

Winner



Best Service Team  
Waste Management  
and Recycling  
APSE Service Awards 2016



SILVER WINNER

ACHIEVEMENT  
AWARDS 2017

FINALIST **THE MJ**



# APSE Best Service Team: Waste Management and Recycling Service Winner 2016

- How did we improve recycling rates at Household Waste Recycling Centres by 18%?
- Delivering an annual return of £300,000 through HWRCs
- How have we increased social return?



# Lower House Farm Re-use

- 2<sup>nd</sup>-largest HWRC Re-use Shop in the UK (we believe!)
- 3,000 ft<sup>2</sup>
- Dedicated drop-off bays plus 50+ shared parking spaces



# As seen on TV



# Best Practice Tours





Efficiency Initiative of the Year



Design of a Waste Management Facility



Highly Commended - Most Sustainable Public Sector Project: Waste / Recycling



Highly Commended

GO / John F McClelland Collaborative Procurement Initiative of the Year Award  
NON HEALTH AND NON HEALTH RELATED ORGANISATIONS



Finalist

GO Best Service Award



APSE Service Awards 2014  
Finalist: Best Partnership Working initiative (Public / Public)



# In the Beginning

- Burton Farm HWRC opened 2003
- The Shakespeare Hospice 'selected' as re-use shop operator



**£1 million+  
generated for  
the charity**

# HWRC Re-use Shop Network



First shop in 2003



Opened in 2005



Extension in 2008



Open in 2008

# Princes Drive HWRC Re-Use Shop

- OJEU Tender 2010
- 45 month contract
- 5 Bidders
  - 3 Local charities
  - 1 Waste Mgt Company
  - Sue Ryder
- Fierce competition
- ‘Reluctant’ incumbent operator



# Benefits of HWRC Re-use

## Local Authority

- Diversion from landfill
- Reduced disposal costs
- Highlights importance of re-use in waste hierarchy
- Big Society
- Feelgood factor for site users
- Award-worthy 😊
- Fee & Biz Rates savings

## Charity Operator

- Low risk and lucrative
- Raises profile
- Complements high street presence + other re-use / recycling activities
- Economy of scale
- Volunteering opps
- £££ Supports community projects

# Too good to tip?

- Electricals
- Furniture
- Books, CDs
- Bric-a-brac
- Tools
- Toys & Games



# How to pick a re-use partner

- a) Let as a competitive concession contract – *how much are you willing to pay us?*
- b) Set rent + 100%  
Quality evaluation
- c) Arms length e.g. via HWRC contractor
- d) Arbitrary / first come (anti-competitive?)

## Prepare for:

- Cut-throat competition between bidders
- Feedback to unsuccessful bidders
- Aggressive lobbying and/or negative publicity by losers
- Exit strategy at end of term

# Client Considerations

- You can never, ever have enough space!
- Dedicated car parking & drop off zones
- Good housekeeping – it's not a tip!
- Stock rotation
- Affordability / pricing
- Site and shop staff / volunteers need to work together
- Integrate contracts with HWRC operation?
- Requirements of service
- Minimum opening hours
- Minimum staffing levels
- Health & Safety plan
- Record keeping, tonnages, accounts, audit trail
- Excluded goods
- Clear roles and responsibilities
- Interaction with HWRC staff
- Responsibility for waste disposal

# Austerity Prompts Pilot

- £900,000 annual savings required from WCC Waste Management
- Minimal impact on service delivery + user satisfaction
- Track record of working with 3<sup>rd</sup> Sector on Reuse Schemes – National Best Practice

