



**APSE South & South West  
Waste Management, Refuse Collection and  
Street Cleansing Advisory Group**

**Thursday 20<sup>th</sup> June 2013**

The Guildhall, Bath



# **Welcome**

**Chair: Cllr Jenny Smith, Bristol City Council**






Warwickshire  
**Community  
And  
Voluntary  
Action**

Warwickshire  
**Community  
Recycling  
Centre**

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Investing in local communities

national  
**recycling**  
awards 2013  
**finalist**



WINNER 2012

20 June 2013



*Working for  
Warwickshire*



CIWM Community Recycling Champion of the Year 2012

LARAC  
2012



Event Partner:



Organised by:



WINNER

WARWICKSHIRE COUNTY COUNCIL:  
OUTSOURCING HWRC'S TO THE THIRD SECTOR

Sponsored by:

Virgin

Trans



Best Partnership Award LARAC 2012



# Austerity

- £900,000 annual savings required from WCC Waste Management
- Minimal impact on service delivery + user satisfaction
- Track record of working with 3<sup>rd</sup> Sector on Reuse Schemes – National Best Practice

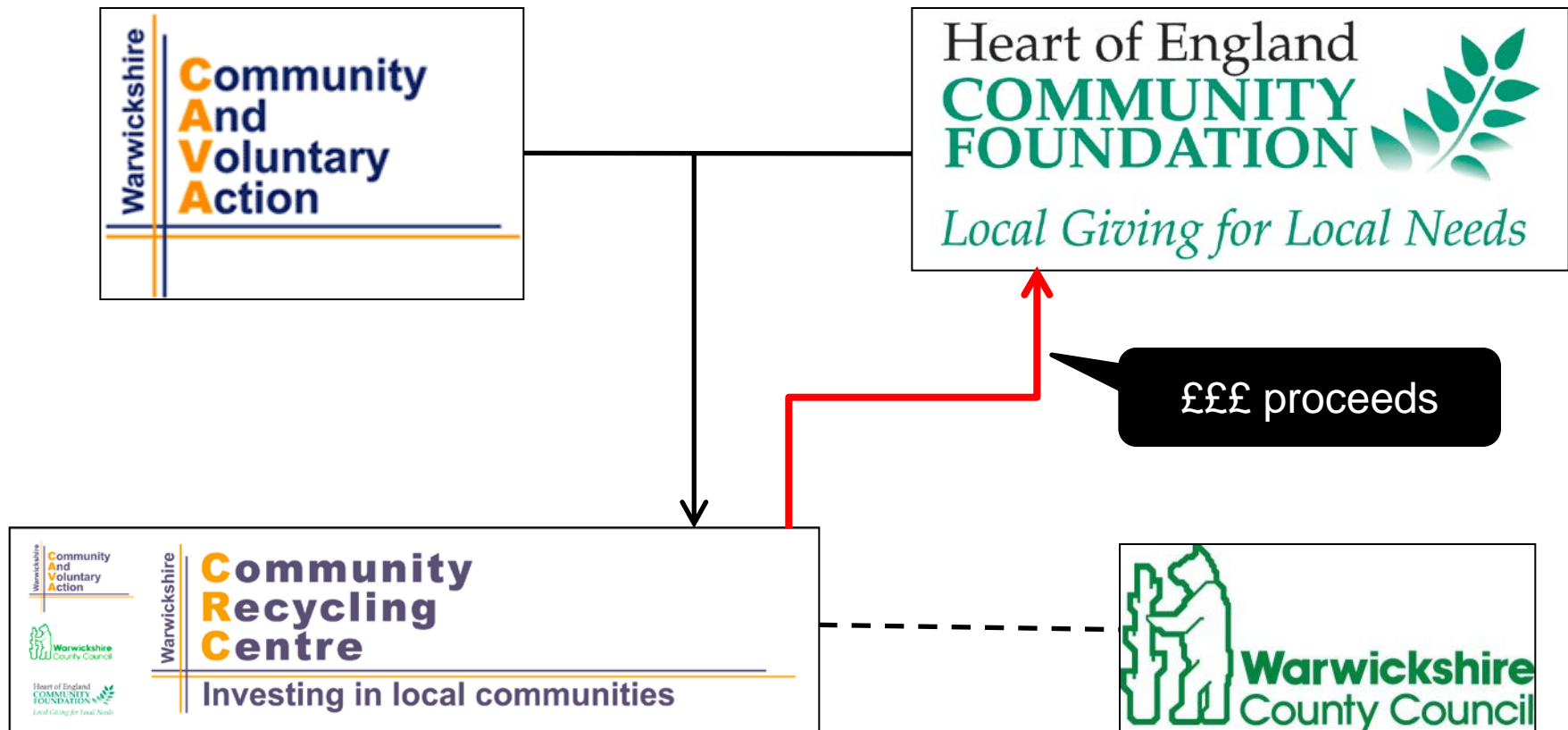


# The Solution

- 6 sites brought in house
- Sub-contracting of 2 sites to Social Enterprise (MOU & Lease)
- Charity Reuse Shops
- **SAVING** = £6.3m over 7 years



# WCR Partnership





# Lower House Farm HWRC

- Opened 12 June 2013
- Joint provision with Staffordshire County Council
- Near Tamworth (M42/A5)
- Projected WCR charity shop income £100,000
- Proceeds shared with Staffordshire Community Foundation



# Impact #1

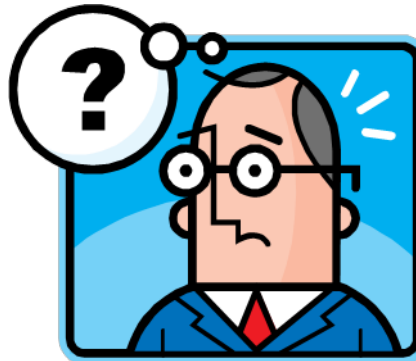
