

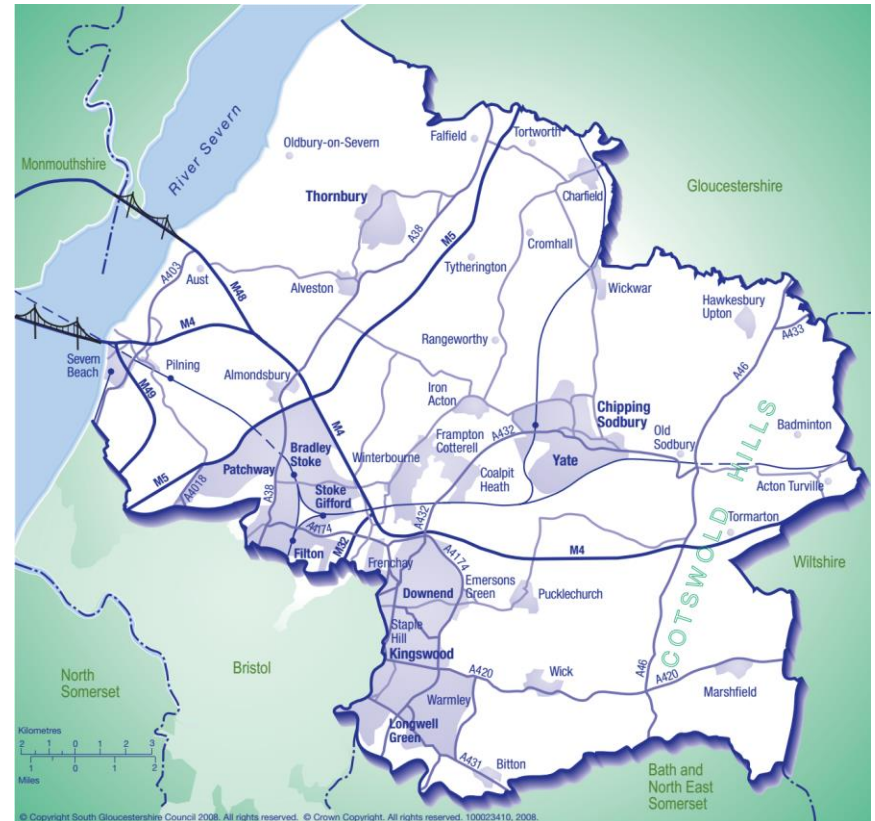
South Gloucestershire Council

Performance data at the heart of
transforming the waste service

Kristy Spindler – Group Manager

Background

- Unitary authority bordering Bristol City, Bath and North East Somerset, Wiltshire and Gloucestershire
- Population 277,623
- 115,802 houses and 8,639 flats
- Year 19 of a 25 year PFI for infrastructure and service with SUEZ



Scale of challenge

- Annual Budget £17.6m in 2017-18
- Savings programme of £4.5m per annum by 2020
- Further £3.6m per annum by 2022
- Started 2014 and delivered £3.5m per annum saving to date

At the start: data, data everywhere

Performance data and information	Other data sources
Waste Data Flow	Waste analysis
Contractual information – NCIs, H&S, missed bins	Participation studies
Financial information	Time and motion
Customer satisfaction surveys	Own research
Best practice reports	
Benchmarking	
Census information	
CIPFA nearest 50	
WRAP	



What we have achieved so far ...

- Garden waste service
- Waste minimisation team and communications
- Bring banks and flats recycling
- Food waste recycling
- HWRCs
- Weekly recycling kerbside collections
- Smaller residual bins
- Schools recycling service



Garden waste

- Data told us the demographic was right
- Research indicated uptake was price sensitive
- Initial uptake based on uptake of 25,000 properties = saving of £1m
- Actual participation = 45,000

£1.4m per annum



Waste minimisation and communication

- Research recommended retaining the team with more focus
- Data showed that you can REUSE AND save money
- Training in-house
- Reduced cost base

£265k per annum



The end of bring banks...and start of improved services for flats

- Closure of 50+ bring bank sites for plastic, paper and cardboard and glass across the district
- Introduction of mixed recycling (MWR) for flats
- Improved recycling services for flats

