



Scotland's Resource Sector Commitment

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What is the Resource Sector Commitment ?

- A voluntary initiative for organisations in the resource management industry to demonstrate their support for Scotland's Zero Waste ambitions and show their commitment to delivering high-quality resource management services
- The aim is to promote continuous improvement, excellent customer service, and to enable businesses to reduce waste and be more resource efficient



Zero Waste Scotland

Scotland's Resource
Sector Commitment



SCOTLAND'S RESOURCE SECTOR COMMITMENT

A guide to the resource management
sector commitment on waste
prevention and recycling

Signatory Pack
April 2013



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Guide



Who is it For?

The Commitment is for any organisation involved in providing waste or resource management services to commercial customers in Scotland and includes:-

- Local authorities
- Private and third sector resource management businesses
- Resource management associations and trade bodies



Who is Behind the Commitment?

The Commitment has been developed by Zero Waste Scotland to support delivery of the Scottish Government's Zero Waste Plan

It has been developed in consultation with key trade bodies including Cosla, SESA, CIWM, Resource Association, CRNS and the Federation of Small Businesses (FSB Scotland)



What Do I have to Do?

The Commitment asks organisations to agree to do a number of things including:-

- Provide Customers with High-Quality Recycling Services, which are supported by clear communications, and which are consistent with legal requirements and good practice
- Implement systems for gaining customer feedback and ensuring continuous improvement
- Ensure contracts and charging structures are clear, reasonable and well managed



What Are the Benefits To Me?

By signing up to the Commitment, resource sector organisations will demonstrate their willingness to deliver high-quality services to their customers

Specifically signatories will benefit from:-

- Demonstrating their commitment to Scotland's zero waste ambitions
- Use of an approved logo on communications materials
- Being highlighted as signatories in Zero Waste Scotland's Business Resource Centre
- Access to support available from Zero Waste Scotland



Approved Logo

Resource Sector
Commitment



How Can I sign Up?

The full Commitment and sign-up forms are available from Zero Waste Scotland

Visit:-

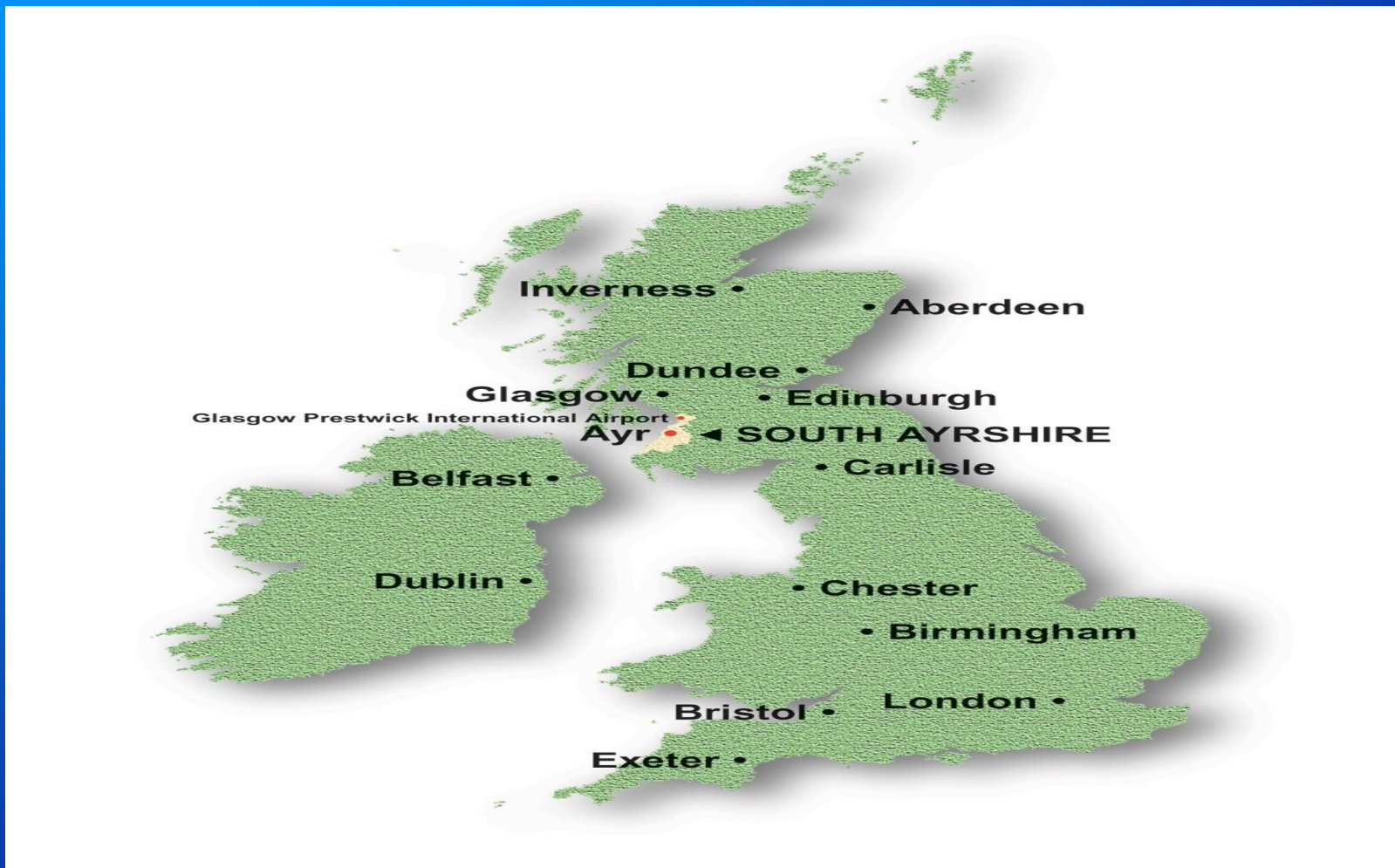
www.zerowastescotland.org.uk/resourcecommitment