- Stockton and Wellesbourne achieving recycling rates of 74% and 76% respectively – up around 18% on the former private sector operator.
- 10+ tonnes of material is being diverted from landfill by WCR's reuse shops each month.
- Reuse shops' turnover for 2013/14 should exceed £200,000 while recycle income will add £50,000.
- Showcased at the 2012 + 2013 National Civic Amenity Sites Conference
- Cited as best practice in recently-published HWRC guidance by WRAP
- Highly-equitable business model spreading the benefit to hundreds of grassroots community groups through a grant-making community foundation.

# Impact #2

- Won 'Best Partnership Award' at the *LARAC Celebration Awards 2012* and named 'Community Champion of the Year' at the *2012 CIWM Awards for Environmental Excellence*.
- Won 'Best Service Award' at the *National Procurement Awards 2013/14*.
- Best practice tours of WCR sites have been organised for representatives from 9 English and Welsh authorities.
- 22 volunteers have already been recruited and trained by WCR – notching up a total of 4,000 hours of volunteering per annum.
- The initiative is providing more than 6,000 hours of work experience and accredited training to volunteers, paid staff (5 FTE) and 3 apprentices.

# Thank you for listening

## Questions





# **Bath and North East Somerset Council Waste Services Improvement Journey**

**Carol Maclellan  
Waste Services Manager  
Bath and North East Somerset Council**





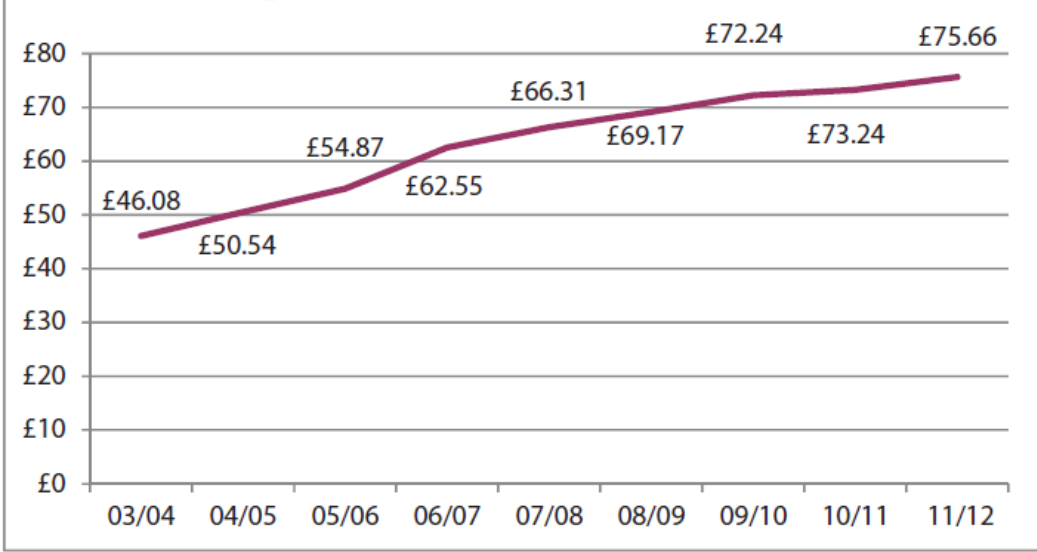
# **Performance trends in refuse collection and street cleansing and health and safety best practice**

