

There's Money in Waste - Efficiencies and Income Generation in Waste Services



**Waste Management, Refuse Collection and
Street Cleansing Advisory Group**

Simon Dale

Plymouth City Council



There's Money in Waste - Efficiencies and Income Generation in Waste Services



- What can we achieve through commercial services in waste and street cleansing?
- Ensuring waste disposal contracts are fit for today's purpose- effectively negotiating contract change.
- Savings in resources - staff, equipment, & fuel costs
- Customer focus - what can be secured through channel shift initiatives?

There's Money in Waste - Efficiencies and Income Generation in Waste Services



What can we achieve through commercial services in waste and street cleansing?

- Waste and Street Cleansing are resource businesses
- Competitiveness if we know our baseline (cost & volume)
- Effective Cost management
- Creating the right income generation opportunities
- Exploiting embedded positions
- Collaborations
- Freeing assets

There's Money in Waste - Efficiencies and Income Generation in Waste Services



Ensuring waste disposal contracts are fit for today's purpose- effectively negotiating contract change.

- Renegotiate contracts – HWRC management, clinical waste, charities, churches, landfill gas, wood, dry recyclates, EfW, RSL's,
- Charge for whatever you can – food waste collection pilot, garden waste collection, disposal of non-domestic waste, business waste at HWRC's, domestic waste bags, removal of benefits concession for bulky waste collection service and wheelie bins delivery

There's Money in Waste - Efficiencies and Income Generation in Waste Services



Savings in resources - staff, equipment, & fuel costs

- Route Optimisation
- Handing back/sharing/pooling of vehicles
- Supplies contracts
- Establishment and working hours reviews
- Crew number reductions
- Task & Finish elimination
- Shared services with neighbouring authorities
- Alternate weekly collection

There's Money in Waste - Efficiencies and Income Generation in Waste Services

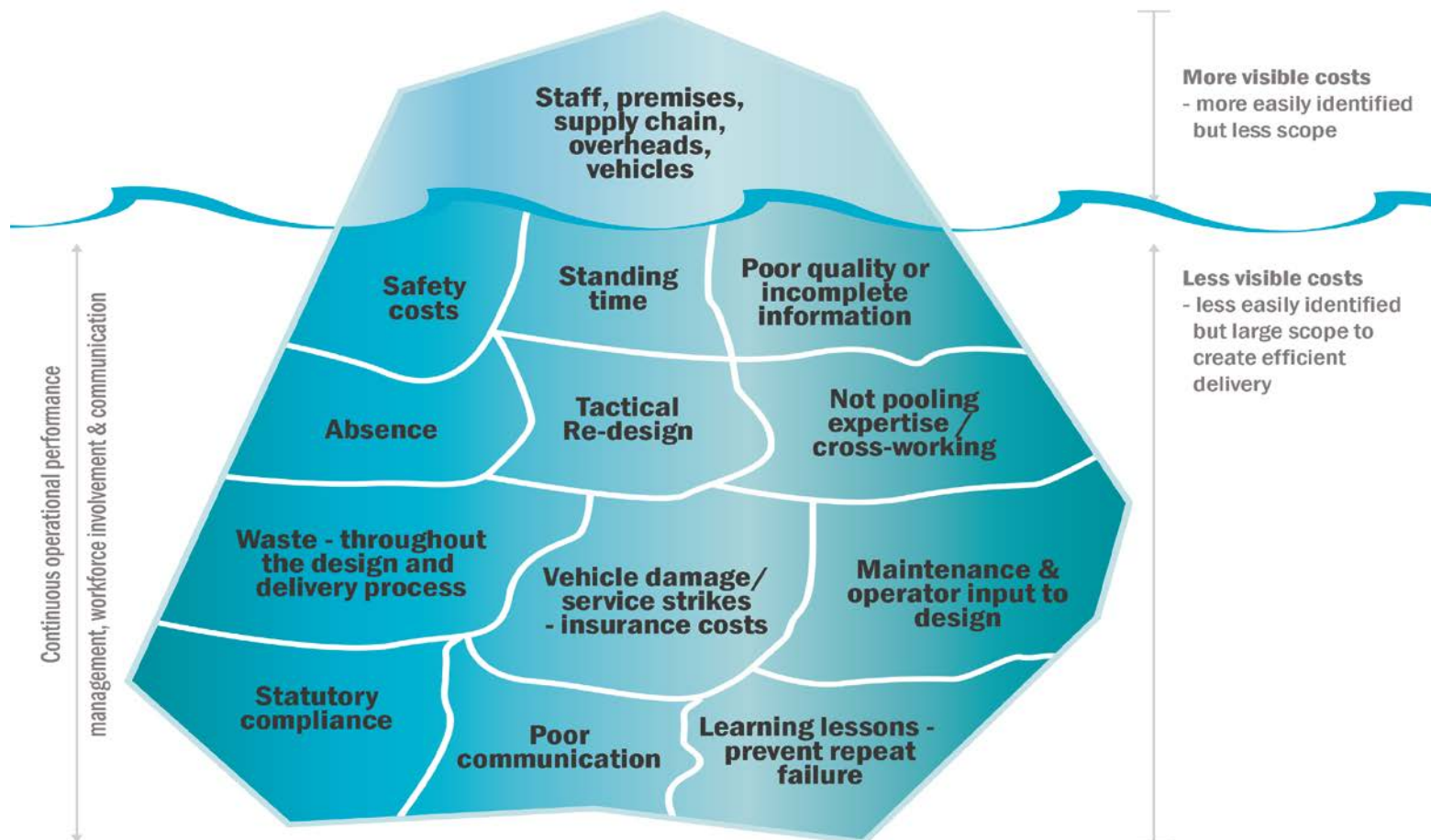


PLYMOUTH
CITY COUNCIL



Iceberg Effect

A full cost focus - looking above and below the waterline to create cost effective delivery



There's Money in Waste - Efficiencies and Income Generation in Waste Services



Customer focus - what can be secured through channel shift initiatives?

- Demand management
- Focus on improving customer service through re-design or review of existing
- Reducing costs
- Streamlining of “middle” office
- More personal service
- Complaints handling improvement
- Avoidable contact improvement

There's Money in Waste - Efficiencies and Income Generation in Waste Services



Summary

- “Further and faster”
- No sacred cows
- 5C’s – compare, challenge, cost, compete and change
- “Need to hear” rather what you “want to hear”
- Project manage
- Take risks, learn from failure
- Know your costs
- The money, the money, the money - £5m saving



There's Money in Waste - Efficiencies and Income Generation in Waste Services



PLYMOUTH
CITY COUNCIL