£110k per annum

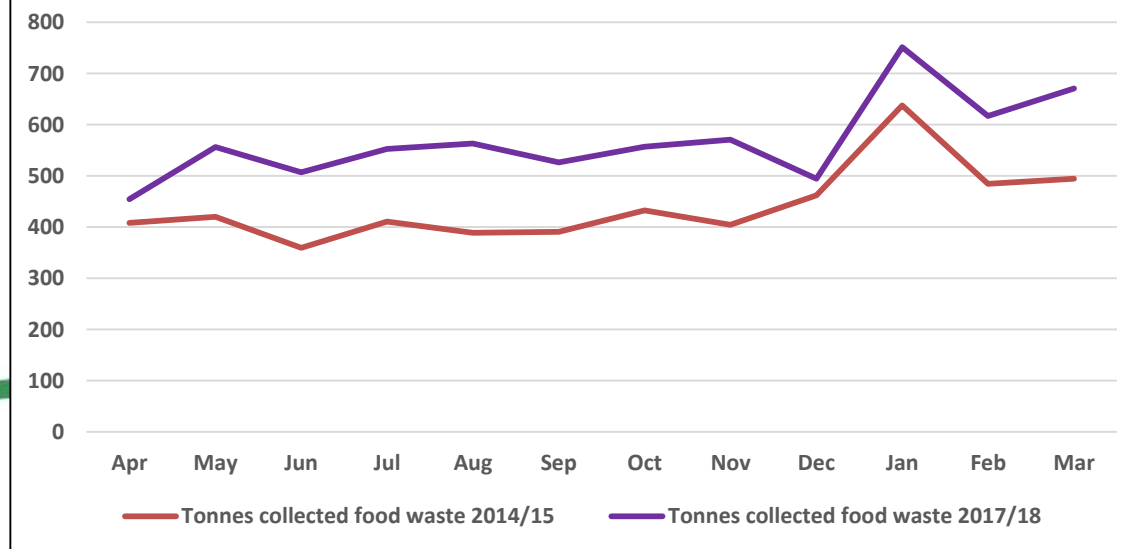


Food waste recycling

- Participation (45%) and tonnage in decline
- Introduced plastic bag option to line bins and “waste” stickers
- Increased tonnage collected per annum to over 6,000 (Total of 6,000 tonnes per annum)

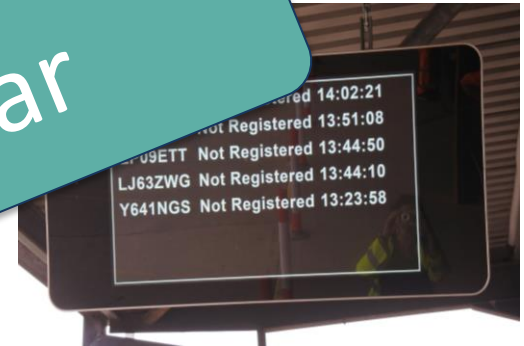
£80k per annum

Tonnes collected food waste 2014/15 and 2017/18



HWRCs

- Resident vehicle registration
- Consistent opening hours
- Bag splitting
- Visitor **£430k in first year** (20% over first year)
- Tonnage **stopped by 4,600**
- Pre-cursor to next stage of strategy



Weekly recycling

- 52% of black bin could have been recycled
- New service -simpler and easier to use
Recycle everything
- New service will enable weekly recycling at same cost as fortnightly collections
- Next steps – super charged communication to drive behaviour change

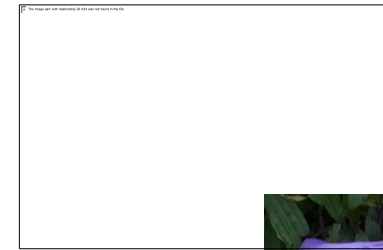
3,644 tonnes in first year



Smaller bins

- Data told the story and formed the business case
- 52% of black bin waste could have been recycled
- £3m per annum in savings from the black bin pay in the
- Continued support for households with additional needs was essential

