

Waste Collection & Disposal Services in Bristol.

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The Presentation

- The Creation and Delivery of the Waste Services Agreement 2018 (the Contract).
- Operational Performance against Contract Requirements.
- Expansion of Commercial Food Waste Service.
- BWC Commercial Offering; Direction of Travel.
- Residual Waste.
- Recycling Initiative update.
- Street Cleanliness Measurement.
- Next Steps.

The Waste Services Agreement 2018

New and revised 10 year Waste Services Agreement (WSA 2018) with Bristol Waste Company.

Contract signed June 2018 and includes;

- Improved Reporting Requirements.
- Improved Service Requirements.
- Improved Financial Accountability.
- Improved Flexibility.
- Strategy Driven Objectives.
- Contract requirements underpinned and delivered by BWC's approved 2018 Business Plan.

Contract Structure

Contract Document

Schedule 1

Waste &
Recycling

Commercial
Waste
Service

Schedule 2

Street
Cleansing
and Cleaning
Services

Schedule 3

Management
of HWRCs
and
Associated
Infrastructure

Schedule 4

Waste
Disposal
and
Marketing of
Recyclables

Schedule 5

Winter
Maintenance

Schedule 6 – Administrative, Reporting and Recording
Mechanisms for the 5 Service Schedules.

Impact of BWC's Business Plan

Through a raft of projects and initiatives, the BWC 2018 approved Business Plan is the delivery mechanism for achieving the Contract conditions.



The fulfilment of the Contract delivers the waste and resource strategic requirements.



The delivery of the waste and resource strategy helps to deliver the Corporate and Strategic aims and objectives of BCC

Enhanced Contract KPI's Include

- Increases in Household recycling performance.
- Increases in Municipal recycling performance.
- Decreases in residual waste per household.
- Decreases in waste disposed of at Landfill.
- Measureable improvements in street and highway cleanliness.
- Measureable improvements in graffiti and fly-tipping removal.
- Decreases in complaints received.
- Responsiveness to complaints.
- Decreases in staff absenteeism and turnover.
- Decreases in accidents at work.
- Improved and transparent financial recording and reporting.
- Required improvements to all back office systems.

Current Performance

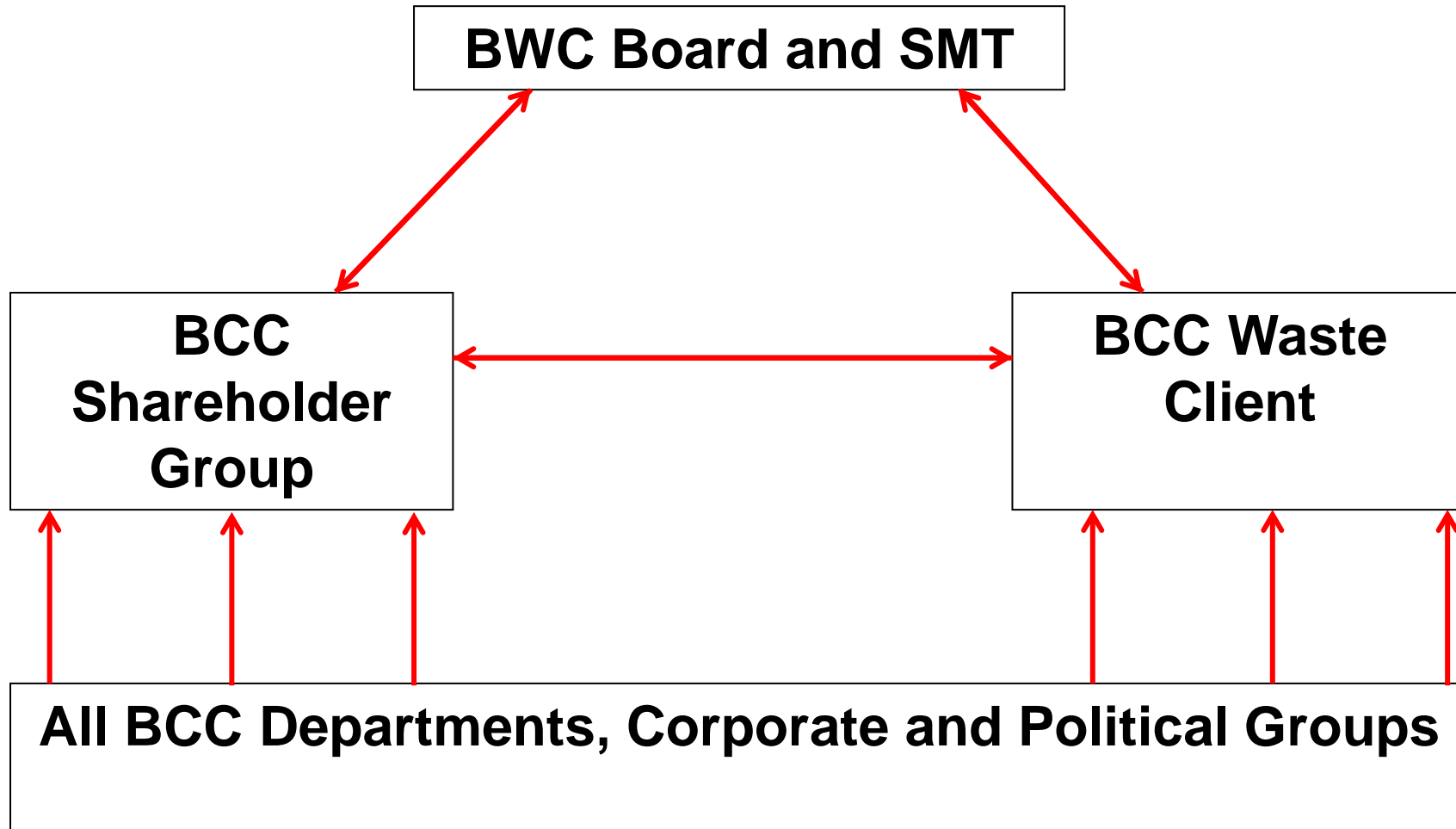
Key Measures (YTD)		Actual	Target	Prior Year	RAG Status
1	H&S RIDDOR Incidents	3	<7	8	
2	Residual Waste - Tonnes	35056	36476	34651	
3	Household Recycling %	47.8%	46.0%	46.2%	
	Municipal Recycling %	49.5%	50.0%	46.7%	
4	Waste to Landfill - %	21.1%	25.0%	27.0%	

