the team will be working in 2021 on ways to reduce this including considering relocating the point of payment to point of disposal on site and measures to tackle commercial usage of the site.

Guernsey Waste will need to make progress in addressing the financial challenges it is faced with as a result of its early success in delivering the Waste Strategy, which means that under current circumstances there is and will continue to be, a clear funding deficit for the business unless the financial position can be substantially improved. Guernsey Waste is required to reach a break-even position by the end of the 20-year life of the Waste Strategy and needs to do so by fully recovering its operating costs.



## 7.1 Contact details

You may also be interested in other reports and information relating to Guernsey Waste, all of which are all available online at [www.gov.gg/recycling](http://www.gov.gg/recycling). Please contact us for further information.

E-mail: [recycle@gov.gg](mailto:recycle@gov.gg)  
Telephone: 01481 221234  
Write: Guernsey Waste  
La Hure Mare  
Vale  
Guernsey  
GY3 5UD



For more information  
go to [gov.gg/recycling](https://gov.gg/recycling)