

# South Gloucestershire Council

Performance data at the heart of  
transforming the waste service

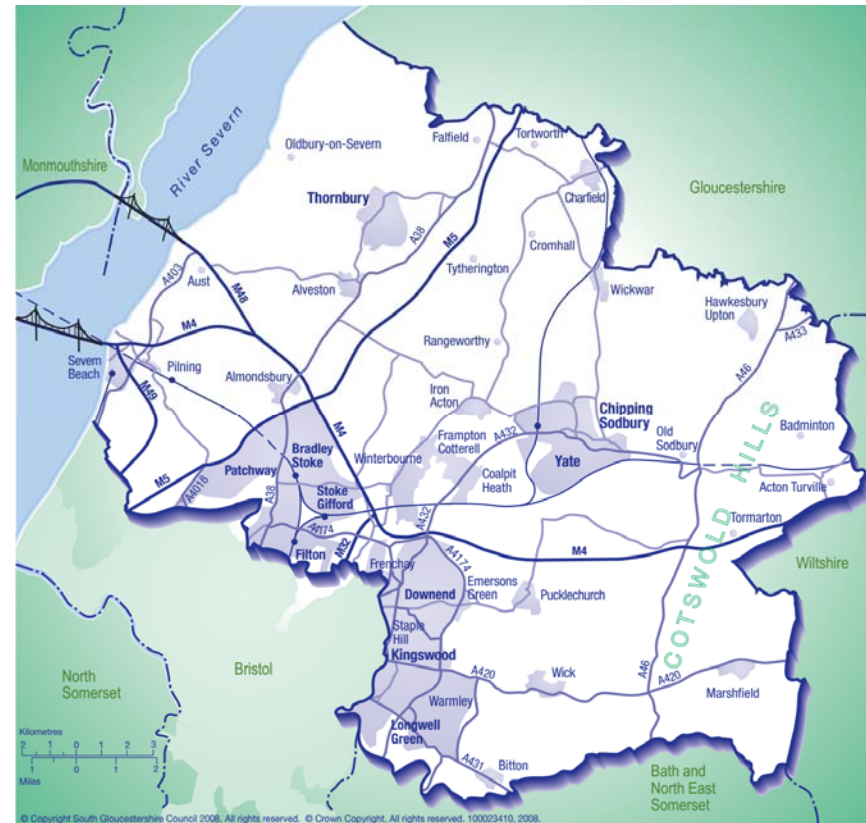
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# Background

- Unitary authority bordering Bristol City, Bath and North East Somerset, Wiltshire and Gloucestershire
- Population 277,623
- 115,802 houses and 8,639 flats
- Year 18 of a 25 year PFI for infrastructure and service with SUEZ



## Scale of challenge

- Annual Budget £18.5m in 2017-18
- Savings programme of £4.5m per annum until 2020
- Started in 2014 and delivered £2.5m 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	



## Areas of focus

- 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 of 25,000
- Initial business plan at £36 per annum leaving 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 waste AND save money
- Transformed 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 plastics, cans, cardboard and glass across the district
- Introduction of mini recycling bins
- Improved recycling services

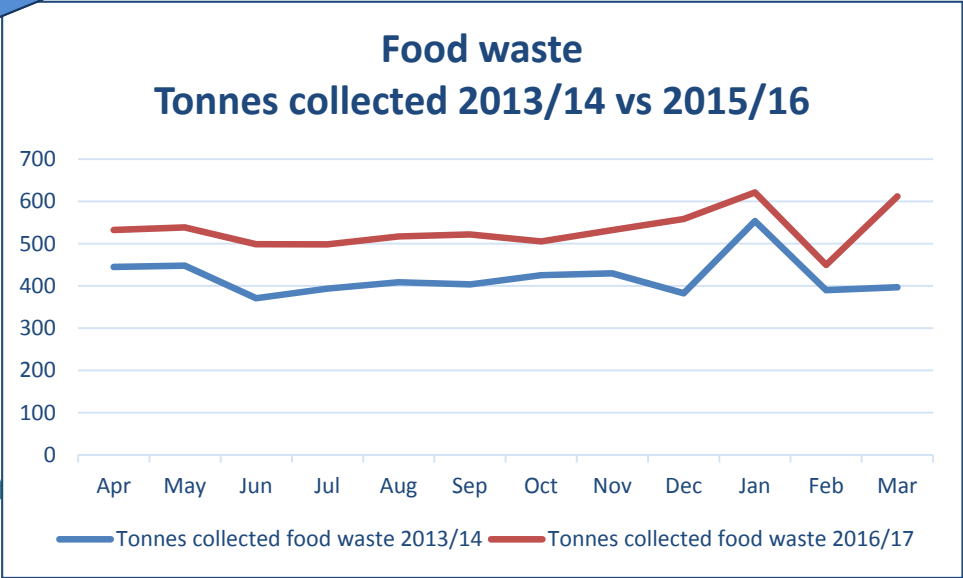
£110k per annum



# Food waste recycling

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

£80k per annum



# HWRCs

- Time and motion study to see what was actually going on
- Resident vehicle registration
- Consistent opening hours
- Bag splitting



## HWRC continued

- Visitor numbers dropped by 20% over first year
- Tonnage dropped by 40% over first year
- Pre-cursor strategy

£430k in first year

# Existing recycling

- Residents surveys said recycling was confusing
- Data from residual bin analysis - 52% could have been recycled
- Participation studies highlighted problem areas



# Weekly recycling

- Simpler and easier to understand: Recycle everything, every week.
- New single pass vehicles enable weekly recycling at same revenue cost as fortnightly collections
- Next steps – super charged communication to drive behaviour change



# Romaquips



## Smaller bins

- Data told the story and formed the business case
- 52% of black bin waste could be recycled
- £3m worth of waste thrown away in the black bin

£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 collections of recycling
- Simple solution to add schools to flats recycling route and offer free collections
- Uptake 80+ schools mostly primary but secondary and special schools as well

# The Future

- Short Term

- Commercial opportunities – schools, council waste etc
- Expand flats collections
- Financial Modelling

- Longer Term

- Our demographic is changing and we need to change with it
- New facility
- In house service?

# Contact Us

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