All key performance areas are currently being met (July 2018)

Current Performance

Measure of Success	BWC 18/19 Target	July 18	RAG
Collected on time per month - residual waste (595,372 collections)	99.95%	99.78%	
Collected on time per month - recycling/incl food (930,038 collections)	99.95%	99.75%	
Collected on time per month - garden waste (85,310 collections)	99.95%	99.53%	
Rectified within SLA (reported before 12 noon the following day, collection on that working day, reported after 12 noon the following day, collection the next working day)	99%	96.04%	
Request for new containers delivered within 10 working days	95%	73%	
Fly tip collected within SLA (48hrs)	95%	96.41%	
Offensive graffiti cleared within SLA (8hrs)	100%	90%	
Graffiti cleared within SLA (60hrs)	90%	80%	
Staff turnover (10% decrease from 2017/18)	12.15%	16.3%	
% sickness per FTE (10% decrease from 2017/18)	3.87%	4.8%	
Property damage incidents (10% decrease from 2017/18)	20	9 (YTD)	

Improved Lines of Reporting



Bristol Waste Company – Commercial Strategy and Direction of Travel

- Restructure of existing commercial business to generate 20% profitable revenue as part of Teckal status.
- Lead generation through CRM system and specialist skill set.
- Focus on generating higher value and more complex proposals.
- Launch Phase – Learn & Position.
- Market & Geographic Focus (SME Waste Generators, Top 150 Strategic Partnerships).
- Support the Business Community (Smart Waste; Catalogue Approach; Dynamic pricing and benchmarking).

Where does our Household Waste go?