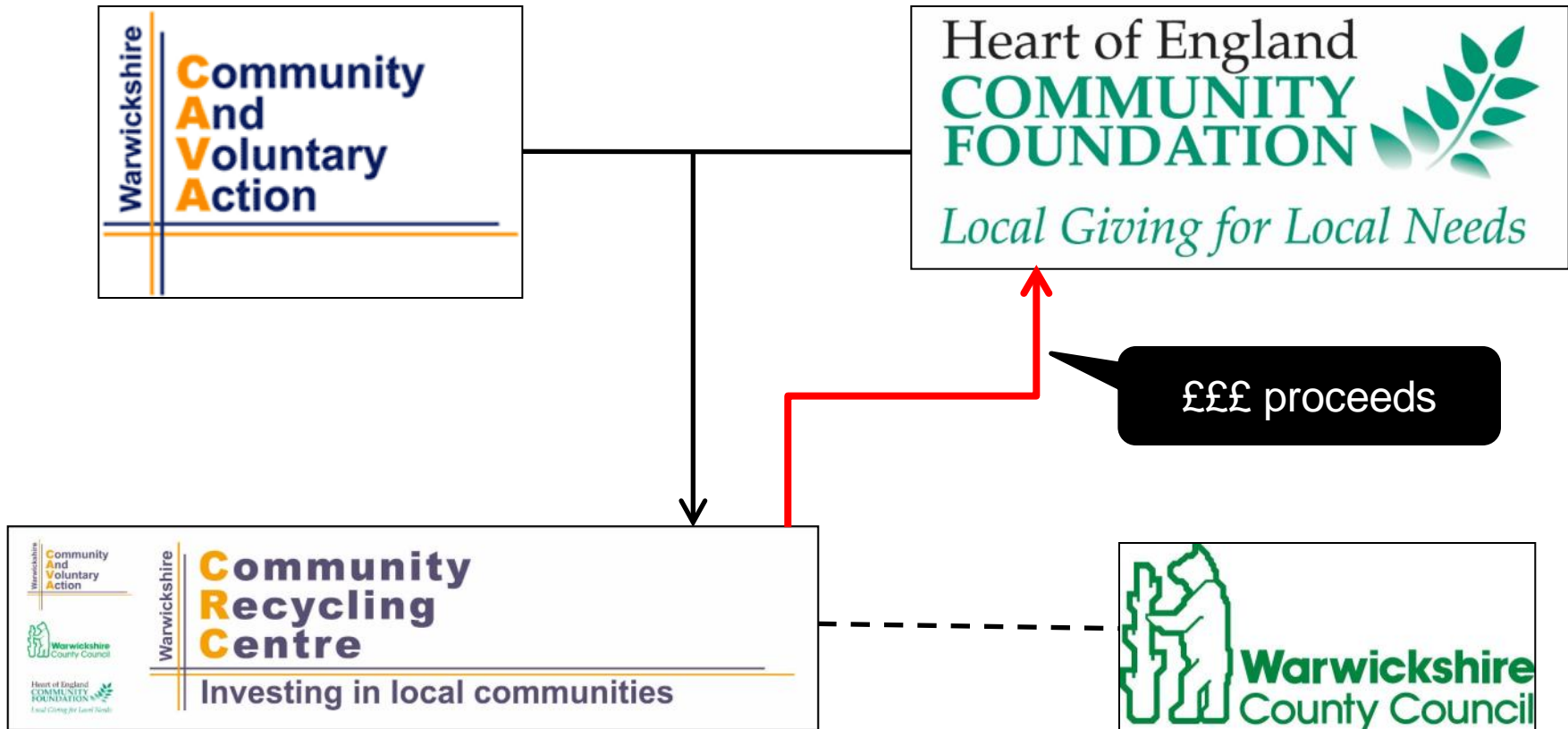


# The (interim) Solution

- 6 HWRCs brought in house
- Sub-contracting of 2 sites to Social Enterprise (MOU & Lease)
- Charity Reuse Shops
- **SAVING** = £6.3m over 7 years