**Helen Burkhalter, Principal Advisor, APSE**

# Trends in Refuse Collection & Street Cleansing



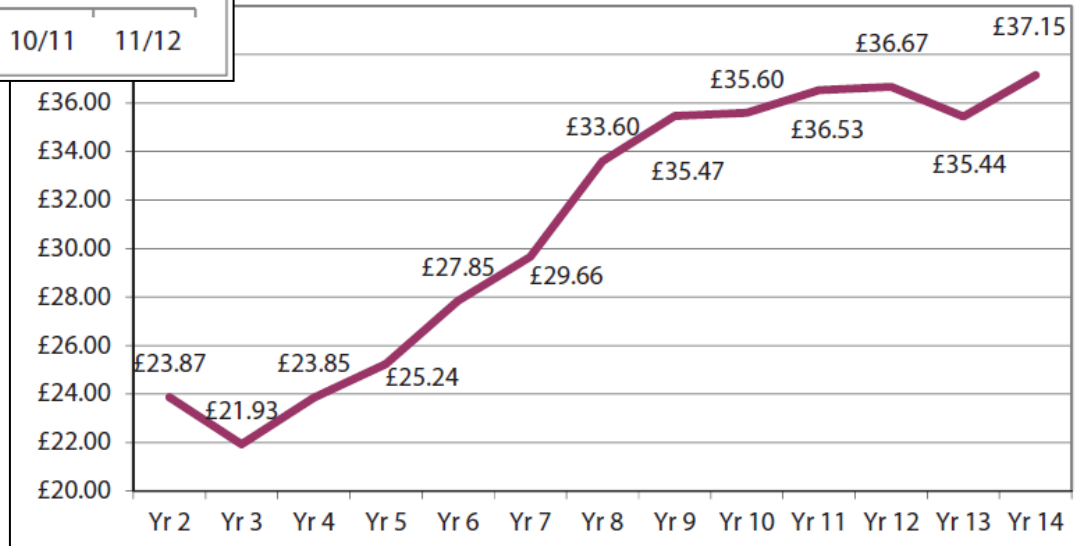
**PI 01a - Cost of refuse collection service per household (including cec)**



