

# Unpacking waste and resources

Starts: 14.00

**FREE**

for member  
councils



Work in local  
government?  
Need to resolve  
an issue?



## Agenda

- APSE Update, Matt Ellis, APSE
- Jemma Bere, Policy and Research Manager, Keep Wales Tidy
- Lucy Paterson, Service Manager for Waste and Cleansing, Newport Council





Association for Public Service Excellence

## APSE Update

# Taking ownership of your improvement

Friday 10 October, Mercure Hotel, Newport

Tracy McKim, Head of People, Policy and Transformation and Paul Flint, Performance and Programmes Manager at Newport City Council; Suzanne Draper, Head of Data Insights and Engagement, Data Cymru; Jonathan Roberts, Senior Policy Officer, Welsh Local Government Association; Debbie Johns, APSE

## FREE for APSE members!

The poster features a dark blue background with a glowing white hexagonal shape in the center. Inside the hexagon, there are various data visualization elements: a line graph with red and blue lines, a pie chart with yellow, green, and blue segments, and a bar chart with blue bars. A hand is shown pointing at the data. The overall aesthetic is modern and data-driven.

**apse** performance networks

**Taking Ownership of Your Improvement**  
*Creating a culture of data-driven decision making in local government*

Friday 10 October 2025

Mercure Hotel in Newport  
*Chartist Tower, Upper Dock St, Newport NP20 1DW*

A free event for APSE Wales members



## APSE Update

# Waste and Recycling Seminar 2025

Thursday 23 October 2025, Nottingham Belfry Hotel

- Dr Andy Rees OBE, Head of Waste Strategy, Welsh Government
- Mary Creagh CBE MP, Minister of State for Nature and Circular Economy, Defra
- Kevin Lane, Principal Technical Officer, Environment Agency
- Mike Gardner, Local Authority Technical Consultant, WRAP



# apse training UPCOMING COURSES



## Introduction to Waste Collection and Street Cleansing

Thursday 20 November 10:00 – 16:00 (MS Teams)

## **NEW COURSE:** Principles of Managing Abandoned and Nuisance Vehicles for Councils

Thursday 04 December 10:00 – 16:00 (MS Teams)

Scan the QR code to view our upcoming courses and book your place today!



For more information on our in-house offer, please email [training@apse.org.uk](mailto:training@apse.org.uk).  
The team is ready to help!

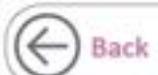
**apse**

# New Power BI report



## Refuse Collection Services Insight Report





Back

## Filters and Slicers



### PIN selection

All

### Population

22920

1142494



### Households

10500

423456



Which best describes your authority? Waste collection authority, waste disposal authority or both.

Select all

Both

Collection authority

### Property Types

All

### Service provider is

All

### FamilyGroup

All

### Predominant method of domestic collections (not recycling)

All

### Is the refuse service part of a street scene / town care operation

Select all

No

Yes

### Do you offer any staff favourable working hours (e.g. task & finish)

Select all

N/A

No

Yes

### Do you operate a zonal round system

Select all

N/A

No

Yes

### Does the service include collection of both domestic and non domestic (trade) waste collection

Select all

No

Yes

## Navigation

### Key Performance Indicators

[KPI - Summary](#)[KPI - Municipal Waste](#)[KPI - Investment](#)[KPI - Household Waste 1](#)[KPI - Household Waste 2](#)[KPI - Household Waste 3](#)[KPI - Scotland](#)

### Focus on...

[Staff Absence](#)[Workforce Composition](#)[Kerbside Recycling](#)[Trade Recycling](#)[WEEE](#)[Education Campaigns](#)

### Performance Indicator PI 15 - Quality assurance and stakeholder consultation

[PI 15 - Summary](#)[PI 15 - Complaints](#)[PI 15 - Consultation](#)[PI 15 - Quality](#)[PI 15 - Publication](#)

### Performance Indicator PI 16 - Human resources and people management

[PI 16 - Summary](#)[PI 16 - Investors in people](#)[PI 16 - Training investment](#)[PI 16 - Qualifications](#)[PI 16 - Health and Safety](#)

# KPI - Summary.

Navigation Page

**KPI - Summary**

KPI - Municipal Waste

KPI - Investment

KPI - Household Waste 1

KPI - Household Waste 2

KPI - Household Waste 3

KPI - Scotland

PIN selection

Go to filters

All

Note: These are the Performance Indicators classed as Key Performance Indicators on the Performance Indicator Graphical Report.

