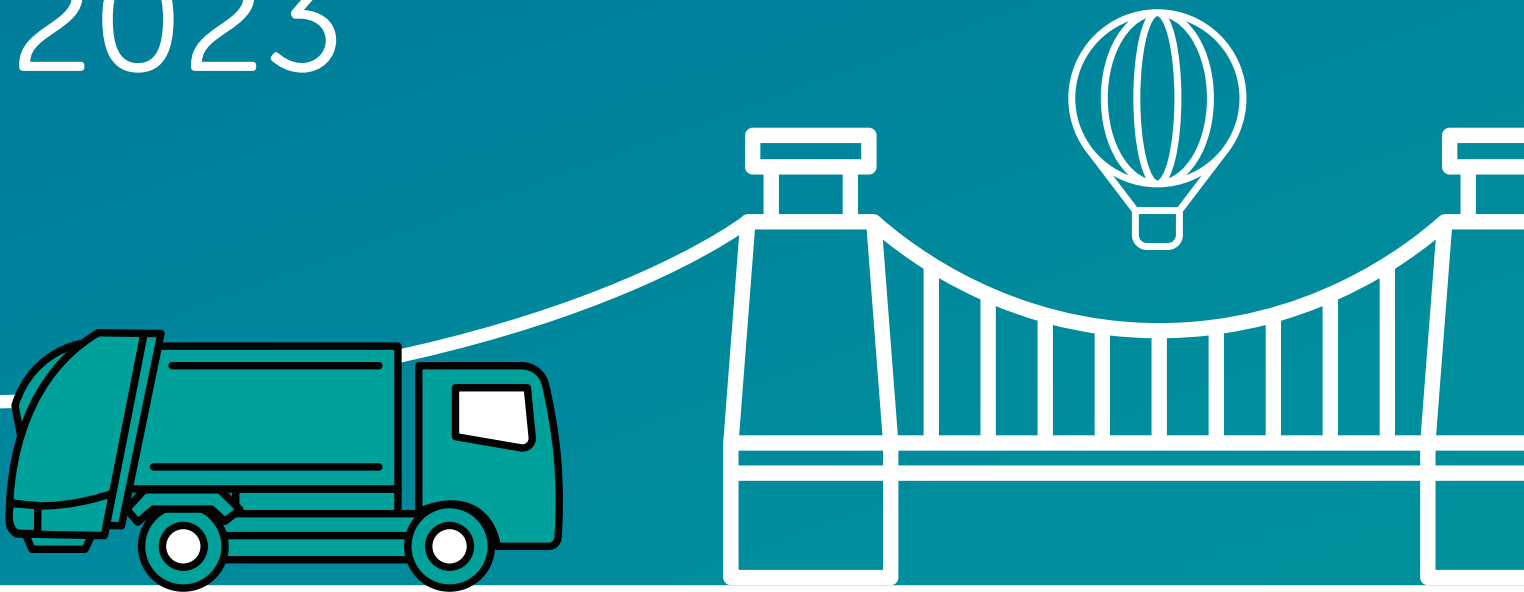


No.1

English core
city for
recycling*

BRISTOL
waste

Bristol Waste Impact Report 2023



*with over 71,000 tonnes of waste recycled and 50,000 items diverted through our reuse schemes

Get in touch!

queries@bristolwastecompany.co.uk



Introduction from Dave Knight, Interim Managing Director

What we do is important; put simply, we're here to keep Bristol clean and safe – helping to deliver the city's sustainability targets in partnership with the council. We visit every home, clean every street and look after our civic buildings. We make the lives of people living and working in our city, better. And we are good at it too. The statistics you'll read here are testament to that.

We've also built new and strong relationships across the council – reflecting our joint goals. Yet we are also facing some significant challenges, both financially and operationally. Like many companies, the past year has been a tough one as we move through our turnaround.

As a company owned by the city, our ambition is to provide good quality, value for money services across Bristol and beyond. And our expanding commercial business adds to the benefits we bring to the city.