## Refuse Collection:

**Cost increase 2010/11-2011/12**  
*(1% increase in transport costs, high CECs, increased recycling activity)*

**PI 03 Cost of cleansing service per household (including CEC)**

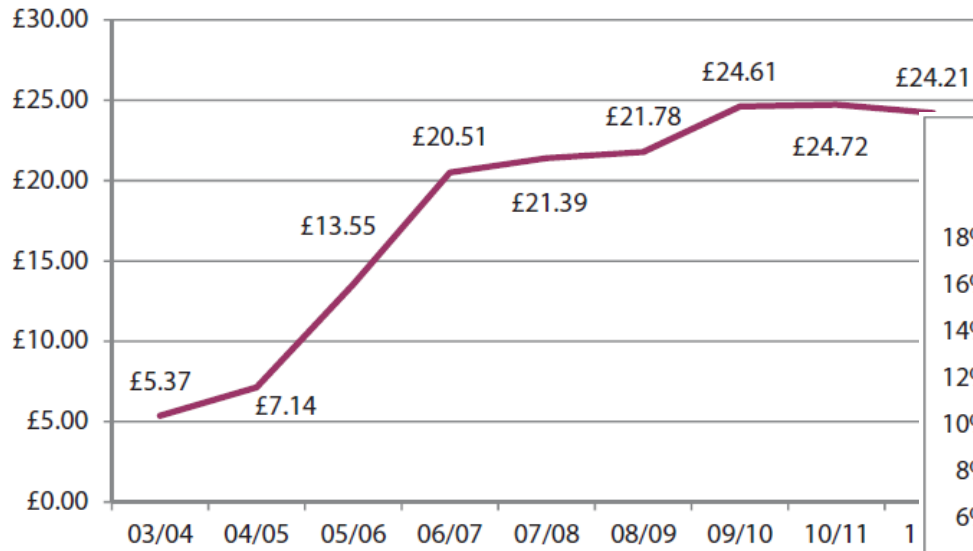


## Street Cleansing:

**Cost increase 2010/11-2011/12**  
*(several new submissions which are higher than previous average.)*

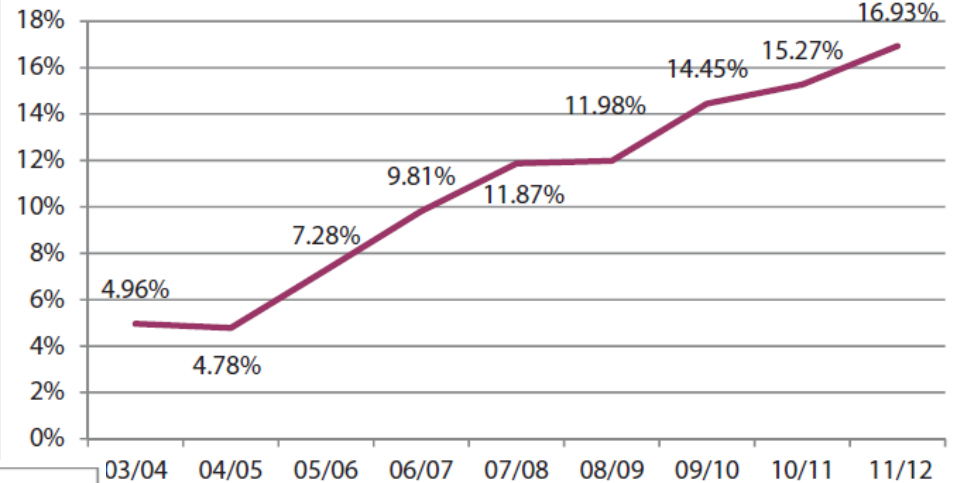
# Refuse Collection

PI 03a - Net cost of recycling per household

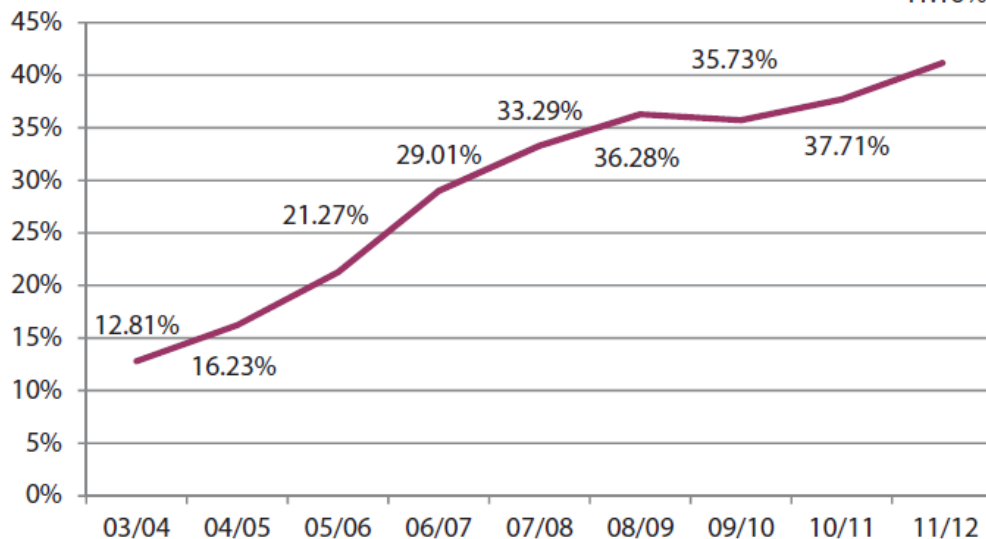


**Costs being contained as recycling rates increase**

PI 12b - Percentage of household waste collected which is composted