# WCR Partnership

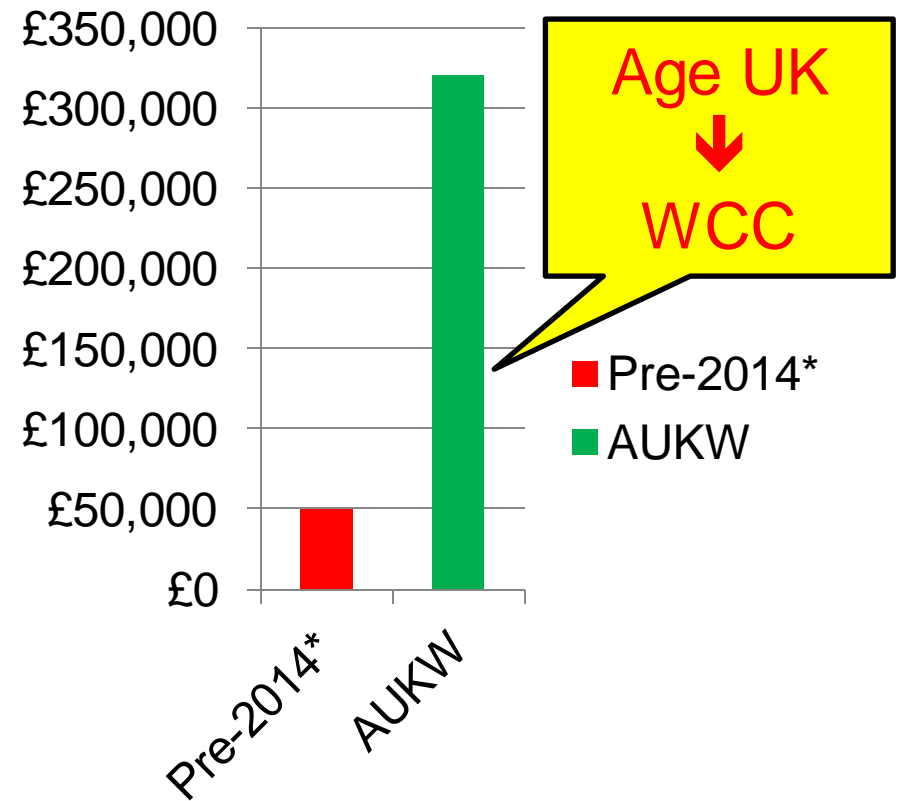


# Re-use Shops Tender – key facts

- 5 year contract + up to 5 year extension
- 2 HWRCs including re-use shops
- 6 stand-alone re-use shops
- Packaged into 4 Lots
- Procurement benchmark = Minimum £50,000 'franchise' fee per Lot per year
- Scored on level of £ concession offered (70%) + quality (30%)
- Information day attracted 15 organisations
- 26 Expressions of Interest
- 5 bids
- Age UK Warwickshire won all 4 Lots!
- £3m income for WCC over 10 years

# Re-use Shops Franchise Income

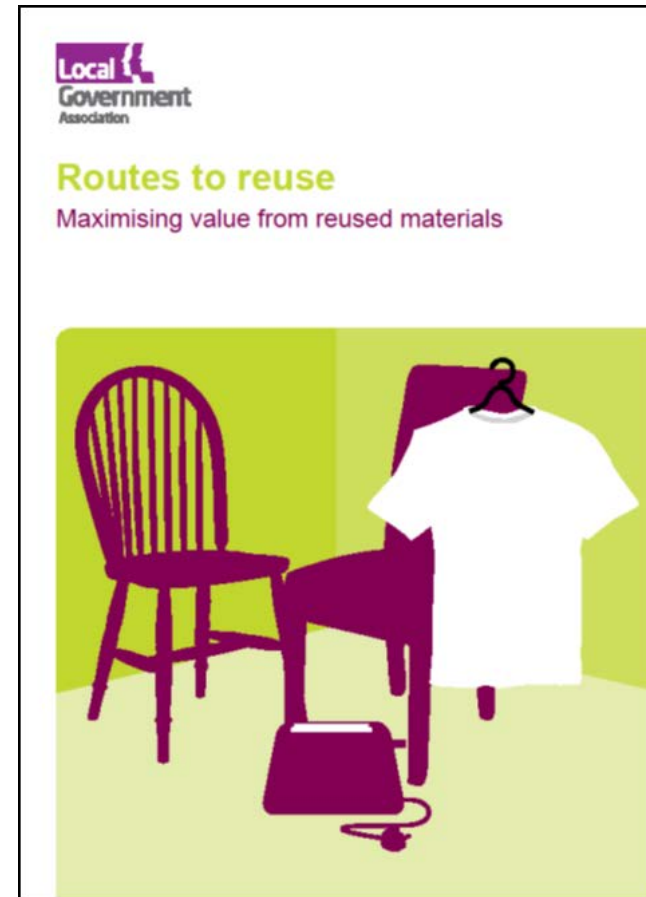
## Franchise Fee



\* Equivalent annual rental yield of re-use shops network

# HWRC Re-use Franchising

- Truly innovative & ground-breaking
- Austerity-busting
- Circular economy in action
- 360 degree Sustainability
  - Social
  - Economic
  - Environmental
- Replicable & Scale-able



# AUKW Recycling Partnership

- 25 FTE + 50 volunteers
- Salvages affordable, quality goods for low income families
- Diverts 700+ tonnes from landfill
- Proceeds support non-contracted services to reduce isolation and loneliness
  - befriending service
  - information and advice
  - Ageing Well exercise clubs
  - specialist day clubs and lunch clubs
- Turnover = £1 million+ in 2016/17



