

# Introducing a Charter Complaint Service : The Contamination Challenge



# South Ayrshire

- Population 112,680
- Urban /Rural Authority
- 57,000 households



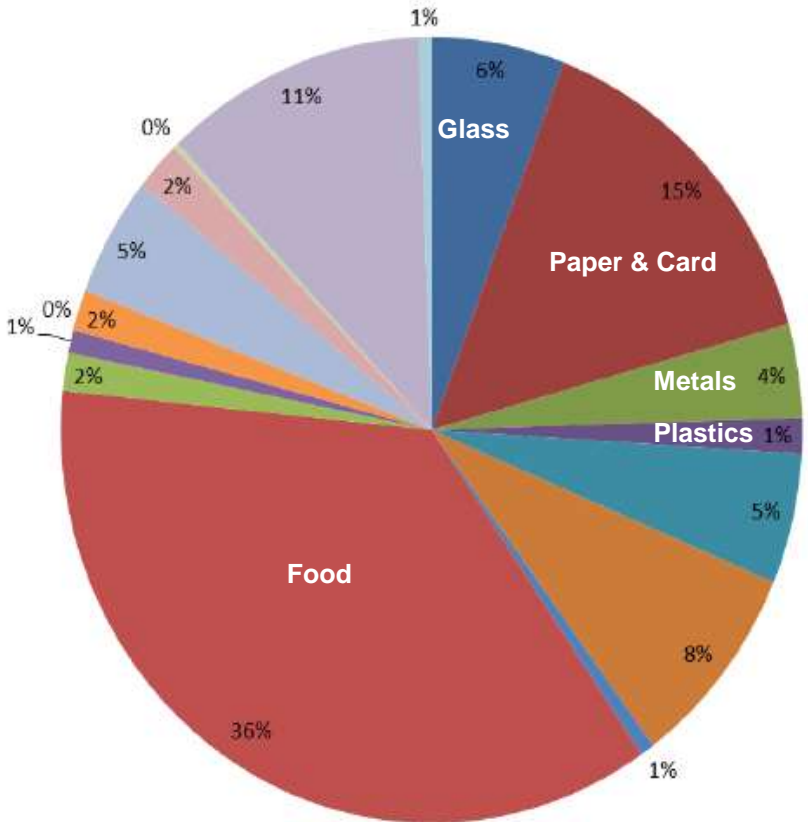
# South Ayrshire

- Robert the Bruce
- Robert Burns
- John Loudon McAdam
- Birthplace of Open Golf
- Trump Turnberry



# Background

- Co-mingled Dry Recyclate Contract
- Residual Bin Composition Analysis 2015
- Food - 36%
- Plastics - 1%
- Metals - 4%
- Glass - 6%
- Paper & Card - 15%
- Household Recycling Charter 2016



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# Charter Compliant Service Approach

## Key Drivers

- Timescales – Approvals/Contractual/Funding
- Fit within Current Operational Model
- Minimum Disruption to Customers
- Return to Base Budget
- Reduce Contamination
- Increase Quality & Quantity Recycling
- ZWS Modelling

# Previous Model For South Ayrshire



240 litre  
2 weekly



240 litre  
4 weekly



240 litre  
2 weekly



23 litre  
Weekly

Footprint 1.368m<sup>2</sup>

# New Model For South Ayrshire



240 litre  
4 weekly

180 litre  
4 weekly

140 litre  
6 weekly

240 litre  
4 weekly

240 litre  
3 weekly

23 litre  
Weekly

Footprint 1.976m<sup>2</sup>

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# Delivering a Charter Compliant Service

- Strategic Operating Model Project Team
- Project Plan
- Timescales
- In House Delivery
- Zero Waste Scotland



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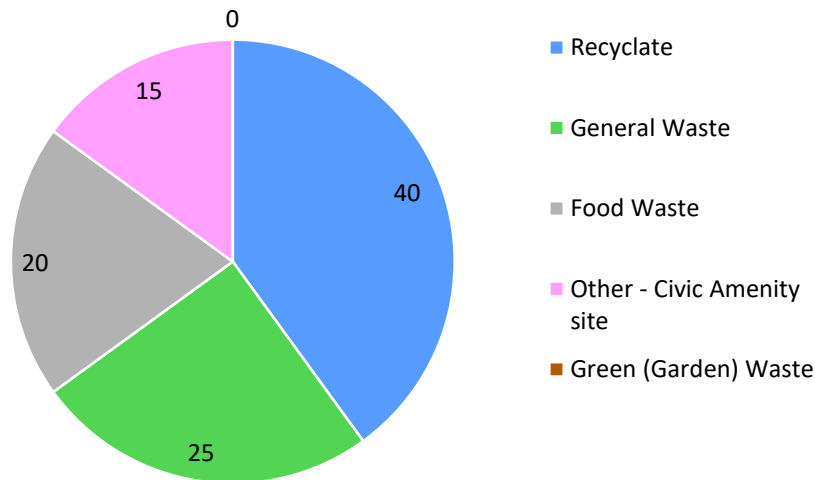
# Delivering a Charter Compliant Service