PI 12a - Percentage of total waste collected which is sent for recycling



**Recycling rates** per tonne per household now at **0.43** (*slight increase from 2010/11*)

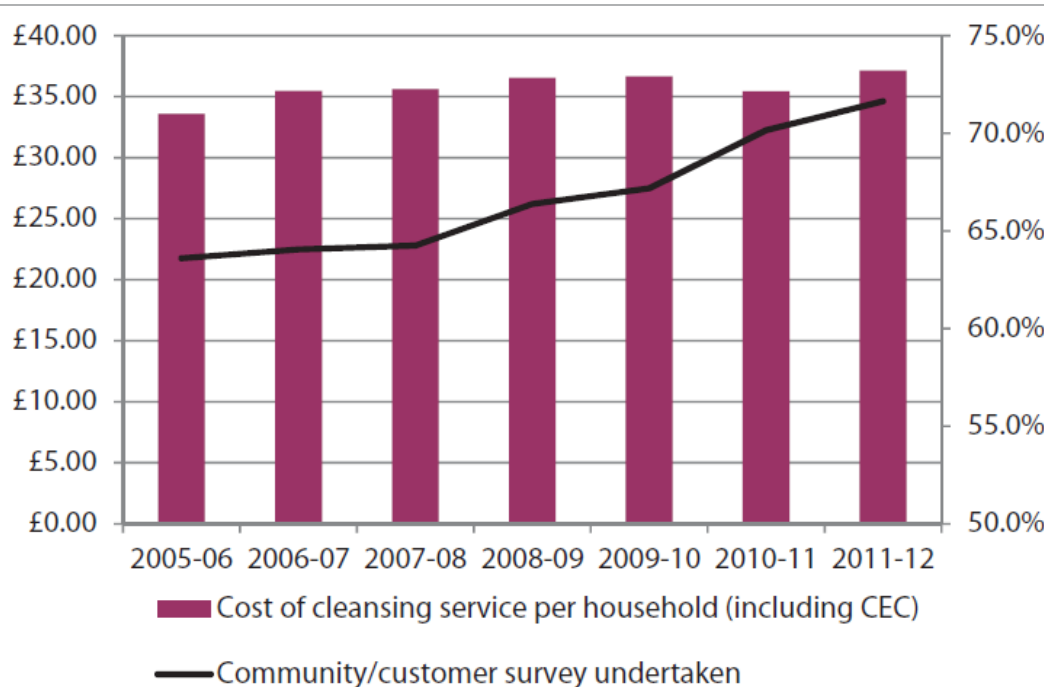
**Significant improvement in % composted.**

**New high for % of total waste sent for recycling**

# Street Cleansing

**PI37a-** % sites falling below grade b for cleanliness (LeqsPro survey with requisite sample size) = **7.21%** (2011/12)

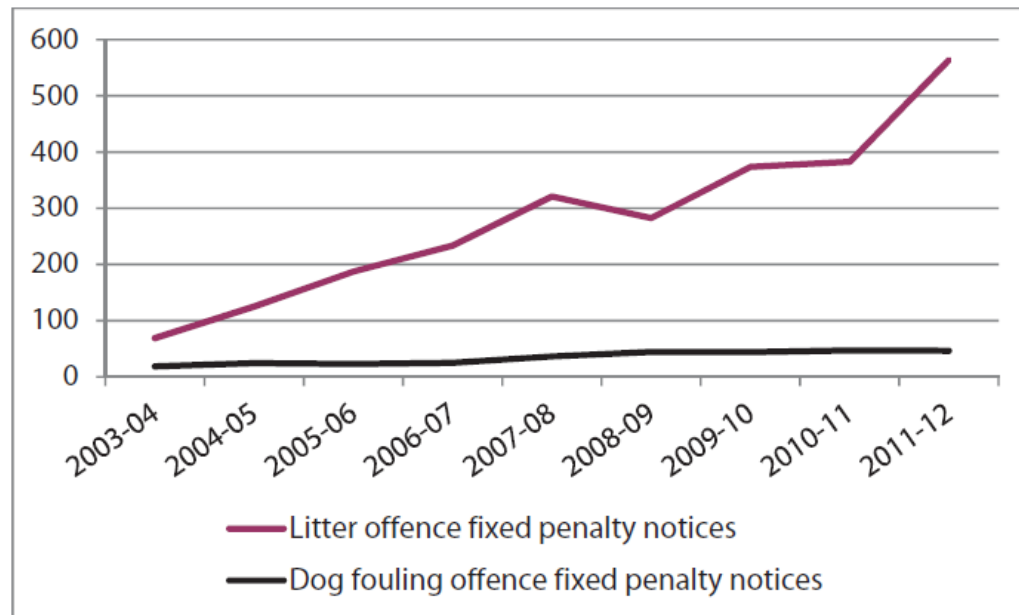
**PI37b-** % sites falling below grade b for cleanliness (LeqsPro survey with reduced sample size or other survey method) = **5.49%** (2011/12)