# FCC Build HWRC FOC

- Provide / Design / Build / Operate Contract
- HWRC facility close to Nuneaton town centre
- Market testing and previous abortive procurement dictated 15 year term + extension
- Includes Charity Re-use Shop
- Trade waste option



# The 'new' Judkins HWRC



# Re-use Shop



# Generating Social Value

- 24 Volunteers recruited and trained
- 5,000 volunteer hours to date
- Nearly 2,700 items sold (19.1 tonnes) in June 2015 alone
- Pedestrian access to shop from main road



# Official Opening July 2014

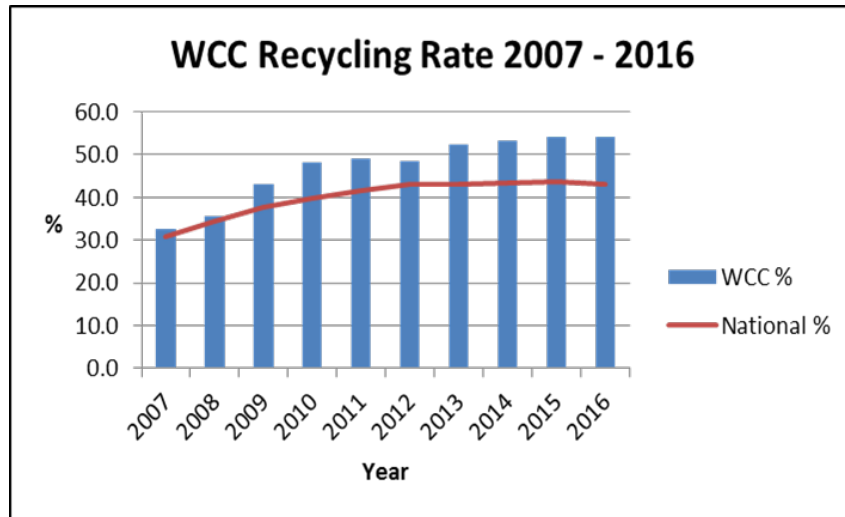


# Judkins Re-use Shop



- Chapter 1 in Nuneaton wins Best Community Recycling Initiative for its operation which includes Judkins HWRC re-use shop

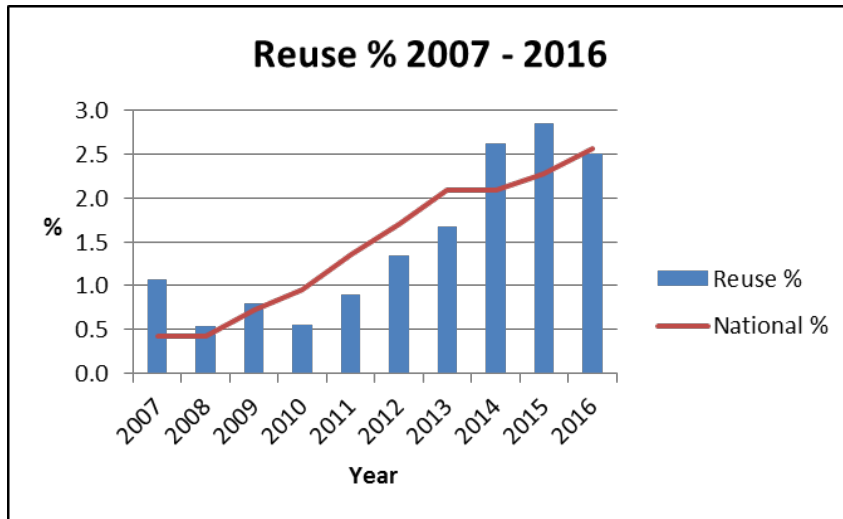
# Warwickshire Recycling Rate



- WCC better than national recycling rate since 2007
- 2015-16 WCC Recycling rate 54.1% (National 43.0%)