185,000 tonnes
of collected in
2017

Bristol Waste
Company
Contract

West of
England Waste
Treatment
Contract 120kt

BRISTOL
waste

new **EARTH**
SOLUTIONS



30,000
tonnes pa

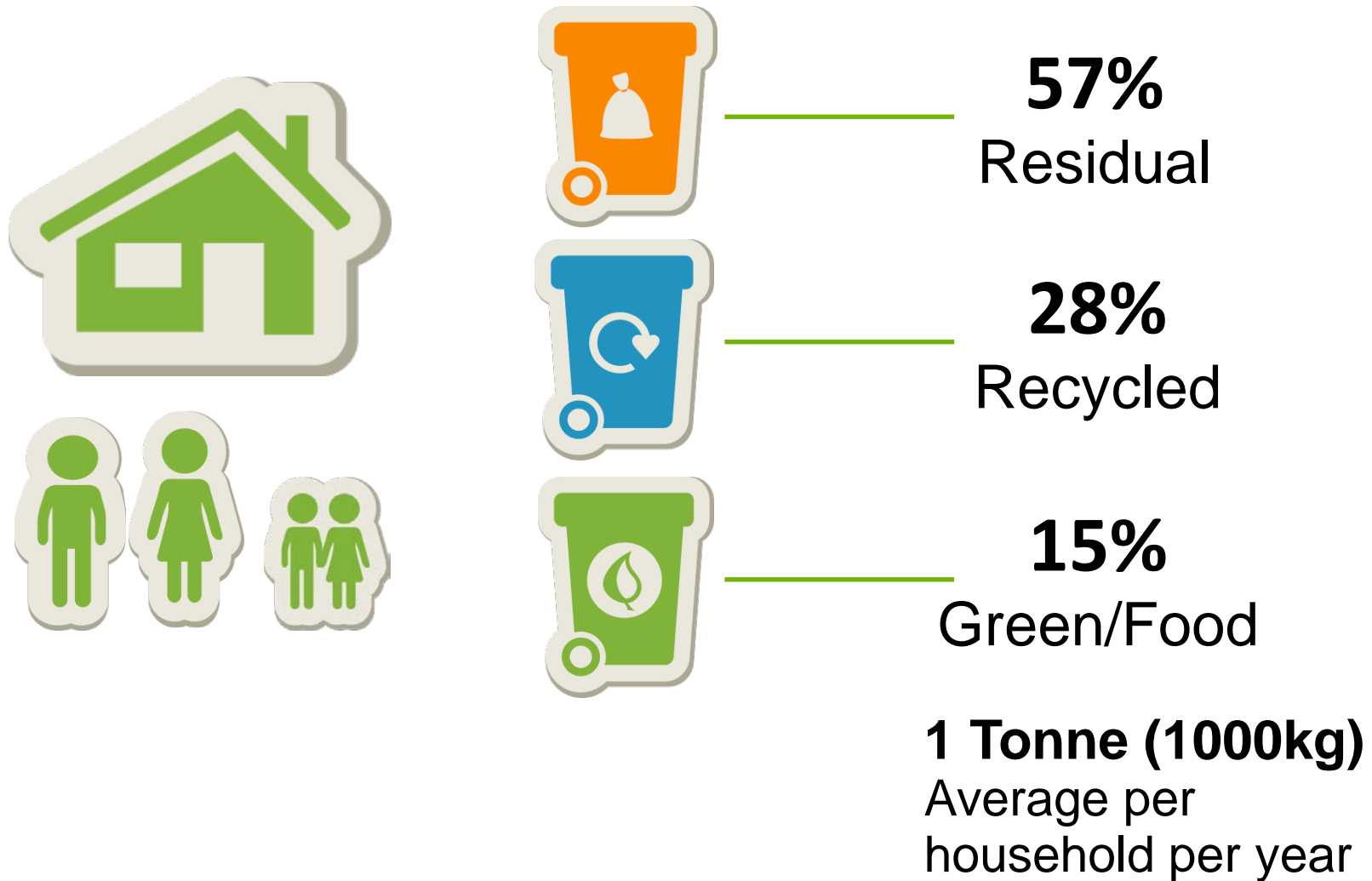


76,000 tonnes of recyclable waste

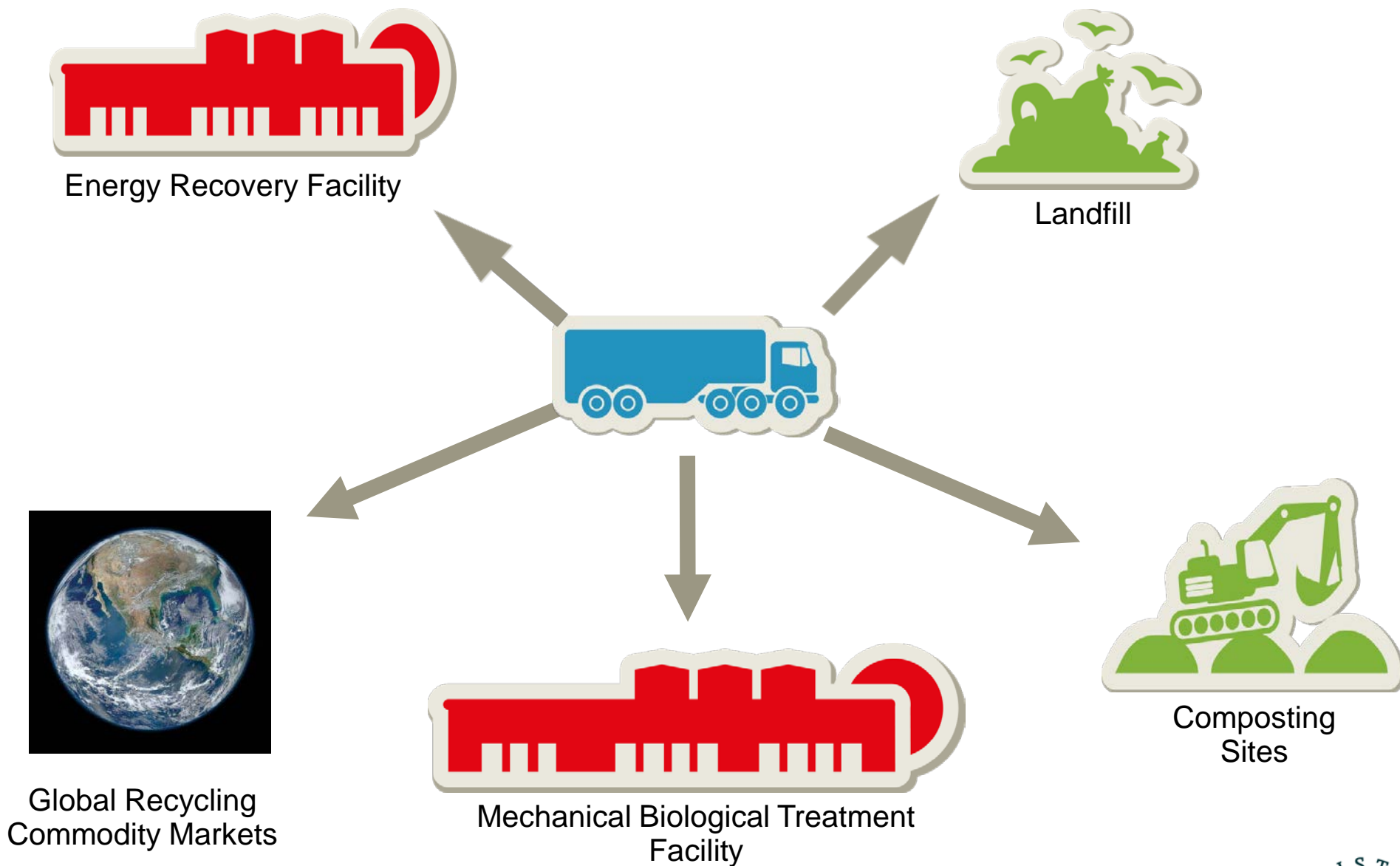


55,000
tonnes pa

What's in your bins?



Where does it all go?



Latest Initiatives

Street Cleanliness Measurement –

- BCC has recently engaged an Environmental Organisation to carry out Local Environmental Cleanliness Surveys.
- 300 locations across the City, each year.
- Reporting on Nationally Agreed Standards of Cleanliness. (EPA, COP on Litter) for;
- Litter
- Detritus
- Graffiti
- Flyposting
- Commencing in November 2018.

Update on Food Waste Initiative

- In October 2017, BWC trialled Slim My Waste – Feed My Face, a campaign aimed at diverting food waste from resident's refuse bins and encouraging them to use their food waste caddies.
- The campaign resulted in an 87% increase in food waste collected in the month after the campaign (and hence recycled rather than disposed of) and an overall 10% reduction of residual waste.
- Due to the success of the pilot project in Hartcliffe, in June 2018, BWC rolled the campaign out city wide to over 160,000 households. 4 x more people requested a food bin during the six week campaign when compared to the number of requests pre-campaign. The initial results from the campaign show a sustained increase in food capture.
- In June, Slim My Waste was recognised as Campaign of the Year at the National Recycling Awards



Next steps

- Approval of BWC's Annual Business Plan 2019 (Sept – Dec).
- Revision of Waste & Resource Strategy (dependent on the Brexit outcome March 2019).
- Review of all Back Office functions and processes.
- More Strategic less Reactive.
- Closer working with BWC, building on the improved relationship.
- Closer working relationship with WOE partners including the re-procurement of a regional contract for Residual Waste (2020).
- Align BCC departmental focus and procedures.
- Deliver the BWC 2018 Business plan objectives.