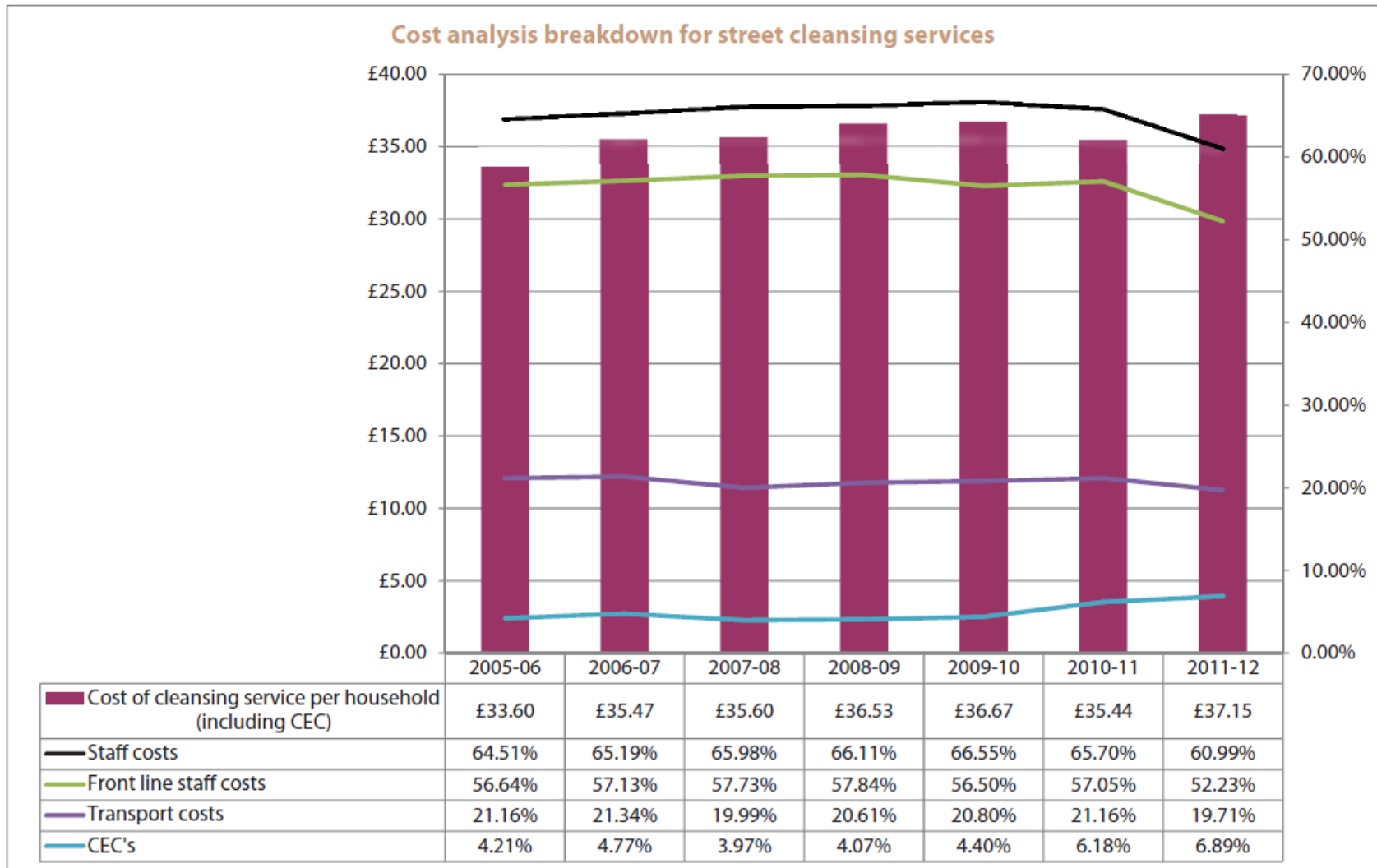
**Customer satisfaction** has increased year on year and now stands at **71.6%**

