

Commercial Waste Services

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Commercial Waste Services



- Key provider of trade waste collections to the businesses of Cardiff
- Statutory service
- Providing services across all the wards in the City
- Income of £3.9 million in 2014/15
- 3700 customers in 2014/15
- Support internal Council service areas
- Contributes to recycling performance with recycling and food services.

Breakdown of Services

Trade Waste collections

- 9 rounds collect general waste, recycling and food waste every day throughout the city

Skips

- We provide one-off and regular skip collections using a dedicated vehicle and a range of skip types & sizes

Frontage & Accumulation clearances

- Residential and commercial properties make regular use of our clearance provision. Waste can often be removed the same day as a request

Bulky Item removal

- Removal of furniture, bulky items and office clear outs

Support to events

- Providing waste removal and cleansing to a range of events held in the city every year

Street Cleaning

- Jet washing and street cleaning



How do we provide these services?



Staff

- 36 full time employees
- Share the domestic manning pool from which to draw support/cover
- Staff retention high
- Little fluctuation in staffing numbers over 5 year period

Operations

- All functions operated from Lamby Way Depot
- Costs of maintaining plant and equipment shared amongst service area
- Benefit from CTS and central shared services

Vehicles

- 2 x 18 tonne vehicles
- 3 x 26 tonne vehicles
- 1 x 7.5 tonne delivery vehicle
- 1 x Roll on Roll off HGV

Pricing



- Prices set annually by Cabinet
- Officers given some discretion to discount to compete with private sector quotes
- Aim for consistency
- Aim to differentiate between local authority option and private sector
- No VAT on services
- No price rise for April 2016/17

The Challenges



- Approx 14,000 Non domestic registered properties
- National Agreements
- Managed buildings/complexes
- FEL's and REL's
- Market Forces



Competition

- Established national providers
- Established branding -Biffa Bin!
- Extensive resources
- Economy of scale
- Waste Brokers
- National Contracts
- Blend of services
- Corporately astute



Comparison With Private Sector



Private Sector

Considerable Resources

Customer Service Pool

Rigid scheduling

Economies of scale

Access to disposal markets

Opaque pricing mechanism

Structures for corporate sales

City of Cardiff Council

Resources from within LA

Local & committed team

Flexibility in collection

Limited disposal points

In competition with other LA's

Open and fair pricing

Limited engagement opportunities

Unique Selling Points



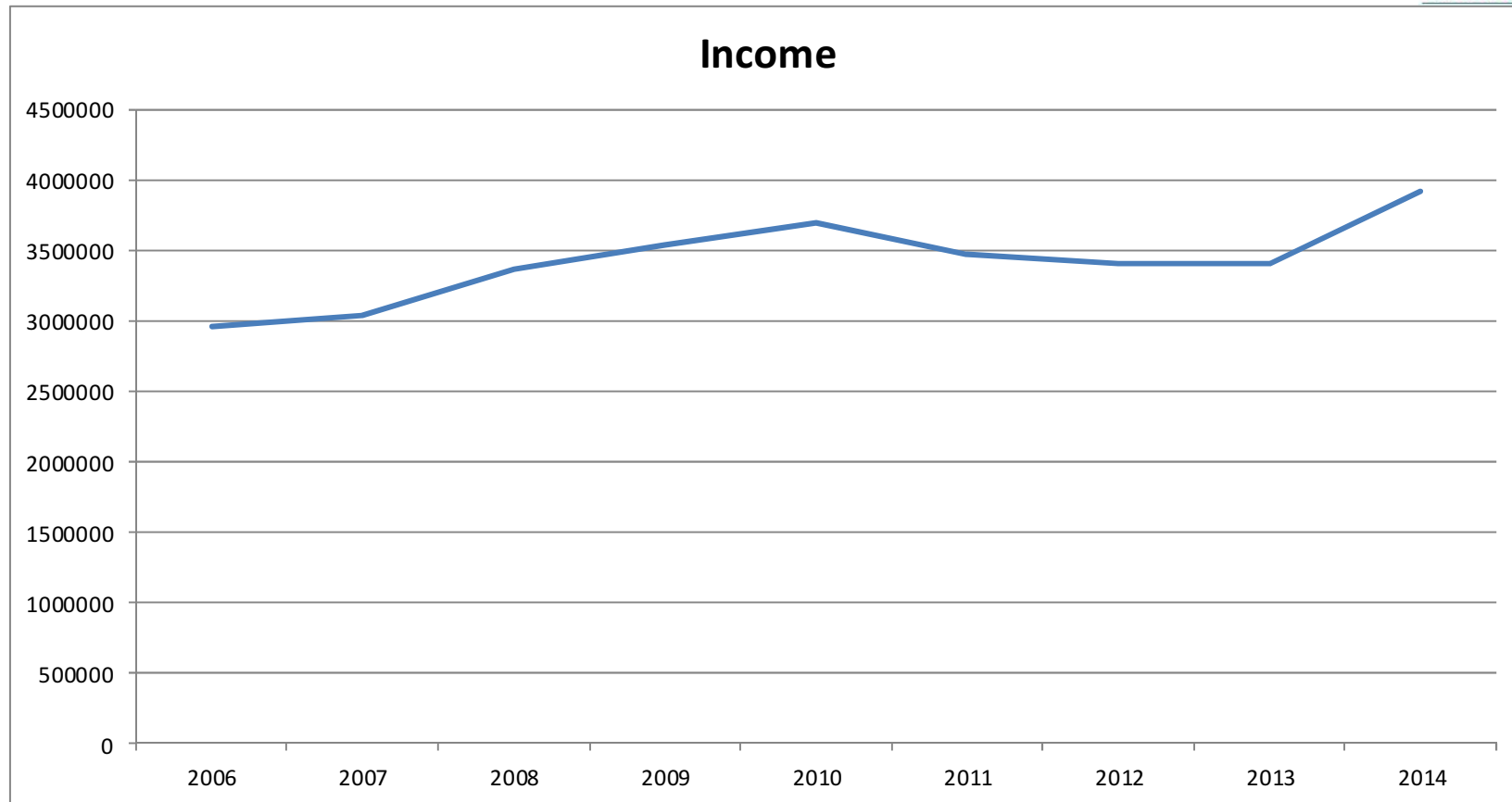
- Local provider
- Excellent customer service
- Trusted treatment and disposal of waste
- VAT exempt
- Consistent and transparent pricing