## Approach

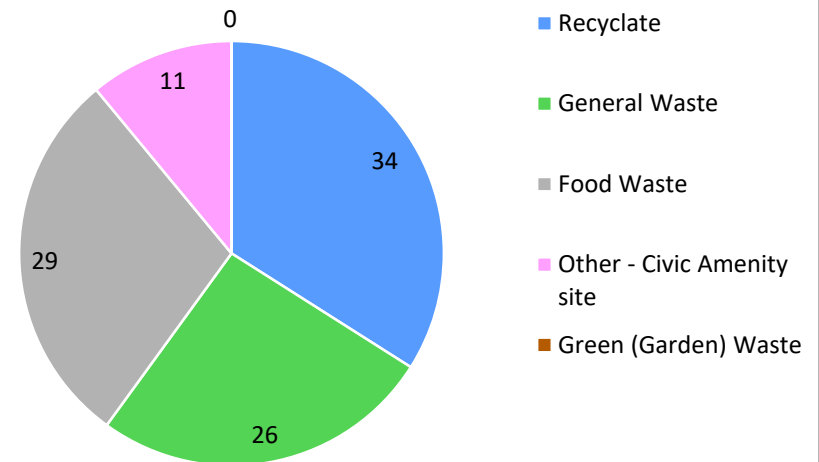
- Household Capacity/Communal areas
- Additional Residual Bins
- Partnership Working
- Communications Protocol (FAQ's)
- New Bin Roll Out
- Phasing (01 Oct 2018 – April 01 2019)

# The Contamination Challenge - Communal Areas

Contamination of Recycling Bin  
% by Weight (kg)



Contamination of Residual Bin  
% by Weight (kg)