**Number of litter FPN's** showing annual increase from 382 in 2010/11 to **564** in 2011/12.

**Number of dog fouling FPN's** remain static since 2009/09



# Cost analysis breakdown- Streets

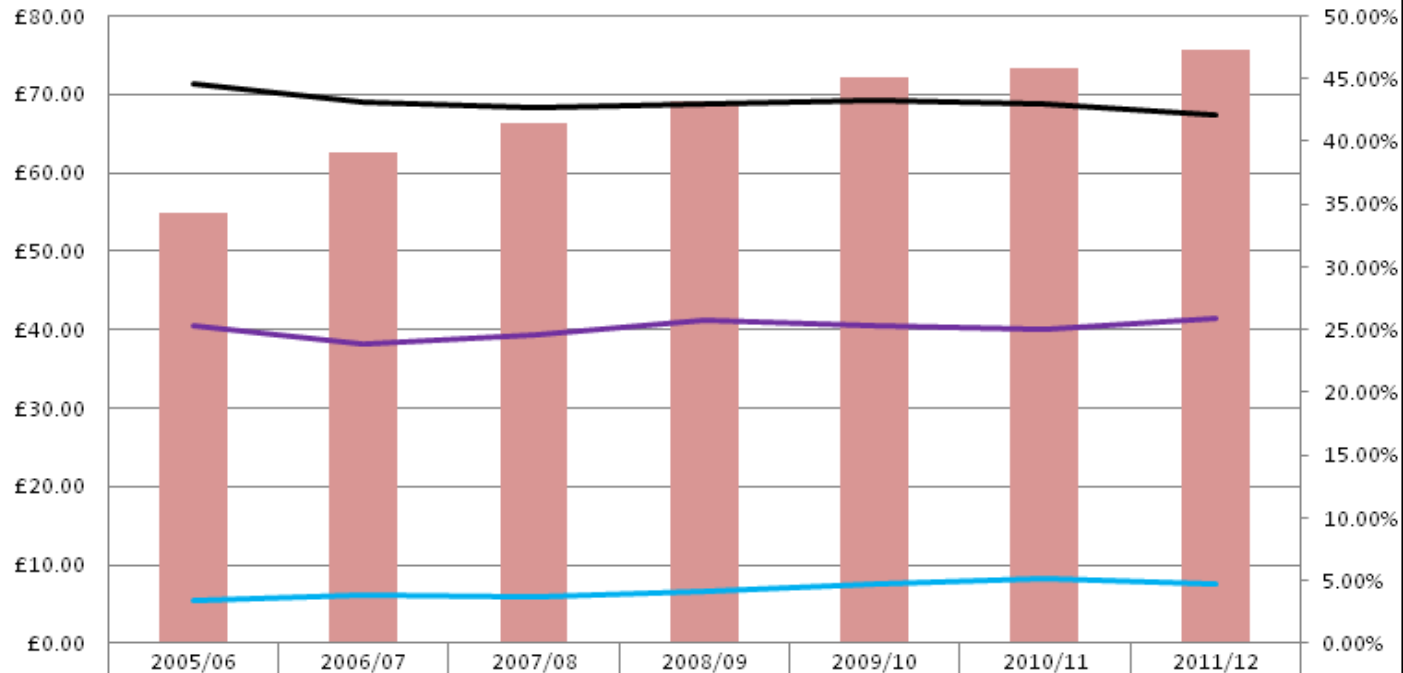


- **Reduction** in average **staff costs** and frontline staff costs
- **Increase** in average **CEC's** (4.21 in 2005/06; 6.89% in 2011/12 = **64% increase**)