16% drop = £1M per year

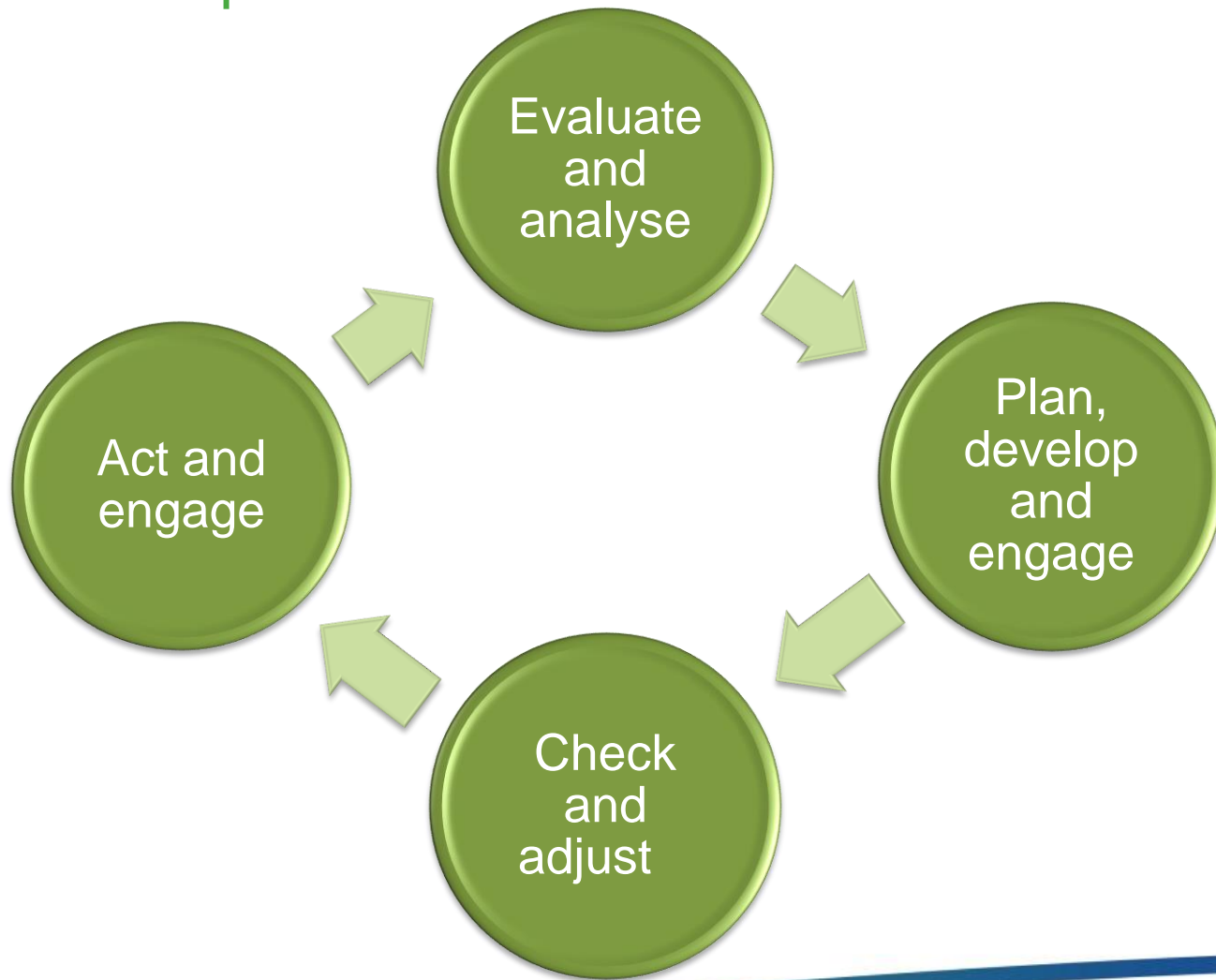


Schools recycling: not everything was planned...

- Approached by a school asking for help with recycling
- Waste audit - high percentage of recycling in schools waste
- Many schools paying for commercial recycling collections
- Simple solution to add schools to flats DMR recycling route and offer free collections
- Uptake 80+ schools, mostly primary with some secondary and special schools as well
- Currently trialling food and residual

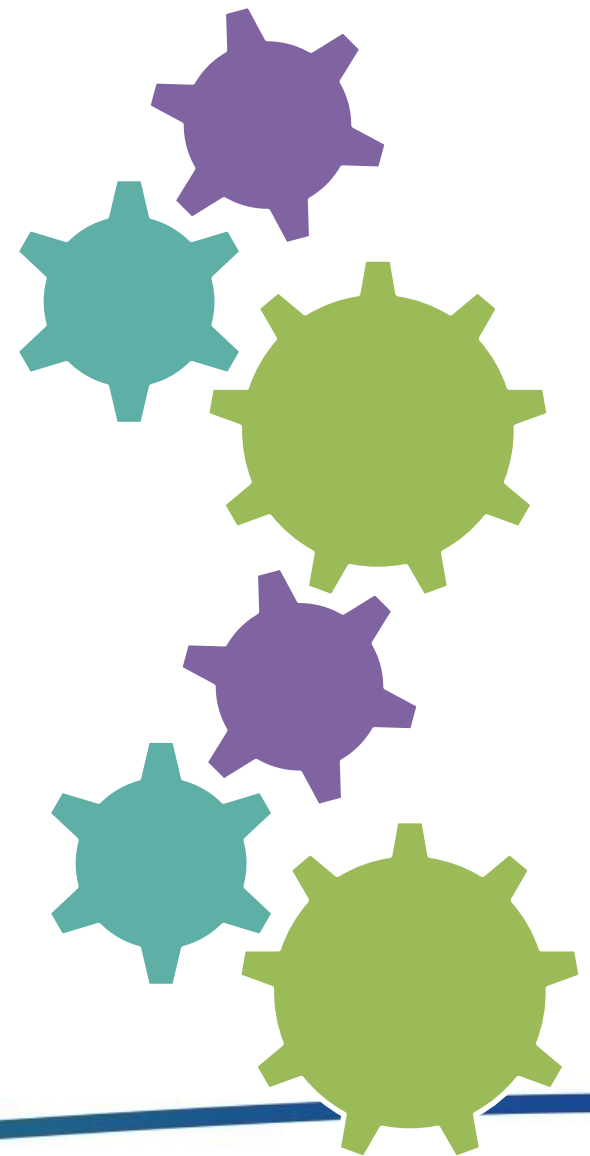


Continuous improvement



The future

- Save £3.6m by 2022
- Commercialisation
- Opportunity to generate income
- Economies of scale and synergies with StreetCare model
- Focus on local communities
- Maximise our strengths and utilise strategic partnerships



Contact Us

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