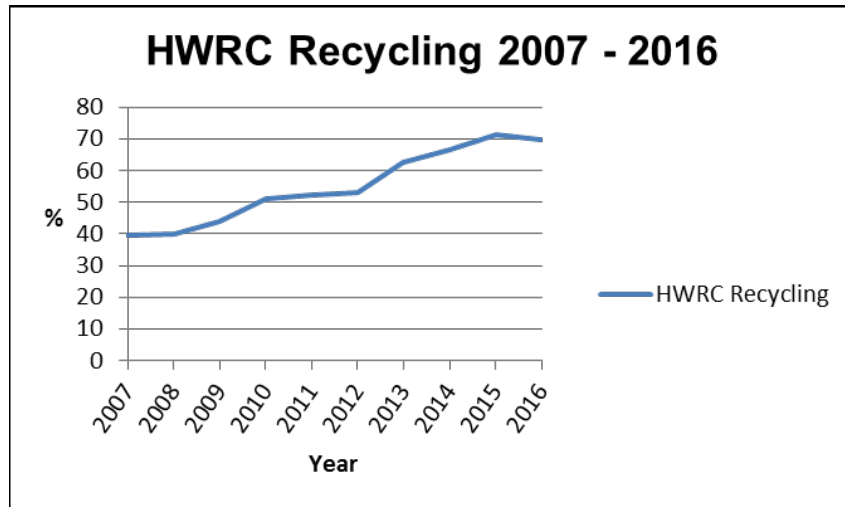
# Re-use Rate



- WCC Reuse 2.5% of overall waste in 2015-16
- 6,800 tonnes reused
- Over 780 tonnes reused at Re-use shops in 15/16 (up 34%)



# HWRC Recycling Rate



- HWRC Recycling rate 69.1% for 2015-16
- 15,900 tonnes recycled materials in 2006-07
- Over 26,000 tonnes recycled in 2015-16





LARAC  
2012

Event Partner

UPM

Organised by  
watreecycle

WINNER

WARWICKSHIRE COUNTY COUNCIL:  
OUTSOURCING HWRC'S TO THE THIRD SECTOR

Sponsored by:

Viridor

Transforming waste



LARAC 2012  
CELEBRATION AWARDS

WINNER  
Best Partnership  
Award

SPONSORED BY  
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# 2015 LARAC



LARAC 2015

CONFERENCE  
CELEBRATION AWARDS

ORGANISED BY  
**EMG**  
Environment Media Group

A LARAC EVENT  
**LARAC**

EVENT PARTNER  
**FCC**  
Environment

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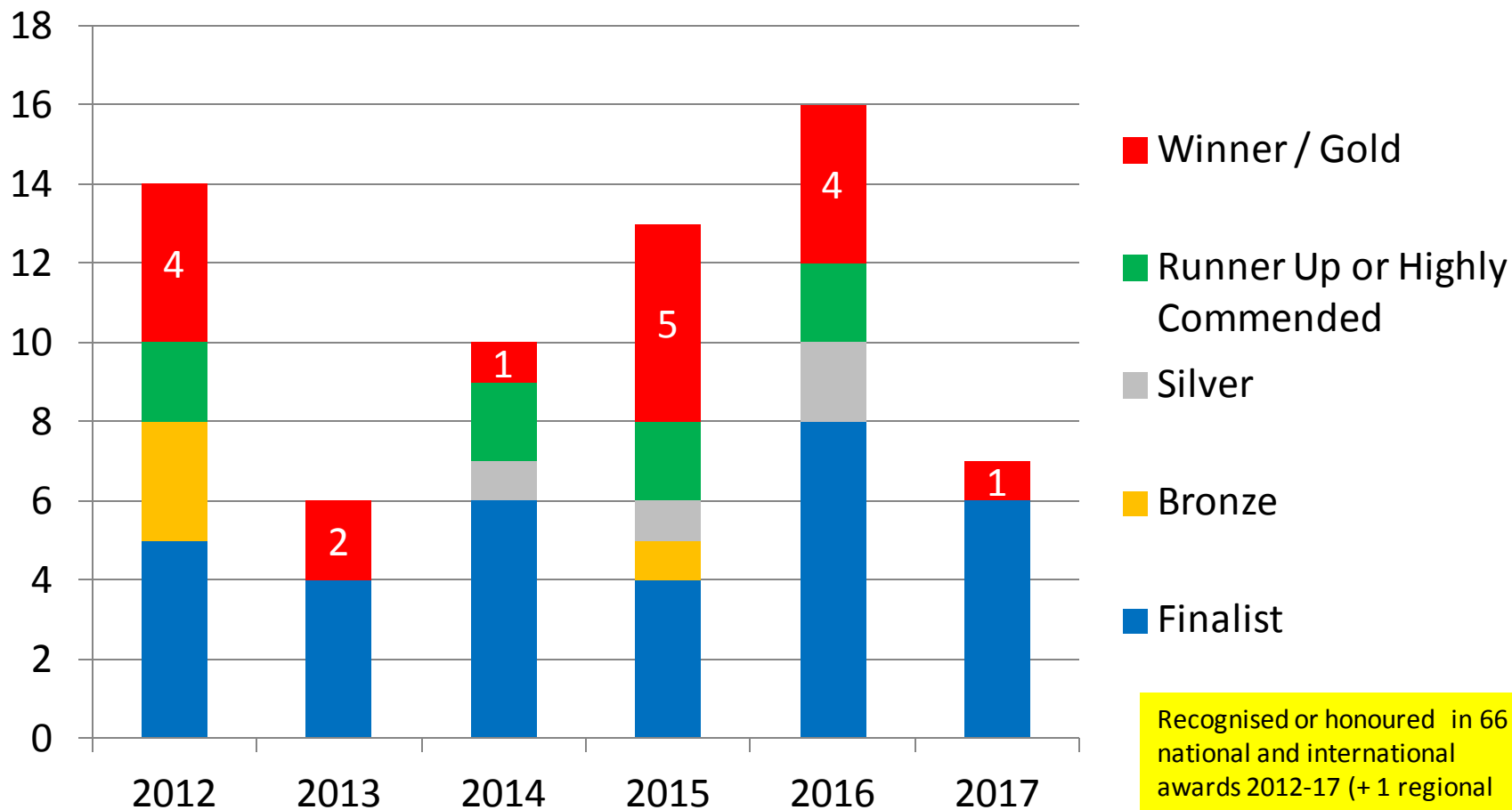
# International Acclaim for HWRC Re-use



