

Trade Waste – Current Position Report

1. Trade Waste – Background

- 1.1** Collecting and disposing of commercial waste must be arranged by business owners - business rates do not cover this.
- 1.2** Under the 'Controlled Waste (England and Wales) Regulations 2012, waste created from business premises is classed as commercial waste. It is an offence for businesses to use the domestic kerbside waste and recycling service, public recycling bank sites, and household recycling centres to dispose of commercial waste.
- 1.3** Under the Environmental Protection Act 1990, all businesses - whatever their size - have a responsibility to ensure that their waste is stored securely and disposed of properly. This responsibility, known as 'duty of care', means that a business must ensure that its waste is only transported and disposed of by a licensed waste disposal company and that the relevant paperwork (known as Waste Transfer Notes, which are used to formally document all the waste which is moved) is kept as a record for a minimum of two years (this is a legal requirement).

2. Finances

Year	2015/16	2016/17	2017/18
Total Exp	310,204	292,093	298,302
Income	267,202	264,578	267,292
Net Exp	43,002	27,515	31,010

3. Service

- 3.1** The commercial waste service is operated by Ubico and currently employs two operational staff, one driver and one loader working 37 hours per week. The service is currently over a four day week. The crew and vehicle are used for other duties the 5th day such as mopping up missed collections etc. Administration of the service is absorbed into the existing administration service provided for all waste collection services. The service is operated separately but in parallel with the household waste collection service.
- 3.2** The Council currently offers no commercial waste recycling service to any of its circa 450 commercial residual waste customers and collections are currently based on a once weekly collection with customers able to choose from a variety of container sizes including a pay as you throw sack system.
- 3.3** The current makeup of the 450 customers is approximately 30 medium size businesses with the remainder being small or micro businesses, with all collections being carried out over the 4 working days the service operates. The service collects in the region of 1,200 tonnes of waste per year which is disposed of through Ubico at a local landfill site operated by Grundon Ltd.

4. Capacity

- 4.1 Analysing a number of week's activity provides a rough estimate of the current capacity within the service. Excluding the 5th day referred to above the service has an average of 3-4 days per month where it is not fully utilised.
- 4.2 Whilst there does appear to be some capacity in the business this is made up of a number of hours a day rather than a specific day or days completely free. Therefore we need to understand better where our customers are and target any marketing resource accordingly. If this is not done it may be that we gain a number of customers in outlying areas where we have no current customer base and this may be inefficient and not cost effective. It may also be the case that we need to reconsider how current rounds are structured to ensure that we are operating as efficiently as possible.

5. Current contractual requirements

- 5.1 Under the TBC / Ubico contract service specification various responsibilities are assigned to the partners with regard to trade waste as follows:

Council	Ubico
Setting policy and service charges	Setting up contracts with new customers on behalf of the Council
Invoicing customers	Provide a schedule of customer accounts for billing purposes
Raising invoices	Range of services provided according to requirements
Taking receipt of and processing payments	Assist the Council in promoting and marketing the service
Debt recovery	Collection of trade waste
Promoting & marketing the service	

6. Operational environment

- 6.1 Tewkesbury BC has historically set its trade waste prices annually with an annual price increase of 2%, although there was no price rise in 2016/17 and a rise of 5% in 2017/18. The 2019/20 proposed price increase is in line with RPI which as of September 2018 was 3.1%.
- 6.2 Many of TBCs competitors for this service are actively weighing and monitoring waste and altering process accordingly to ensure that customers are offered a cost-effective service.
- 6.3 A number of national and local waste companies operate within the area including:
- Smiths
 - Grundon Ltd
 - Biffa Waste Services
 - Sita

7. Marketing and promotion

7.1 Historically marketing and promotion of the services is minimal and generally limited to advertising the service on the Council's website, although periodic advertisements have appeared in the Borough news.

7.2 The Council has a number of Unique Selling Points (USPs) that Council trade waste services have to offer which other contractors cannot, such as:

- Competitive prices – no VAT charge;
- Ability to cater for a range of sized and types of businesses – a range of bin sizes and sacks to suit business's needs;
- A dedicated customer service team;
- State of the art waste vehicles – a reliable service;
- A trusted brand; and finally,
- Peace of mind that your waste will be disposed properly –the relevant legal documents to ensure that customers are compliant.

7.3 Other competitive edges that the Council may have over other traditional trade waste businesses are:

- The Council are often the first point of contact for new businesses to the area, particularly with the Growth hub in the PSC:
- Local service with excellent local knowledge:
- A reputable service provider; and,
- High quality, responsive, flexible and accessible services.

8. Current fees and charges ** As of 2019/20 the discount for DD customers has been removed.

Description	16/17 fee	17/18 fee	18/19 fee	19/20 fee
Schedule 1 Trade customers				
1) Sacks				
25	39.25	41.20	42.81	44.20
50	78.50	82.45	85.67	88.50
100	157.00	164.85	171.28	179.65
2) Invoiced TW Customers				
190 ltr bin	4.60	4.85	5.04	5.05
370 ltr bin	6.80	7.50	7.79	7.80
770 ltr bin	11.20	12.35	12.83	12.85
1100 ltr bin	14.70	16.25	16.88	16.90
3) DD TW Customers				**
190 ltr bin	4.60	4.60	4.79	5.05
370 ltr bin	6.80	7.15	7.40	7.80
770 ltr bin	11.20	11.75	12.19	12.85
1100 ltr bin	14.70	15.45	16.04	16.90

Description	16/17 fee	17/18 fee	18/19 fee	19/20 fee
Schedule 2 Trade Charities				
1) Sacks				
25	29.05	30.50	32.00	33.05
50	58.09	61.00	63.00	65.10
100	116.18	122.00	127.00	131.20
2) Invoiced Trade Charities				
190 ltr bin	3.24	3.40	3.53	3.55
370 ltr bin	4.50	4.75	4.94	4.95
770 ltr bin	6.47	6.80	7.07	7.05
1100 ltr bin	8.03	8.45	8.78	8.80
3) DD Trade Charities				**
190 ltr bin	3.24	3.25	3.36	3.55
370 ltr bin	4.50	4.50	4.69	4.95
770 ltr bin	6.47	6.45	6.71	7.05
1100 ltr bin	8.03	8.00	8.34	8.80
4) Inv Trade Charity shops				
190 ltr bin	3.24	3.40	3.53	3.55
370 ltr bin	4.50	4.75	4.94	4.95
770 ltr bin	6.47	6.80	7.07	7.05
1100 ltr bin	8.03	8.45	8.78	8.80
5) DD Trade Charity shops				**
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