The top ten of 2023

Improved the environment by making



21.9 million refuse and recycling collections



Retained number 1 English core city for recycling with over 71,000 tonnes of waste recycled and 50,000 items diverted through our reuse schemes



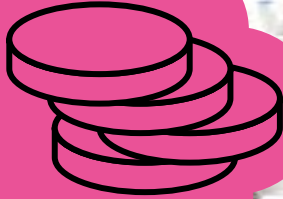
800 miles of streets cleaned every week

230 buildings serviced by our facilities management teams

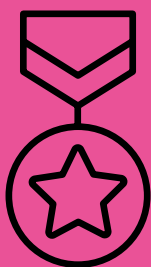


67,000+ hours of security services provided across Bristol

Provided the best **value for money** waste recycling service amongst English cities and local authorities



Over **£30 million** given back in social value



3 award nominations for our sustainability projects at the 2023 National Recycling Awards, LARAC Awards and Business Leader Awards



This past year we've begun to make great improvements; some are already visible, like introducing more efficient collection routes, to bringing on-the-go recycling to the streets for the first time. Some will bear fruit in the next financial year.

We're also on a robust path to financial security so long as we receive adequate funding, but there is still a lot of work to be done. The gap we must now bridge is between the level of service a city like Bristol requires, and the funding we receive.

Nationally we have gained recognition as leaders in our field, being nominated for three national sustainability awards.

Going forward we will step up and play our part as a major city partner, helping Bristol prosper and delivering on the One City Plan.

Dave Knight

Bristol Waste Company

Key achievements in 2023

Reducing waste



71,000 tonnes recycled or composted saving the city **£5.2 million** in disposal costs



taking part in the Waste Nothing Challenge, helping Bristol Waste Nothing

More than

52,000 items



diverted from going to waste via our 3 reuse shops; including **410** mobility aids and **3.3 tonnes** of paint



9 campaigns to change behaviour in the city, including reducing dog fouling, increasing on-the-go-recycling and challenging households to reduce their waste



9,300

flats given improved recycling facilities



In the Loop campaign

We launched permanent on-the-go recycling bins around Bristol's city centre waterways to keep valuable materials in the loop. The bins have helped prevent litter from entering our waterways and increased the city's recycling rates, maintaining our position as a top core city in England for recycling.

Keeping the city clean and encouraging better recycling is at the heart of what we do.

Thanks to funding from environmental charity Hubbub and Coca Cola's InTheLoop Grand Fund and support from Bristol City Council's waste services team, we placed 22 bins all around Bristol Harbour, a distance covering approximately 4.5 miles.

The bins are located in transport hotspots and busy areas from Castle Park to Cottage Landing, and not only provide additional waste capacity, but also plastic, can and glass recycling.

By changing how people manage their waste when they are out of the home, we're promoting a culture of recycling on-the-go and taking an important step towards making Bristol a more sustainable city.

In the first three months of the new bins being in place, we have seen over a 70% reduction of recyclables in the general waste bins with 500kg of plastic and cans recycling collected.

Looking after the city

25,000
miles of roads
gritted

9,000
fly-tips cleared

67,000m²
graffiti removals
carried out

2,000
homes powered by
biogas produced
from food waste
recycling

22 on-street
recycling bins
installed for
the first time
around Bristol's
harbourside

Over
8,000
hours of additional
street cleansing
delivered by
the Big Tidy
team

41,000
hours of security
delivered to keep
civic spaces safe

3 event waste
management
services delivered
for Pride, Harbour
Fest & St Paul's
Carnival

0
complaints about
student waste
during the move
out due to the
targeted campaign

Enhancing our services

Only
0.1%
of collections
missed

3%
increase in
satisfaction
for the general
household waste
service, from 71%
to **74%**

5%
increase in
recycling
service
satisfaction,
from 68% to
73%

78,000 hours
of queues avoided through
the new recycling centre
booking system

19,500 homes
re-routed to deliver an improved
service, reduced environmental
impact and financial savings

Tripled
recycling participation
in the city centre

Students on the Move 2023

The Students on the Move campaign helped students manage their waste responsibly by selling, donating, recycling, or binning it. Following on from the first campaign's success in 2022, we delivered a refreshed campaign this summer in partnership with Bristol City Council, UWE Bristol and the University of Bristol.

Every year, as the summer beckons, we have thousands of students on the move to new homes. To help them dispose of their waste responsibly, we signposted them to the places suitable to sell, recycle or dispose of their old items.

We also supported local communities by installing temporary bins in student hotspots to prevent fly-tipping and rented really big bins for waste to students and landlords.