Highly Commended in the Governments, Cities & Regions category at The Circulars 2016 (international circular economy awards) – an initiative of The Young Global Leaders of The World Economic Forum. Judges were extremely impressed by ***‘the positive impact the initiative is having across Warwickshire and the UK as a whole, with Warwickshire clearly demonstrating that it is on track to achieve scalable circular value’.***

[thecirculars.org](http://thecirculars.org)

# Award Success for Warwickshire County Council Waste Management Group



Recognised or honoured in 66 national and international awards 2012-17 (+ 1 regional award).

# Keep In Touch

@Recycle4Warks and @SlimYourBin

[www.facebook.com/recycleforwarwickshire](http://www.facebook.com/recycleforwarwickshire)

[www.warwickshire.gov.uk/recycling](http://www.warwickshire.gov.uk/recycling)

[www.warwickshire.slim-your-bin.com](http://www.warwickshire.slim-your-bin.com)

[www.feedyourcaddy.co.uk](http://www.feedyourcaddy.co.uk)

 **recycle for Warwickshire**

**January / February 2017 e-newsletter**

**In this issue:**

- A 'Clutter-Busting' start to 2017
- Put your dustbin on a New Year diet!
- 'In to Win' Winners

**Plus:**

- Spotlight on Paper & Card Recycling
- More awards for recycling in Warwickshire

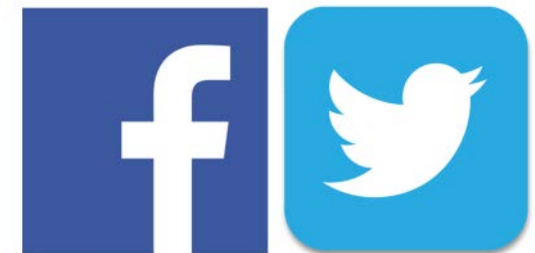


**Post-Christmas Clutter?**

After the season of giving and the bargains you've snapped up in the January sales, you're probably overwhelmed by a sea of unwanted presents and no-longer-needed clothes. However, we can help you to find a new home for your unwanted stuff with a simple 3-point plan.



1. **Phone a friend** – Friends and family or a neighbour may be glad to take an old TV, warm winter coat or book shelves.
2. **Sell, sell, sell** – There are lots of ways to sell items and make yourself some money - through local free newspapers, car boot sales or online e.g. [eBay](#), [Gumtree](#) or [Facebook Local Buy and Sell Groups](#).
3. **Give it away** – There are a number of organisations across Warwickshire who will be happy to have your unwanted items if they are in good condition.



# Contact



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