# The Contamination Challenge - Communal Areas

- Reconfiguration
- New Bin Design



# Restrictor Plates



Plastics, Metals, Cartons



Paper & Card



Glass

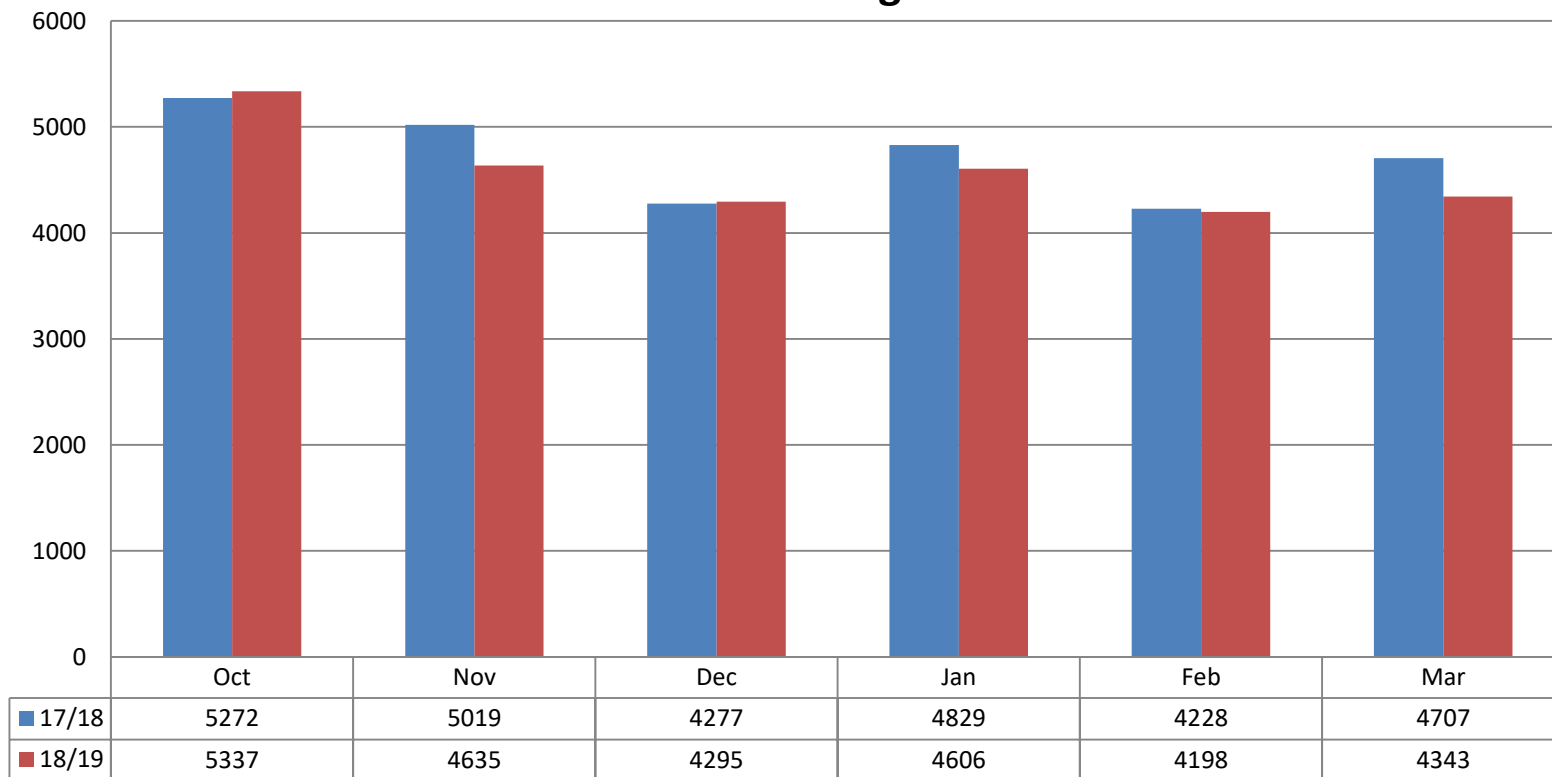
# The Contamination Challenge

- Communication Campaign
- Community Engagement Events
- Service Guide
- Website – FAQ's
- Employee Workshops
- Waste Aware Interaction



