A Year in Review 2016-2017
WasteNet Southland Annual Report
FREE OF FOOD

CHAMPION: GERRY

DIRTY DOZEN

FABRIC NOT WANTED

CHAMPIONS: JANA + MARVELLEN

DIRTY DOZEN
Foreword

WasteNet Southland’s role is to move Southlanders towards using resources more effectively and efficiently, resulting in less waste to landfill and an improved environment. We do this by providing reuse, recycling and recovery facilities throughout the Community; organising events to inspire and enable consumers to take simple actions to reduce their food waste; and providing infrastructure such as mobile bins and transfer stations.

This year we completed our 5th Action Plan under the 6-year Southland Waste Management and Minimisation Plan 2012-2018. Over the last 5 years we have built a solid foundation for the provision of effective waste minimisation and management services. Waste volumes to landfill are remaining steady, transfer station services are operating smoothly and waste diversion to landfill has increased from 24% last year to 29% this year.

Health and Safety has been a key focus this year. We are working closely alongside our contractors, stakeholders and customers to ensure that we all work safe, whether at work, home or at play.

Social media and modern technology are making it easier for people to engage directly with us. The team have been trialling Facebook Live as well as our own YouTube Channel, as video content seems to get the most engagement.

In November we collaborated with Southland disAbility Enterprises to form 12 recycling rules for the yellow recycling bins. You will see these rules highlighted throughout this report.

This year hasn’t been without its challenges. Glass recovery is still a hot topic for the organisation and hopes are high that central government will take the leap and approve a Container Deposit Scheme for the country. Recycling contamination rates are still higher that we’d like, with our “recycling right” initiatives not yet showing any tangible results.

Our Strategy has been to focus on Health and Safety, and “Making waste visible”. We have made good progress on our activities and have come in under budget. We will continue to make progress towards making Southlanders aware of their resources.

Councillor Nicky Davis
Chair, Waste Advisory Group

Malcolm Loan
WasteNet Southland Representative
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Welcome to WasteNet Southland

WasteNet Southland is an important shared service between the Gore District Council, Invercargill City Council and Southland District Council. It is the organisation that co-ordinates solid waste management for the Southland region through one waste plan, one landfill contract, one recycling contract and one regional services contract.

Established in 2000, WasteNet Southland’s unique model is well known throughout New Zealand as a positive example of regional co-ordination and collaboration.

WasteNet Southland, or as it is better known – WasteNet – is funded through revenue sourced from the Southland Regional Landfill and the WasteNet Councils (Gore District Council, Invercargill City Council and Southland District Council).

Our Responsibilities

The WasteNet Councils (territorial authorities) are responsible for providing the effective and efficient minimisation and management of waste. This is achieved through the provision of four key services:

- Kerbside recycling and rubbish collection, and Transfer Station services
- Processing of dry recyclables
- Southland regional landfill
- Communication and education services
How We Work

These are the principles by which we work to to achieve our outcomes:

- **Sustainable management** – managing the use of Southland’s resources such that people are able to meet their own needs, without compromising the needs of others, both now and into the future.
- **Global citizenship** – our responsibility to protect the environment extends beyond Southland and New Zealand borders.
- **Kaitiakitanga/Stewardship** – all Southlanders are responsible for looking after the environment, and for the impact of products and waste they make, use and discard.
- **Extended producer responsibility** – Producers have a degree of responsibility for their products throughout the products’ lifecycle, from production through to final disposal.
- **Full-cost pricing** – the environmental effects of production, distribution, consumption and disposal of goods and services should be consistently costed and charged as closely as possible to the point they occur.
- **Lifecycle principle** – products and substances should be designed, produced and managed so all environmental effects are accounted for and minimised during generation, use, recovery and disposal.
- **Precaution principle** – where there is a threat of serious or irreversible damage, lack of full scientific certainty should not be a reason for postponing cost-effective measures to prevent environmental degradation or potential health effects.