Municipal Waste

PI12f

**42.16%**

Household Waste Part 1

PI03e

**0.40**

Household Waste Part 2

PI12b

**17.00%**

Household Waste Part 3

PI32a

**27.42**

Scotland

PI12a

**10.40%**

Investment

PI02c

**£73.74**

PI03f

**170.93**

PI12c

**30.28%**

PI32d

**63.73**

PI32d

**63.73**

PI03i

**£40.58**

PI11

**0.99**

PI32e

**53.16**

# KPI - Investment

- Navigation Page
- KPI - Summary
- KPI - Municipal Waste
- KPI - Investment**
- KPI - Household Waste 1
- KPI - Household Waste 2
- KPI - Household Waste 3
- KPI - Scotland

**PIN selection** Go to filters

All ▼

PI02c and PI03i by Financial Year



Refuse Investment and Recycling Investment by Financial Year



20-21  
 ● Refuse Investment 354,109,309  
 ● Recycling Investment £208,216,353.81

Average of PI02c  
**£73.74**

Average of PI03i  
**£40.58**

Combined Investment Per Household  
**£114.32**

**Performance Indicators**

**PI 02c** Investment in refuse collection service per household (excluding landfill tax & waste disposal & CEC)

Net Cost of Service including Client excluding CEC\*\* and payments to internal contractor and WDC\*  
 + Number of Households

**PI 03i** Net investment in recycling per household (excluding CEC)

Net Recycling Cost including Client excluding CEC\*\* and payments to internal contractor and WDC\*  
 + Number of Households

\*Full formula available on request  
 \*\* Central Establishment Charges

# Focus on Kerbside Recycling

[Navigation Page](#)
[Staff Absence](#)
[Workforce Composition](#)
[Kerbside Recycling](#)
[Trade Recycling](#)
[WEEE](#)
[Education Campaigns](#)

**PIN selection** [Go to filters](#)

**Collection Frequency**

**Material Collected**

Breakdown of Number of houses covered per material and by collection frequency



Note: "Other" includes "On request" and where we believe not collected was entered in error. The collection frequency and Material Collected filters only apply to this page

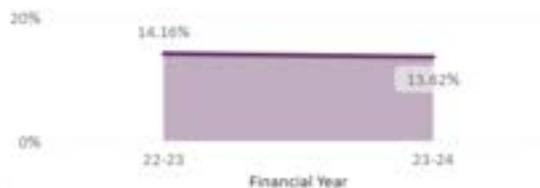
# Focus on Workforce Composition

Navigation Page
Staff Absence
**Workforce Composition**
Kerbside Recycling
Trade Recycling
WEEE
Education Campaigns

PIN selection Go to filters

Do you offer any staff favourable working hours (e.g. task & finish)
  Select all
  N/A
  No
  Yes

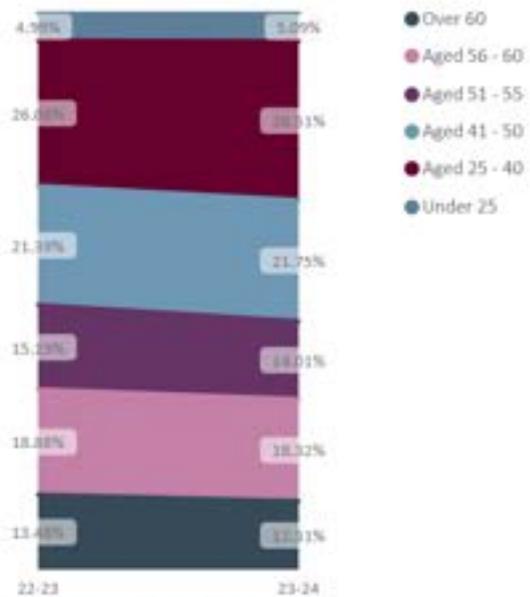
Drivers & Loaders Positions Vacated by Financial Year