The last 5 years

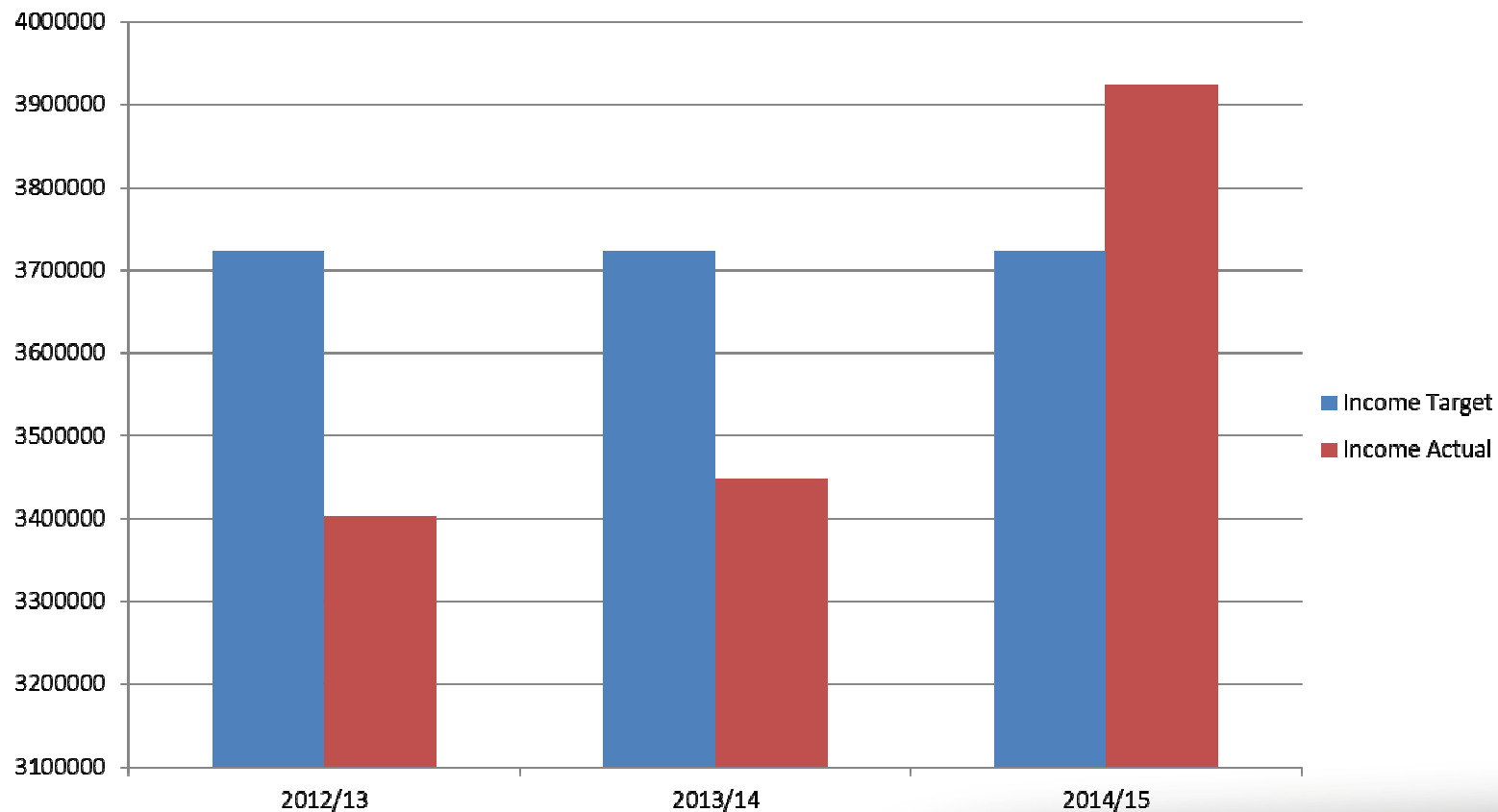


- Customer retention has improved
- Effects of economic downturn
- Culture change
- Improved systems of working
- Investment in technology

98.64% of invoices cleared in 2014/15



Income against target



Benefits

- Ensuring new ownerships captured
- Build on advantages of Tax and reputation of Local Authority
- Better debt control
- Targeted marketing campaigns and offers
- Changing culture and flexible
- Seeking larger contracts
- Pro active sales



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