WasteNet Southland operates numerous activities, processes and services for Southlanders in delivering the vision of the Waste Plan. The Invercargill City Council was contracted to take the lead and deliver the Annual Action Plan 2016-2017 in collaboration with the WasteNet Councils.
Meet Our Waste Advisory Group

Councillor Nicky Davis
Gore District Council
Chairperson

Councillor Cliff Bolger
Gore District Council

Councillor Ian Pottinger
Invercargill City Council
Deputy Chairperson

Councillor Lindsay Thomas
Invercargill City Council

Councillor Paul Duffy
Southland District Council

Councillor Neil Paterson
Southland District Council
Meet Our Waste Management Group

Ian Evans
Southland District Council
Water and Waste Manager

Malcolm Loan
Invercargill City Council
Drainage and Solid Waste Manager
WasteNet Representative

Peter Standring
Gore District Council
Transportation Manager
# Our Vision

## WasteNet Vision

### Waste is a resource

#### Goals: what we want to achieve

| Working together to improve the efficient use of resources | Use the waste hierarchy to guide decision making | Reduce the harmful effects of waste on our health and environment |

#### Objectives: How we will achieve our goals

| Reduce the amount of material entering the waste stream | Reuse or repurpose material so it has a life before recycling or disposal | Reduce the amount of material sent to final disposal by maximising recycling | Make the best use of recoverable waste as a renewable resource | Appropriate treatment and disposal of waste for the protection of our health and environment |

#### Aim: as a result of our actions

By 1 July 2018 Southland will maintain a materials discarded per capita figure of 650 kilograms, comprising 40% diverted materials.

#### Principles: we will work by

| Citizenship | Stewardship | Responsibility | User Pays | Life-cycle | Precaution |
Our Progress

In 2015-2016 the Action Plan introduced Key Performance Indicators (KPIs) to quantify the achievement of goals by setting, monitoring and measuring against a standard or target. The baseline year was established in 2015-2016 which will be used to benchmark our progress going forward.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Symbol</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Achieved</td>
<td>![green_circle]</td>
<td>Meeting or exceeding expectations</td>
</tr>
<tr>
<td>Progressing</td>
<td>![blue_circle]</td>
<td>Project outcomes not yet achieved but improvement over last year</td>
</tr>
<tr>
<td>Not achieved</td>
<td>![red_circle]</td>
<td>Project outcomes not yet achieved, no improvement over last year</td>
</tr>
<tr>
<td>No result</td>
<td>![gray_bar]</td>
<td>Project not yet started</td>
</tr>
</tbody>
</table>

To provide a financial comparison between projects we have included the cost-per-person for each programme. For example this Action Plan cost $370,000 to implement, equating to $3.96 per person (based on the 2013 census data for Southland regional population of 93,342).
Part One: Shared Service

The WasteNet Councils established this shared service to co-ordinate and deliver waste management and minimisation to achieve the regions (simplified) version of “Waste is a Resource”. To achieve these aims the Committee developed a set of short and long term objectives.

