

Waste consolidation

Streamlining your waste and recycling collections



This toolkit was developed from the Bond Street Waste Consolidation project, delivered in partnership with New West End Company (NVEC). It will be most useful for Business Improvement Districts (BIDs), property managers, neighbourhood forums and multi-tenancy buildings who wish to run a joint tendering process.

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Introduction

All businesses create waste. This can be a small office with a few bags of recycling, or fast food restaurants with industrial-sized bins full of leftover food.

There are many waste and recycling collection services operating across London. Neighbouring businesses will often use different companies to collect their waste which can happen at different times and on different days, with bins and bags frequently left on the street.

By coordinating suppliers, neighbouring businesses can cut costs and improve traffic congestion, air quality and create a safer and more pleasant street environment.

This guide provides the tools to work with other businesses in your area to introduce a waste consolidation scheme.

What can be done?

Most individual businesses will appoint a local waste collection operator to pick up their rubbish, usually based on availability, reliability and costs. For businesses that are part of a group, the decision may be made at a head office or regional level.

We recommend that larger businesses work together to use their collective buying power to negotiate the waste collection service they want, when they want it, and at the price they are willing to pay. Once in place, smaller businesses are able to join the scheme and take advantage of consolidated services at discounted prices.

This approach has worked successfully in Bond Street where New West End Company (NWEC) has reduced the number of waste operators from 47 to five in just one year. NWEC achieved this by recommending businesses use just two preferred operators. The number of vehicle movements a day fell from 144 to nine in the same period, resulting in an annual reduction in emissions (see Table I).

Table I: Annual emissions savings from Bond Street waste consolidation
(interim results: December 2017)

Emission type	Before (144 movements) kg	Now (9 movements) kg	Reduction (kg)	Reduction (%)
CO ₂	9,716	607	9,109	93.7
NO _x	35.6	2.20	33.40	93.8
PM ₁₀	2.2	0.14	2.06	93.6
PM _{2.5}	2.1	0.13	1.97	93.8





Setting up a preferred supplier scheme

Stage 1: Scoping

Think about your area and consider the other types of businesses there.

Firstly, assess the level of interest in a potential waste and recycling service. Local neighbourhood groups, forums or BIDs are a good place to start.

Now survey interested businesses to find out about their current arrangements and what is required. A sample survey form is included as Tool 1.

Once completed, analyse the data to understand the requirements of the potential service and the level of interest.

Stage 2: Procurement

Prepare tender documents to invite waste collection operators to submit a proposal to undertake the service. Guidance on preparing an Invitation to Tender (ITT) is included as Tool 2. We suggest including promotion and a target to sign-up new customers in the contract with the appointed operators.

Identify potential service providers and send the ITT. The waste collection contractor used by your local council may be able to offer a commercial collection service, too.

Undertake the procurement exercise and appoint a waste collection operator(s). You may wish to involve representatives from other participating businesses in the selection process. It is important to define the reporting requirements, methods and frequency with the successful operator so that the performance of the service and any issues can be monitored and evaluated.

Stage 3: Promotion

Speak to other businesses about the scheme and encourage participation. This can be done using a range of different media, such as those featured in Tools 3, 4, 5 and 6 (see opposite).

It is important to talk with the local authority(s) to find out the days and times of their collection services in the area, particularly if there are residential properties. They will also be responsible for taking enforcement action on rubbish dumped illegally on the street. There will be an expectation from the businesses that sign-up to the new scheme that discarded bags of rubbish will no longer be an issue. The council must be encouraged to take action on any infringements to deter reoccurrence.

Stage 4: Monitoring

Make sure you carefully monitor the service and tackle any problems as they arise, particularly in the first few weeks.

Create a document tracking what you did, what worked well and what didn't. This will be useful to share with other businesses who wish to replicate the scheme, or if you set up another preferred supplier scheme, for example, for stationery or confidential shredding.

Continue to engage with other businesses using your scheme and gather details of their experiences to include as part of the tracking document.

Finally, share the results with others and promote the scheme in the wider area to encourage more businesses to join. This will achieve a greater reduction in congestion and its negative impacts, and provide increased benefits within your community.

Toolkit

Tool 1

Sample survey to businesses to assess current and desired service

Tool 2

Guidance on preparing an Invitation to Tender

Tool 3

Email template to increase engagement

Tool 4

eSurvey chaser email template

Tool 5

Case study: NWECC – preferred waste supplier pilot scheme on Bond Street

Tool 6

Example publicity leaflet created by the operator

Further information

All tools and further guidance can be found at www.tfl.gov.uk/efficientdeliveries