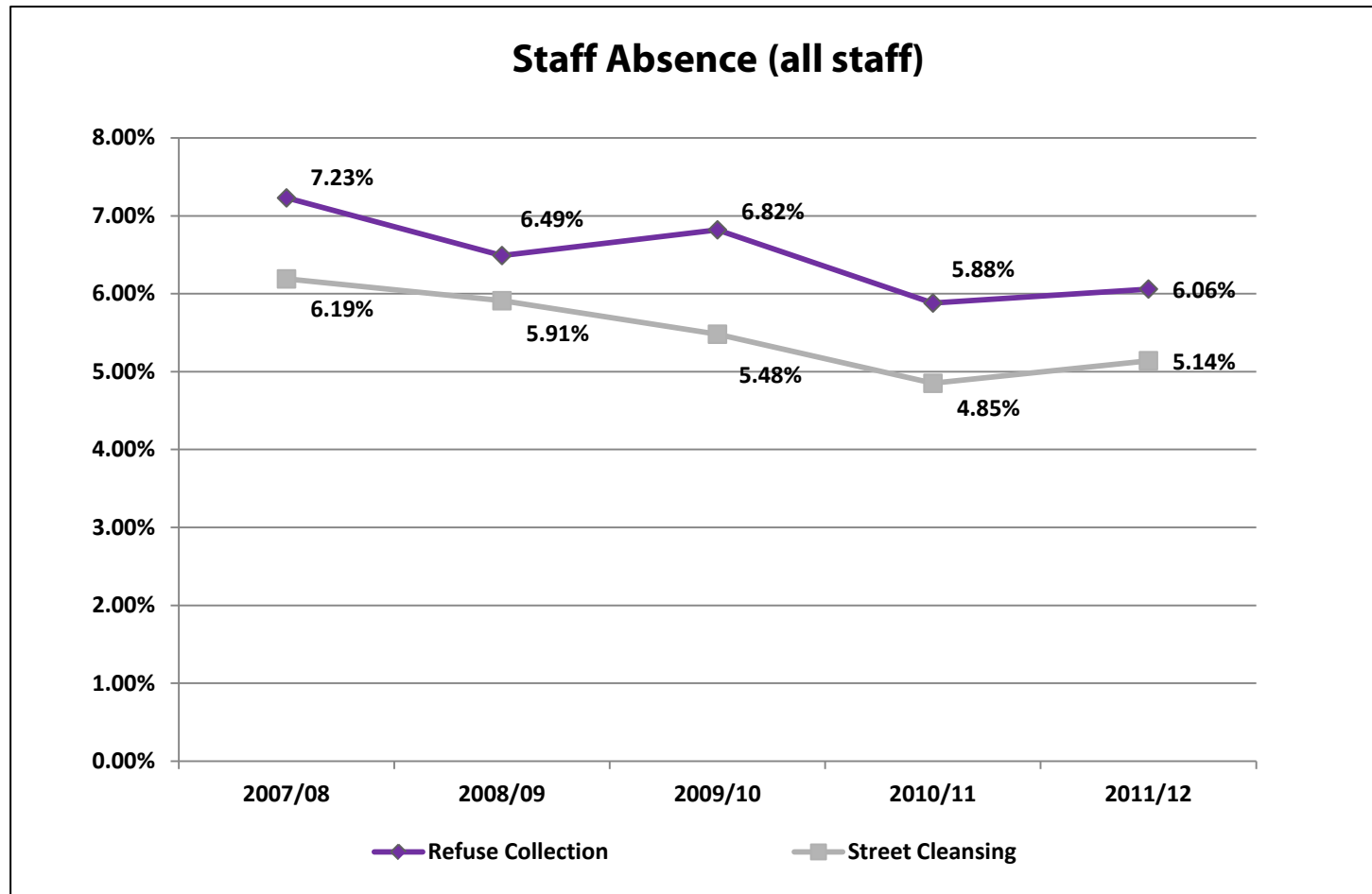
# Cost analysis breakdown- Refuse

Cost analysis breakdown for refuse collection services



- **Reduction in average staff costs** (*Public pay freeze? Reduced non contractual overtime?*)
- **Increase in average transport costs** (*Fuel price inflation?*)
- **Reduction in average CEC's** (*CEC's disproportionately passed through to frontline services?*)

# Sickness Absence



**Refuse collection:** performance continues to oscillate with a slight **increase this year** from a trend low in 2010/11

**Street cleansing:** slight **increase this year**, breaking trend of year-on-year reduction since 2007/08



# What next for refuse and street cleansing?

**-round table discussion**

# Learning from APSE research: Health & safety in refuse & recycling



Received case studies from:

- South Staffordshire – procurement
- Kettering – working practices
- North Lanarkshire – manual handling and route risk assessments
- Blackburn – near misses
- Wirral – partnership working
- Aylesbury Vale – route risk assessment, monitoring and supervision
- Stafford – client based health and safety checks
- Rushcliffe – monitoring health and safety

Look out for the publication on this over the next month.

Working with LAWS and HSE.



# APSE Update





# **Future Meetings- 2013**

## **National – Waste Management, Refuse Collection & Street Cleansing Advisory Group: Manchester Town Hall**

3<sup>rd</sup> July

2<sup>nd</sup> October

## **Regional- Waste Management, Refuse Collection & Street Cleansing Advisory Group**

October 2013, London

January 2014, Oxford

**LOCAL SERVICES**

**LOCAL SOLUTIONS**



# Contact details

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