Summary of Performance Measure Results

<table>
<thead>
<tr>
<th>Objective</th>
<th>Performance Measure 2015-2016</th>
<th>Performance Measure 2016-2017</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>To educate and support the community in relation to waste minimisation</td>
<td>![Green Circle]</td>
<td>![Blue Circle]</td>
<td>- 2,096 adults participated in the community programme.</td>
</tr>
<tr>
<td>and resource efficiency.</td>
<td></td>
<td></td>
<td>- Over 46,896 people visited the website (30% increase from last year).</td>
</tr>
<tr>
<td></td>
<td>![Green Circle]</td>
<td>![Green Circle]</td>
<td>- Over 900 students received waste education this year.</td>
</tr>
<tr>
<td>To provide waste minimisation support and education to Southland Schools.</td>
<td>![Green Circle]</td>
<td>![Blue Circle]</td>
<td>- The regional contracts are operating well. Health and Safety</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>has been a significant focus.</td>
</tr>
<tr>
<td>To administer the regional contracts and project manage activities</td>
<td>![Green Circle]</td>
<td>![Green Circle]</td>
<td>- The Regional Waste Data Management System tracks the plan</td>
</tr>
<tr>
<td>and project manage activities in collaboration with applicable WasteNet</td>
<td></td>
<td></td>
<td>implementation. Data from this system is used to complete the</td>
</tr>
<tr>
<td>Councils.</td>
<td></td>
<td></td>
<td>Ministry for the Environments reporting requirements.</td>
</tr>
<tr>
<td>To track the implementation of the Southland Waste Management and</td>
<td>![Green Circle]</td>
<td>![Green Circle]</td>
<td>- Regular use of radio, print and social media.</td>
</tr>
<tr>
<td>Minimisation Plan 2012-2018 by the WasteNet Councils and contribute</td>
<td></td>
<td></td>
<td>- Four campaigns were held – Clean Up, Recycle, Waste Awareness,</td>
</tr>
<tr>
<td>towards the Waste Minimisation Act 2008 requirements.</td>
<td></td>
<td></td>
<td>Love Food Hate Waste.</td>
</tr>
<tr>
<td>Promote the effective and efficient waste minimisation and management</td>
<td>![Blue Circle]</td>
<td>![Green Circle]</td>
<td>- Regular use of radio, print and social media.</td>
</tr>
<tr>
<td>and management in its territory in accordance with the principles</td>
<td></td>
<td></td>
<td>- Four campaigns were held – Clean Up, Recycle, Waste Awareness,</td>
</tr>
</tbody>
</table>
Part Two: Taking Action
Making Waste Visible

In the past 12-months the focus has been “making waste visible” through initiatives such as building partnerships with the community, public campaigns, use of social media and use of direct communication tools to encourage recycling right behaviours.

The WasteNet Action Plan 2016-217 is separated into four groups of activities:

- Education Programme
- Community Programme
- Regulatory Programme
- Administration and Contract Management

Within each programme is a series of actions. Each action is linked to the Southland Waste Management and Minimisation Plan 2012-2018 (the Plan). A full copy of the Plan is available for viewing at wastenet.org.nz or by contacting your Local Council.
Education Programme

Communications are an integral part of waste minimisation and management. For consumers and businesses to participate fully, they need to know clearly what the services are, what the service rules are, why they should participate and what happens afterwards.

What We Do
- Offer learning opportunities both inside and outside the classroom
- Website – wastenet.org.nz
- Monitor how participants use the kerbside recycling collection
- Advocate to Central Government

What We Spent
The Education Programme has an overall budget of $200,000. The programmes actual expenditure was over budget by 3%, with a total cost of $206,000. This equates to $2.21 per person.

What We Delivered
Our key education programme achievements are:

- In collaboration with Southland disAbility Enterprises, WasteNet developed 12 recycling rules for yellow recycling bins titled “the dirty dozen”. These rules were released in November 2016 as part of Recycle Week 2016. Each month a rule is highlighted and promoted via social media.
- Visitors to the website continue to increase, with nearly 4,000 users visiting the site each month. This is a 30% improvement on last year.
- Collaborated with local game inventor – Mike Richards – who created the Southland specific board game “The Waste Game”.
- Over 180 people participated in three events (movie night, workshops and cooking demonstration) in June 2017 to inspire and enable Southlanders to take simple actions to reduce their food waste. The cooking demonstration event was recorded on “Facebook live” and at the end of the month received over 3,000 views.
- WasteNet has been involved in three national initiatives – supported banning products containing microbeads, researching container deposit scheme and commissioning an independent report on the Waste Disposal Levy.

Challenges
- Contamination in kerbside recycling mobile bins is remaining steady despite reduction initiatives. WasteNet is continuing to work with the contractors to improve participant behaviours.
- Engaging with schools and their wider community is heavily dependent on the school’s curriculum focus and teacher’s interest. In some cases the schools are struggling to fund bus services or gain sufficient partner/adult help for waste field trips.
- Two environmental advocacy groups closed in 2017 - the Invercargill Environment Centre and Southland Community WasteBusters Trust. Their support, enthusiasm and collaboration will be missed.
- Social media is making it less expensive to promote operational/key messages and easier to directly engage with the community. However it is still necessary to utilise
traditional marketing tools – radio and print. The challenge is finding a balance while keeping to budget.