Or call 0800 100 20140 for more information.

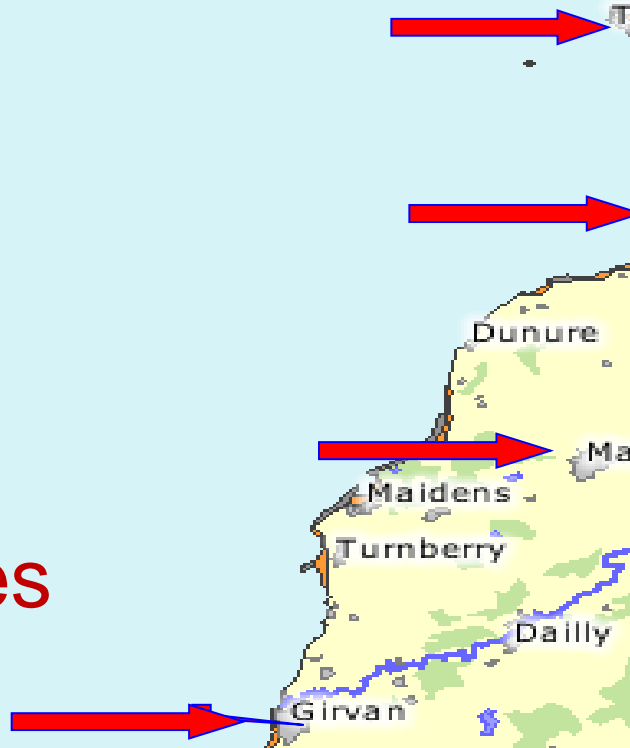
You will be required to meet with a Zero Waste Scotland Account Manager before signing up



South Ayrshire Council



4 Community Recycling Centres and Operational Depots



South Ayrshire

- 500 Square Miles in area
- Population of 114,000
- 53,261 dwellinghouses
- 2,284 commercial premises
- 71,162 tonnes of MSW in 2012/13
- 4 Waste and Grounds Operations Depots and 4 Community Recycling Centres



Ayr Town Centre



Neighbourhood Services

- Strategy & Support
- Waste Operations
- Grounds Maintenance
- Bereavement Services



Neighbourhood Services Overview

- 260 FTE Employees
- 61 Seasonal Employees
- 3 Main Operational Depots
- 4 Satellite Depots
- 1 Crematorium
- 51 Cemeteries
- 1000 Hectares of Public Parks & Open Spaces
- 103 Play parks
- 3 Allotment Sites
- 4 Community Recycling Centres
- 65,000 waste bins emptied every week
- £17 Million Gross Budget