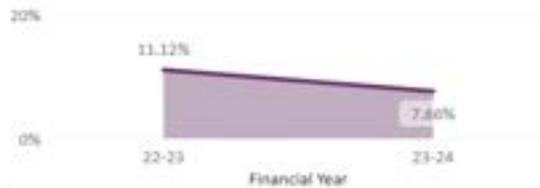
Breakdown of Administration\*, Drivers and Loaders by Financial Year



Breakdown of front line staff age range By Financial Year



Drivers & Loaders Positions Filled by Financial Year



Average of Front line Staff Count by Financial Year



Note: All data only sourced from participants that have answered for more than one year. Filters on this page affect whole report

# Focus on WEEE

- Navigation Page
- Staff Absence
- Workforce Composition
- Kerbside Recycling
- Trade Recycling
- WEEE**
- Education Campaigns

PIN selection Go to filters

All

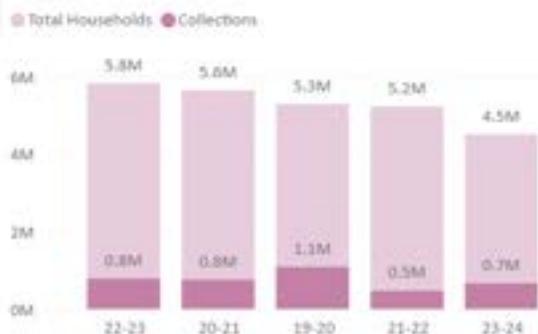
## Are WEEE recyclates collected from kerbside?



## Are WEEE recyclates collected from Businesses?



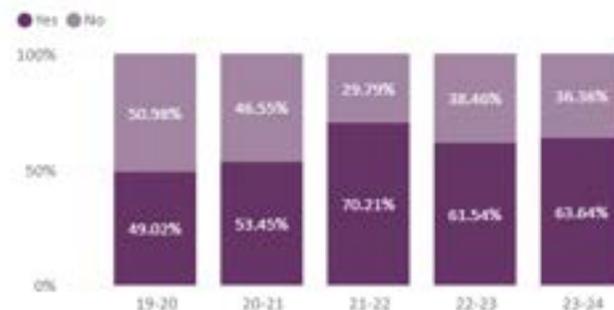
## Proportion of Households that have WEEE recyclates collected at kerbside



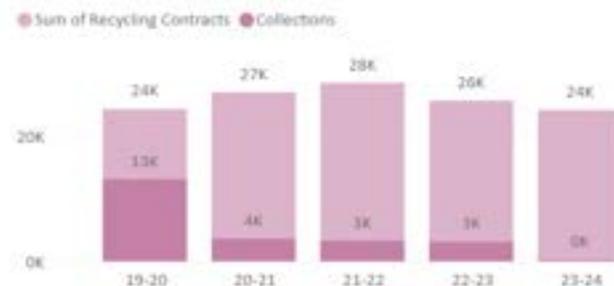
## Proportion of Business Locations that have WEEE recyclates collected



## Did you take part in the Reuse (including WEEE, textiles, etc) education campaign?



## Proportion of Business Recycling Contracts that have WEEE recyclates collected



# APSE Synergy

- APSE Solutions & APSE Energy
- Provide ethical consultancy to local authorities
- Public sector experience



Looking for a consultant or interim to step in and hit the ground running?

APSE has an enriched database of specialists within local government....



Interim Management

Critical friend

Workforce strategy

Survey-based work

Commercial development

Diagnostic health check

Coaching and mentoring

Service improvement planning

Comprehensive service review

Data Insights

# APSE Solutions Contact Details

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