How We Performed

Kerbside Service
The Kerbside Service Activity is focused on encouraging participants of the WasteNet Councils’ kerbside recycling and rubbish collection service to take responsibility and sort its unwanted materials into recyclable and landfill-rubbish through activities such as campaigns, website and compliance monitoring of yellow recycling bins.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decrease in weight of contamination in the yellow recycling bins</td>
<td><img src="image" alt="Blue Circle" /></td>
<td>14.76%</td>
<td>15%</td>
</tr>
<tr>
<td>Increase average monthly visitors to the website</td>
<td><img src="image" alt="Green Circle" /></td>
<td>3,908</td>
<td>2,911</td>
</tr>
<tr>
<td>Monitor the percentage of Strike-1 enforcement notices issued</td>
<td><img src="image" alt="Blue Circle" /></td>
<td>80%</td>
<td>90%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor the percentage of Strike-2 enforcement notices issued</td>
<td><img src="image" alt="Blue Circle" /></td>
<td>9%</td>
<td>10%</td>
</tr>
</tbody>
</table>
Monitor the percentage of Strike-3 enforcement notices issued

<table>
<thead>
<tr>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>1%</td>
<td>1%</td>
<td></td>
</tr>
</tbody>
</table>

No data was available to measure the percentage of customers contacted who feel confident in sorting their waste.

School

Schools are hubs in the community and the education students receive influence their world views and behaviours as adults. WasteNet offers learning opportunities both inside and outside of the classroom.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the number of students that received waste education</td>
<td>-</td>
<td>923</td>
<td>1,708</td>
</tr>
<tr>
<td>Increase the number of schools that have set up and maintain a school recycling system.</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Increase the percentage of students that have a raised waste awareness.</td>
<td>-</td>
<td>77%</td>
<td>100%</td>
</tr>
</tbody>
</table>

Waste Guide and Exchange

This Activity contains two parts – the Waste Guide and the Waste Exchange. The focus for the Waste Guide is to provide an online resource for people in Southland to utilise when they want to know how to reduce, reuse, recycle and dispose of unwanted materials. Over 196 materials are listed online through the orangepages.org.nz.

The Waste Exchange is an Action that has not yet started. This is the next step from the Waste Guide whereby customers list their unwanted materials for parties wanting it as a resource.

Food Waste

Every year New Zealand households are throwing away 122,547 tonnes of food. Some of this is made up of things like peelings, cores and bones, but the majority is, or once was, perfectly good food. The Food Waste Action is focused on inspiring and enabling Southlanders to take simple actions to reduce their food waste.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the number of participants attending events/workshops</td>
<td>-</td>
<td>180</td>
<td>268</td>
</tr>
<tr>
<td>Increase the percentage of participants satisfied with the information provided</td>
<td>-</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Garden Waste
The focus for the garden waste activities is for residents to be more aware of their organic waste and reduce their barriers to the use of environmentally friendly organic waste disposal practices. No specific garden waste initiatives were undertaken during this review period due to limited resources.

Advocate to Central Government
The aim of this Action is to work with Central Government for national solutions for the recovery of special waste products. Initiatives undertaken include:

- The Waste Management Group supported the banning of products containing microbeads
- Working with Auckland Council and WasteMINZ researching a New Zealand Container Deposit Scheme
- A member of the New Zealand Waste Levy Action Group which commissioned an independent report on the Waste Disposal Levy

Community Programme
Everyone creates waste. The Southland Waste Management and Minimisation Plan 2012-2018 recognises that individuals must take responsibility for their waste. The focus for the community programme is working in partnership with the community to meet our vision “waste is a resource”.