Neighbourhood Services Budget

- Efficiencies Since 2011= £1.218m
- Route Optimisation
- Overtime Reduction
- Rationalisation
- Absorbed (avoiding resource demand)
 - £115k Corporate Efficiencies
 - £600k Landfill Tax Increases
 - £150k Contingencies



Waste Management

- Refuse Collection from Domestic and Commercial Premises – 65,000 wheeled bins and containers emptied every week
- Waste Disposal – 1,500 tonnes of waste collected and disposed of each week = 500 skip loads per week



WASTE MANAGEMENT SERVICE

	£'s
Employee costs	4,329
Property costs	222
Supplies and services costs	423
Transport costs	2,510
Administrative costs	90
Support services costs	0
Third party payments	4,215
Financing costs	0
Transfer payments	0
Organisational efficiency	(91)
Gross expenditure	11,698
Income	(1,444)
Net expenditure	£10,254



Commercial Waste Service

- 1,189 Trade Waste Customers
- 50% Customer Share out of 2,235 possible customers
- Gross Revenue Cost of Service, £976,356 for 2012/13
- Revenue Income for Service £993,634 for 2012/13



Commercial Waste Service Review



Commercial Waste Review

- **Waste (Scotland) Regulations 2012**
- **Inefficient Commercial Waste Collection Routes**
- **Outdated Customer Database**
- **Collection Schedules did not match collection rounds**



Commercial Waste Review Outcomes

- Merging of 3 Routes into 2
- Removal of 1 RCV and 3 Crew
- New Optimised Collection Routes
 - New Webaspx Trade Waste Module holds all Customer data, service levels and billing information



Commercial Waste Review Outcomes

- **Labelling System to clearly identify South Ayrshire Customers**
- **Improved Customer Contact – Flyers, site visits, advertising,**
- **Review of Pricing Strategy to better reflect actual costs**



Outputs: Crew Maps



Review of Commercial Waste Service

Project Started January 2013

Review of Routes using Webaspx Software

Merged three routes into two and removed 1
RCV + Crew

Labelling System to identify SAC Containers



Commercial Waste Service – Operational Resources

Residual Waste

3 x RCV's @ 35 hours per week; Driver + 1 Loader

Cardboard Collection

1 x RCV @ 15 hours per week; Driver + 1 Loader

CDR (Co-Mingled Dry Recyclate)

3 x RCV's @ 8 – 15 hours per week; Driver + 1
Loader



South Ayrshire Council Commercial Waste Charges 2013/14

Cost per container per Uplift

Container	Regular	Ad-Hoc
240 litre	£3.40	£3.74
240 litre Blue	£2.40	£2.65
1280 litre	£18.70	£20.57
1280 litre Blue	£13.28	£14.61
10/14 M3 Skip	£237.81	£237.81
140 litre Food	£3.95	£4.01



Annual Bin Refurbishment Service

- The container is re-coated if required.
- The logos replaced if required.
- The wheels checked, oiled.
- The brakes checked, oiled.
- The lid(s) checked.
- If replacement(s) brakes, lids or wheels are required South Ayrshire Council will be informed to replace as soon as possible.



Annual Bin Refurbishment Service

Before



After



Annual Bin Refurbishment Service

Before



After



Commercial Waste Events



Improved Marketing



Commercial Waste Disposal



Commercial Food Waste Collections



Flexible Service to Suit Customer

south
AYRSHIRE
C O U N C I L

**COMMERCIAL WASTE
COLLECTION SERVICE**
FOR OUR LOCAL TRADERS
EFFICIENT SERVICE WITH COMPETITIVE RATES

Tel: 0345 697520 TO DISCUSS YOUR NEEDS

Meeting today's waste containment needs
Continental 1280



Cardboard Collections



Summary of Commercial Waste Improvements

- Route Optimisation of collection rounds
- Efficiencies and Savings Achieved
- Collect food waste in 2014
- In Cab Technology
- Better data control
- New pricing strategy
- Improved Marketing
- Continued in-house Service



Approved Logo Award !

Resource Sector
Commitment



THANK YOU

Any Questions ?