We spoke to over 140 people on our first day of community engagement and during the build-up to the campaign launch we held eight engagement events on university campuses. We worked collaboratively with the council's enforcement team and the universities to actively manage waste during the move out period.

The campaign was a great success in the fact that we received zero complaints about student waste during the move out period.

Delivering social value

Delivered over **£30m** in social value (using the independent National Social Value Portal value added metrics)

90% of the workforce are residents of Bristol

3,760 apprenticeship hours delivered

2,500 volunteer hours via our reuse shops

REUSE

3,118 IT reuse items refurbished and donated or sold to those who need them most to tackle digital poverty

4,000 bags of litter collected through community litter picks

10,500 community engagement activities to support behaviour change to improve environmental outcomes

3,310 students, pupils and community groups attending talks

BIG TIDY

91 Big Tidy pledges made by residents and businesses to love where they live and bring the sparkle back to Bristol

1.5 million impressions on our social channels

1,390 streets visited by community engagement

8 campaign ideas generated by students through our Course Connect partnership with UWE Bristol

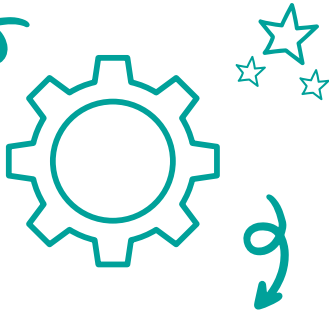
Our finances

Delivered over
£10m in savings
over the last 7 years

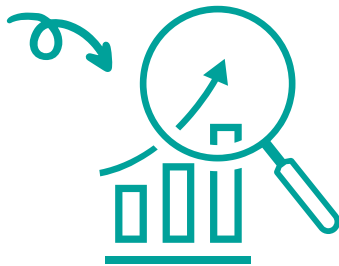


Managing a **12% increase**
in disposal costs, but only
a **5% increase** in funding

Strengthened
governance and
control across the
whole business



£600k
growth in
commercial
sales



Facilities management
services starting to
deliver a profit



Digital Inclusion Scheme

The Digital Inclusion Scheme continues to help thousands of Bristol residents connect to the internet. By donating 3,144 devices, we've supported people to access educational and employment opportunities, speak with family and access online banking.

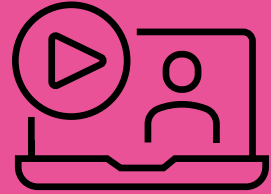
The scheme has branched out to donating reused smart phones. One25, a charity that supports marginalised women in Bristol, said the donated phones were given to women who did not have access to their own devices.

The phones gave them the power to manage their own finances, access services and organise their own appointments.



Looking after our people

31,000+
learning hours
delivered



7 mental health
first aiders trained



New
internal comms strategy
focused on two-way
communication



Created key
new policies,
including
whistleblowing

New
simplified
health and safety
policy centring
on personal
commitments



Rolled out new
values
as part of a drive to
build a new
culture



145
nominations
for our new Stand Out
Awards which recognises
colleagues' success in
the first 3 months



Looking ahead

Next year we will focus our energy and resource where it is needed most; doing fewer, bigger, better projects to deliver the key priorities. We will also remain focussed on our robust plan for stability.

Health and safety remains our number one priority and we will not compromise on that. We want everyone to go home, every day, feeling good about themselves. We made great strides this year with all key sites passing external health and safety audits. Our next step is to embed the right behaviours throughout the company, so everyone understands their personal responsibility to keep themselves and those around them safe.

Culture change is taking place within the company too. We have new values and vision and we launched the Stand Out Awards (our staff recognition scheme with our frontline colleagues).

We are laying the groundwork for Bristol Waste to be an employer of choice for the city.

Looking externally, it is clear that reducing waste and increasing recycling is not only good for the environment and the city, but it is also good financially. We will be driving behaviour changes to help residents and businesses to waste less. However, we cannot resolve the financial challenges without adequate funding that matches the level of services we provide.

There is much still to do. The services we provide are strong, but there is always room for improvement. We stand ready to help Bristol achieve its sustainability and carbon net zero targets. We are owned by Bristol and we are Bristol. We look forward to working together in 2024 to keep Bristol clean and safe.



BRISTOL
waste

queries@bristolwastecompany.co.uk

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