What We Do
- Guidance, advice and support
- Encourage public place and event recycling
- Workshops – Waste Free Partnering; Food Lovers Masterclasses
What We Spent
The Community Programme has an overall budget of $150,000. The programmes actual expenditure was under budget by 35%, with a total cost of $98,000. This equates to $1.05 per person.

What We Delivered
Our key community programme achievements are:

- Workshops – Waste Free Living, Food Lovers Masterclass
- ILT Kidzone Festival, 13-19 July 2016
- Southland Home Show, 20-21 August 2016
- Four campaigns were held: Clean Up Week (September 2016); Recycle Week (November 2016); Waste Awareness Week (March 2017) and Love Food Hate Waste (June 2017).
**Challenges**

- Collaborating with event organisers, especially during the initial event planning stages. Event organisers regularly leave waste management tasks to the last minute, resulting in WasteNet being unable to provide effective assistance.
- Majority of community clean up organisers are registering clean ups directly with Keep New Zealand Beautiful Trust, as they provide resources (e.g. bags, gloves), resulting in less groups engaging with WasteNet.

**How We Performed**

**Public Place and Event Recycling**
The focus for this Activity is for residents to see an increased presence of opportunities to recycle while out and about, and for event organisers to have a consistent approach to recycling at events.

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve the number of enquiries for assistance with event recycling</td>
<td><img src="red_circle.png" alt="Red Circle" /></td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Maintain the number of events that provided recycling services</td>
<td><img src="red_circle.png" alt="Red Circle" /></td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Maintain the weight (tonnes) of materials recovered from events</td>
<td><img src="red_circle.png" alt="Red Circle" /></td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

**e-Waste Recycling**
Electrical waste is a growing waste stream, which needs to be managed. The focus of this activity is to provide residents with an easy, convenient and affordable system for the disposal of electrical waste. This Activity did not commence during this reporting period due to limited resources.

**Management of Littering / Illegal Dumping**
The focus of this activity is to provide a co-ordinated approach to protect Southland’s image of being “Clean and Green”. This is achieved through supporting groups with community clean ups.

<table>
<thead>
<tr>
<th>Performance measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2106</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintain the number of community clean-ups held.</td>
<td><img src="red_circle.png" alt="Red Circle" /></td>
<td>3</td>
<td>8</td>
</tr>
<tr>
<td>Record the weight (tonnes) of landfill-rubbish collected from community clean-ups.</td>
<td><img src="red_circle.png" alt="Red Circle" /></td>
<td></td>
<td>4,570</td>
</tr>
</tbody>
</table>
Waste Minimisation Fund Assistance
The Waste Minimisation Act 2008 created a national contestable fund to support innovative waste projects. The focus of this activity is to work with Southland applicants to apply for these funds. No applicants approached WasteNet during this reporting period.

Waste Free Living Workshops
The focus for this activity is to encourage participants to attend a Waste Free Living Workshop.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase the number of participants attending events/</td>
<td></td>
<td>120</td>
<td>116</td>
</tr>
<tr>
<td>workshops</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increase the percentage of participants satisfied with</td>
<td></td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>the information provided</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Research Project – Management of Organic Waste in Southland
The focus of this activity is to draft an issues and options paper providing a common direction for the management of organic waste in Southland. This activity did not commence during this reporting period due to limited resources. It has been carried forward into the 2017/2018 Action Plan.
Regulatory Programme
The WasteNet Councils have responsibilities to meet both public health protection and legal requirements to promote effective and efficient waste management and minimisation.

WasteNet provides these services on behalf of the WasteNet Councils.

What We Do
- Regional Data Management System
- Policy and Strategy development

What We Spent
The Regulatory Programme has an overall budget of $45,000. The programme's actual expenditure was under budget by 20%, with a total cost of $36,000. This equates to $0.39 per person.

What We Delivered
- Performance reporting
- Provided annual data to Ministry for the Environment
- Membership of the Waste Management Institute of New Zealand (WasteMINZ). This includes being active steering group members of the TA Forum and Behaviour Change Sector Groups.