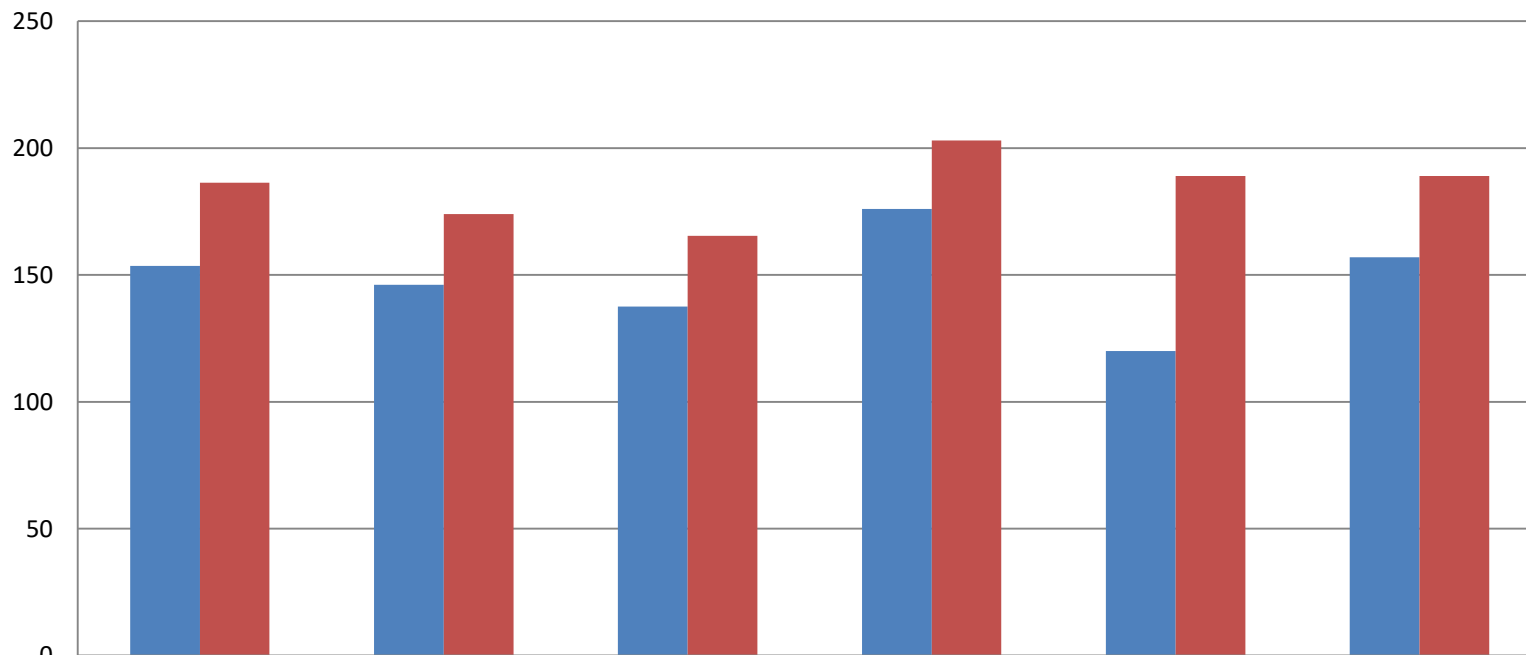
# Outcomes To Date

## Waste Arisings



# Outcomes To Date

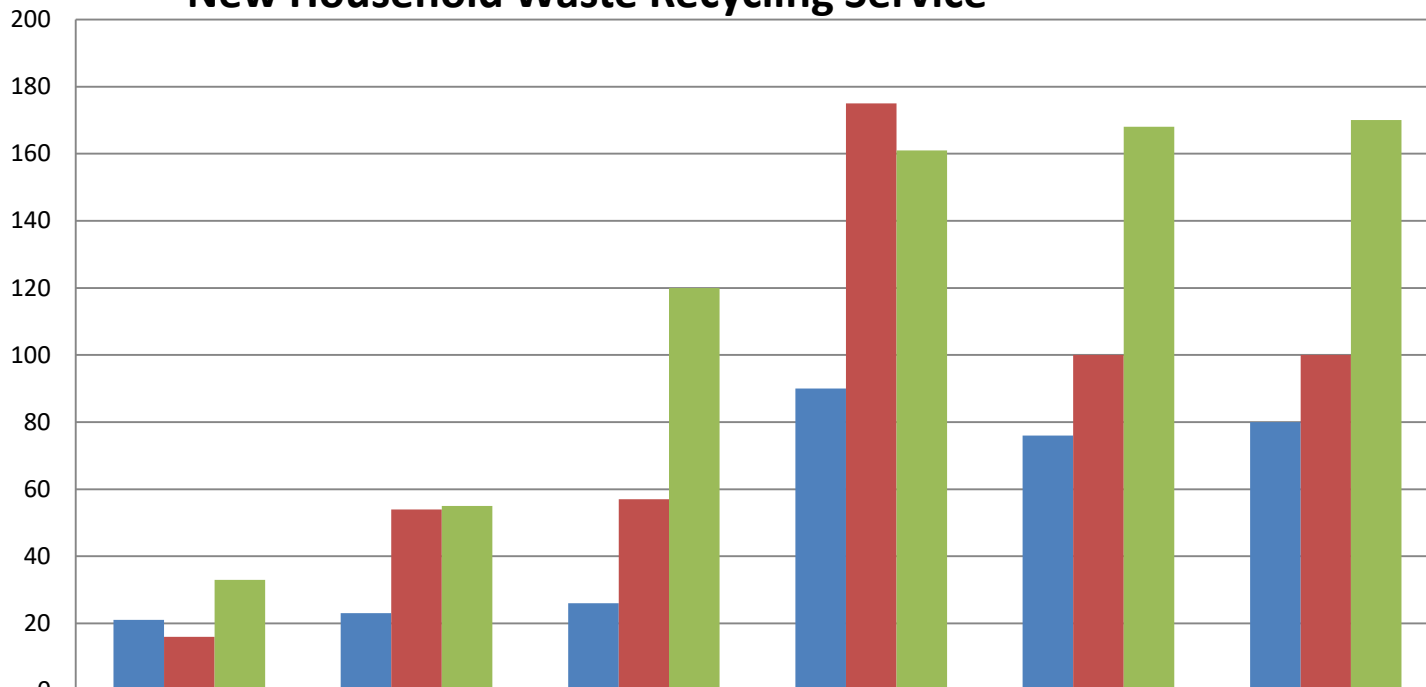
## Food Waste



	Oct	Nov	Dec	Jan	Feb	Mar
■ 17/18 Food Waste	154	146	138	176	120	157
■ 18/19 Food Waste	186	174	165	203	189	189

# Outcomes To Date

## New Household Waste Recycling Service



	Oct	Nov	Dec	Jan	Feb	Mar
■ Metals, Plastic Cartons	21	23	26	90	76	80
■ Glass	16	54	57	175	100	100
■ Paper, Card, and Cardboard	33	55	120	161	168	170



# Outcomes To Date

Oct-Mar 17/18 (£)

£1,998,193

Oct-Mar 18/19 (£)

£1,839,518

**Saving**

**£158,674**

# Lessons Learned

- Timescales
- In - House
- Preparation
- ZWS
- Team Ethos
- Partnership Working
- Phased Approach
- Paper and Card Capacity Review

# Thank You