How We Performed
There were four key activities identified in the 2016-2017 Action Plan for the Regulatory programme:

- Waste Assessment Report
- Internal Waste Minimisation Policy
- Upgrading Transfer Stations to Resource Parks
- Hazardous Waste Management

These activities did not commence this reporting period due to limited resources and have been carried forward into the 2017/2018 Action Plan.
Administration and Contract Management Programme
The WasteNet provides the daily operation and contract management services for the WasteNet Councils.

What We Do
- Contract 279 – Southland Regional Landfill contract
- Contract 550 – Collection and Transfer Station Services
- Contract 650 – Recyclables Acceptance
- Daily operations for the shared service and implementing the Action Plan.

What We Spent
The Regulatory Programme has an overall budget of $25,000. The programmes actual expenditure was over budget by 20%, with a total cost of $30,000. This equates to $0.32 per person.

What We Delivered
- Contract management services to the WasteNet Councils
- Implemented the 2016-2017 Action Plan

Challenges
- A number of staff changes took place this year, with Senior Manager Paul Wither (Gore District Council) relocating to Dunedin after 8-years on the team. We wish him all best for his future endeavours. The WasteNet Team were without a Waste Minimisation Officer for 4-months due to an internal transfer.
- An increased focus on Health and Safety practices has taken place this year, as a result of the new legislation.

How We Performed

Southland Regional Landfill

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consistent trend in weight (tonnes) of rubbish disposed of to landfill</td>
<td></td>
<td>43,989</td>
<td>44,868</td>
</tr>
</tbody>
</table>

Collection and Transfer Station Services

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consistent trend in weight (tonnes) of rubbish in the red-rubbish bins</td>
<td></td>
<td>16,389</td>
<td>16,481</td>
</tr>
<tr>
<td>Consistent trend in number of customers who used the Transfer Stations</td>
<td></td>
<td>104,483</td>
<td>110,000</td>
</tr>
</tbody>
</table>
### Recyclables Acceptance

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase weight (tonnes) of materials recycled</td>
<td>![Red Circle]</td>
<td>6,539</td>
<td>6,634</td>
</tr>
<tr>
<td>Decrease in weight (tonnes) of contamination in the yellow recycling bins</td>
<td>![Red Circle]</td>
<td>969</td>
<td>936</td>
</tr>
</tbody>
</table>

### Extension of Kerbside Recycling and Rubbish Collection Area

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Status</th>
<th>Actual 2016/2017</th>
<th>Baseline 2015/2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase number of premises receiving the kerbside recycling and rubbish collection service</td>
<td>![Green Circle]</td>
<td>35,687</td>
<td>35,506</td>
</tr>
</tbody>
</table>

No data was available to measure the percentage of customers satisfied with the kerbside recycling and rubbish collection service.
Part Three: Making Progress

The primary focus of this section of the report is to summarise the overall work programme for the year, and check progress against the Southland Waste Management and Minimisation Plan 2012-2018, six year aim – to maintain a materials discarded rate of 650kg per person, of which 40% is diverted materials.

Financial Performance

The WasteNet Action Plan 2016-2107 had an overall budget of $420,000. It is noted that this figure excludes the contract costs associated with the Landfill, Recyclables and, Collection and Transfer Station Services.

This year's Action Plan was under budget by 12% with a total cost of $370,000. This equates to $3.96 per person. The main expenditure items were the Education and Community Programmes.

For more information on the shared services financial performance, see the Financial Report 2016/2017 presented in the August 2017 Committee Meeting.

Progress towards the Aim

The Southland Waste Management and Minimisation Plan 2012-2018 is working towards a materials discarded per capita figure of 650kgs, comprising 40% diverted materials (by July 2018).

In 2016-2017 we achieved a materials discarded figure of 678kg comprising 29% diverted materials (see figure 1). It is noted that in July 2017 the Ministry of the Environment released a report which states that New Zealand nationwide is producing about 734kg of levied waste per person annually.
Figure 1: Progress toward the WMMP long-term aim